First-Hire Scorecard

One page. Write it before you hire.

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ROLE

REPORTS TO / START DATE

1 The result: what must this role achieve?

Not "help in the shop". Something you can check at the end of the day.

2 The standards: turn each cost of bad work into a measurable standard

Ask: "What does bad work in this role cost me?"

BAD WORK COSTS ME...	SO THE STANDARD IS... (measurable)
	→
	→
	→

3 The traits you'll hire for (3 at most)

You can teach the skills. It's very hard to teach someone to care.

PAY (check local rates, then pay slightly above if you can)

SMALL MONTHLY BONUS, TIED TO ONE STANDARD (optional)

CHEAP MISTAKES (let them learn)

EXPENSIVE MISTAKES (clear rule from day one)

WEEKLY REVIEW (day and time, first 90 days)

Hiring family? Same scorecard, same standards, agreed in writing before they start.

Examples only; results vary. General business education, not financial, legal or tax advice.
Free tool from LoftyBiz. More free tools and Systex (our own product): loftybiz.net

Example: a filled-in scorecard

Mary's juice & snacks shop, from video 006 (illustrative example)

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ROLE

Shop attendant

REPORTS TO / START DATE

Mary (owner) · starts Monday

1 The result: what must this role achieve?

Not "help in the shop". Something you can check at the end of the day.

Every customer is served fast and the cash is balanced every day. The shop opens at 8:00.

2 The standards: turn each cost of bad work into a measurable standard

Ask: "What does bad work in this role cost me?"

BAD WORK COSTS ME...		SO THE STANDARD IS... (measurable)
Customers wait too long and leave	→	90% of customers greeted within 1 minute
Cash disappears	→	Cash count matches the sales book every evening
Sales lost when stock runs out	→	Restock list sent to Mary every Friday by 5 PM

3 The traits you'll hire for (3 at most)

- Reliable (on time daily)
- Honest with money
- Willing to learn

You can teach the skills. It's very hard to teach someone to care.

PAY (check local rates, then pay slightly above if you can)

$400 a month

SMALL MONTHLY BONUS, TIED TO ONE STANDARD (optional)

Small bonus if the cash matches every day of the month

CHEAP MISTAKES (let them learn)

Arranging the fridge differently

EXPENSIVE MISTAKES (clear rule from day one)

Giving stock on credit to strangers: never

WEEKLY REVIEW (day and time, first 90 days)

Every Friday, 4:30 PM, for the first 90 days

Result in the example: freed time used to win two office catering contracts worth over $2,000 a month. Results vary.

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Interview score sheet + paid trial day

Same questions, same order, for every candidate. Score before you discuss.

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Ask about actual past behaviour, not hypotheticals. Score each answer 1 (weak) to 5 (strong) against your scorecard before you talk to anyone about your impressions.

QUESTION (same order for everyone)	Candidate A	Candidate B	Candidate C
Q1 Tell me about a time you were trusted with money. What happened?	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Q2 Tell me about a time you had to be somewhere on time every day. How did it go?	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Q3 Tell me about something new you had to learn quickly at work.	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Q4 Tell me about a time a customer was unhappy. What did you do?	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Q5 (Your question, from one of your standards)	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
TOTAL (out of 25)			

Paid trial day (always paid, doing the actual work)

DATE AND HOURS

TASKS THEY WILL DO (FROM THE SCORECARD RESULT)

WHICH STANDARDS YOU WILL CHECK

PAY FOR THE DAY (USD)

TRIAL DAY RESULT

☐ Met the standards: offer the job ☐ Close: one more trial day ☐ Not a fit: thank them, pay them

3-day time audit

List what you did in 15-minute blocks. Circle the low-value tasks that eat your hours.

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Mark each block: H = high value (only you can do it, or it makes the most money) · L = low value (you could pay someone a few dollars an hour).

	DAY 1: _____	DAY 2: _____	DAY 3: _____
07:00	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
08:00	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
09:00	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
10:00	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
11:00	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
12:00	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
13:00	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
14:00	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
15:00	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
16:00	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
17:00	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
18:00	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L
	H / L	H / L	H / L

Times shown 07:00-19:00; adjust to your hours. Total the L hours: those tasks are your first hire.

Train to standard: steps + 90-day plan

Watch → supervised → independent. Ready = 100% of the result at about 80% of your quality.

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1 They watch you

First few days (about a week). Explain what and why. Write each task as steps or record a short phone video.

2 You watch them

Next 2-3 weeks. Don't take over. Let them finish, then give feedback using the written steps.

3 Supported independence

By the end of month 1. Check results against the scorecard daily, then weekly. Results, not every action.

Write the steps for the first task you'll hand over

TASK NAME _____

Example: "Opening the shop: unlock, switch on fridges, check stock of the top ten items, count the float, unlock the door at eight."

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

90-day weekly review (scorecard together, every week)

Celebrate what works, fix one thing at a time, update the written steps. When something goes wrong ask: "Which step was missing or unclear?"

Week 1 ☐ Fix:	Week 2 ☐ Fix:	Week 3 ☐ Fix:	Week 4 ☐ Fix:	Week 5 ☐ Fix:	Week 6 ☐ Fix:	Week 7 ☐ Fix:
Week 8 ☐ Fix:	Week 9 ☐ Fix:	Week 10 ☐ Fix:	Week 11 ☐ Fix:	Week 12 ☐ Fix:	Week 13 ☐ Fix:	**Day 90**

This week: (1) 3-day time audit (2) one-page scorecard (3) steps for the first task. Turn your steps into a system your team follows with Systex (our own product): loftybiz.net