New hire no-show email

Text or call within 30 to 60 minutes of the missed start time and send the first email the same morning. Send the final notice one to two business days later if you still have no reply.

SAME-MORNING CHECK-IN

Subject: We missed you this morning, [First Name]

Hi [First Name],

Today, [Start Date], was your first day as [Job Title], and we were expecting you at [Location] at [Start Time]. We haven't seen or heard from you yet, so I wanted to check that you're OK.

If you're running late or something came up, just reply to this email or call/text me at [Phone Number]. If we hear from you by [Same-Day Deadline], there's a good chance we can still get you started today or move you into [Next Orientation Date].

Hope everything is fine.

[Your Name]
[Title], [Company]

NEXT-DAY FOLLOW-UP

Subject: Your start date with [Company]: please reply by [Response Deadline]

Hi [First Name],

We expected you yesterday, [Start Date], for your first day as [Job Title]. I called on [Call Date] and sent a text, but haven't been able to reach you.

We'd still like to have you on the team. Please let me know by [Response Deadline] whether you:

- still plan to join, and can start on [Next Orientation Date], or
- have decided not to take the job, which is completely fine to tell us.

If something serious kept you away, tell me and we'll work out what we can.

[Your Name]
[Title], [Company]
[Phone Number]

FINAL NOTICE: OFFER CLOSED

Subject: Closing your offer for [Job Title]

Hi [First Name],

We haven't heard from you since your start date of [Start Date], despite calls, texts and emails on [Contact Dates]. Since we need to fill the seat for our [Class or Team Name], we are withdrawing your offer for [Job Title] as of today.

If circumstances change, you're welcome to apply again at [Careers Page]. If you have already completed any paid onboarding time, [Payroll Contact] will be in touch about payment.

We wish you the best.

[Your Name]
[Title], [Company]

HIGH-VOLUME CLASS (SHORT)

Subject: Training started today: are you still joining?

Hi [First Name],

Your [Job Title] training class started at [Start Time] today and you weren't checked in. Are you still joining us?

Reply YES and I'll confirm your seat for [Next Orientation Date], or reply NO and I'll release it to the next candidate. If we don't hear back by [Response Deadline], we'll assume you're no longer interested.

[Your Name], [Company] Recruiting

SUBJECT LINE IDEAS

- We missed you this morning, [First Name]
- Checking in about your first day
- Are you still joining us as [Job Title]?
- Your first day was today: please call us
- Please reply by [Response Deadline] about your start date
- Closing your offer for [Job Title]
- Can we save your seat in the [Next Orientation Date] class?

SMS / WHATSAPP VERSION

Hi [First Name], it's [Your Name] from [Company]. Your first day started at [Start Time] at [Location] and we haven't seen you. Are you OK and still joining? Text or call me at [Phone Number] by [Same-Day Deadline] so we can hold your spot.

Placeholders to replace: [First Name], [Job Title], [Start Date], [Start Time], [Location], [Same-Day Deadline], [Response Deadline], [Next Orientation Date], [Call Date], [Contact Dates], [Class or Team

Name], [Careers Page], [Payroll Contact], [Phone Number], [Your Name], [Title], [Company]