



AGENCY LIMITED

## Candidate Pack 2020





AGENCY LIMITED

**IMPORTANT INFORMATION FOR ALL AGENCY WORKERS**

**PLEASE READ THOROUGHLY**

**TIMESHEETS**

- All temps will be paid at a set hourly rate as advised at time of booking.
- At the end of each day, all temps must ensure that their timesheet has been filled out and signed by a person of authority for each individual job
- Always fax or send your timesheet to reach us by Friday afternoon or Monday morning before 9.30am at the latest, so we can add on any overtime you have done

**WAGES**

- Temp wages are paid a week in arrears (on production of a signed timesheet)
- The weekly pay run is calculated on a Monday, if you do not produce the relevant timesheet by 9.30am on Monday any overtime will not be paid until the following week
- Your money will be paid directly into your bank account via BACS
- We take care of your tax, N.I and holiday pay. If, however, you are paid directly by a private client you are responsible for your own tax and N.I.
- You will see a clear breakdown of your holiday pay on your payslip
- Payslips will be emailed to you every Wednesday

**DRESSCODE**

- **Cooks – it's imperative to have a set of clean, white chef's whites for all jobs.** Your hair is to be tied back under a hat and appropriate footwear should be worn. No nail varnish or jewellery is to be worn
- **Waiting Staff – Your appearance should be to a high standard at all times and you must ALWAYS stick to the uniform regulations.** Ladies to wear a knee length black skirt, long sleeved **white** shirt with no pockets or frills (crisply ironed), black tights, clean black closed toe court shoes (absolutely no shoes with large chunky rubber soles). No nail varnish, jewellery must be kept to one pair of stud earrings, perfume and hairspray must not be too overpowering. Your hair should be clean and neatly tied back. Men to wear black trousers, white shirt, black tie and polished black shoes. Waiting staff must have no visible body piercing apart from one pair of stud earrings
- Butlers - to wear black or pinstripe trousers, white shirt, black tie and black jacket

**CAUTION**

- All cooks must take extra special care when cooking for clients to check for allergies. Please note that nut allergies can be fatal. It is also extremely important to adhere to all food hygiene regulations to ensure against food poisoning.
- We recommend all staff do this course which is available free on line: <http://allergytraining.food.gov.uk/english/> . Once you have completed the course you can print off a certificate to certify you've completed this online training course.
- Link for brochure on allergens: <http://www.food.gov.uk/sites/default/files/multimedia/pdfs/publication/loosefoodsleaflet.pdf>
- **Cooks/waiting** staff are responsible for their own Tax and National Insurance on any jobs not paid by Blues Agency
- It is **extremely** important that all staff are very hygiene conscious. Always wash your hands when cooking and waiting, and always use the correct colour coded chopping boards when preparing any food. **Never** wear your apron to the toilet, and do not touch your hair without washing your hands afterwards

## BOOKINGS

- Office hours are **08.30am – 17.00pm**
- Always keep Blues telephone number with you – 020 7731 7533
- Put all your bookings directly into a diary – **please note name, address, time and telephone number thoroughly**
- Cooks should be at jobs no later than 10am and waiting staff are expected to work for a minimum of 5 hours for a lunch shift (approx 10.30am-3.30pm) and for a minimum of 4 hours for an evening shift (approx 5-9pm), unless we specify otherwise
- Never take a booking directly from a client, ask the client to call Blues and book you. If you take jobs directly we hold no responsibility or liability
- Always make sure you get to jobs 10 minutes before the start time, and are changed and ready to start work at the time stated
- If you're using your own car to drive to a job in the country then the rate you should charge the client is 45 pence per mile
- If you are booked for a job but do not receive a text the day before, ALWAYS call the office to confirm whether or not the job is going ahead.

## BEING A GOOD TEMP!

- Call us once a week to let us know your free days for the following week
- **If you are running late due to unforeseen circumstances call us immediately so that we can contact the client**
- Always allow extra time to get to work, in case of problems / delays with London transport, especially at Christmas
- If you are ill and are unable to turn up for a job, let us know as soon as possible so that we can replace you and not inconvenience the client
- Smoking is not allowed in any kitchens or dining rooms
- Please make sure kitchens are left clean and tidy and you offer to help with washing up
- Leftover food should not be taken home without asking the person in charge
- We advise cooks to have an up to date health and hygiene certificate and to take out the necessary insurance cover

## IMPORTANT

- **Spot checks on staff will be carried out on site.** This helps us to maintain our high standards
- To improve skills we offer free of charge waiting courses. Please contact Blues for further information
- Please remember Blues can provide temporary and permanent Cooks, Assistants, Waiting staff, Butlers, Tea ladies and washer uppers should you need help or are ill.
- Do not use company computers for personal use
- Do not use mobile phones while working. If we need to get hold of you we will leave a message or contact you at the company where you are working that day
- All staff who may be required to drive a clients car must make sure (and have written evidence) that they have been added to their insurance policy as a named driver
- Any accidental damage must be reported

## JOBS WE OFFER

- London (permanent or temporary) - Directors lunches, Catering companies, Delicatessens, Dinner parties, Private functions
- Country - Weekends, Weeks, Seasonal lodges and hotels, Major sporting events
- Abroad - Summer villas, Private houses, Chalets, Summer resorts, Embassies

## HOLIDAY PAY PROCEDURES

It is now a legal requirement in the UK, due to a ruling made by the European Court of Justice, that all holiday pay is built up via an accrual system, and payment for statutory annual leave is made at the time when holidays are taken. This law has been introduced to give temporary workers equal benefits as permanent employees.

## REQUESTING HOLIDAY PAY

- Please inform us at least one week in advance of any holiday you would like to collect pay for, submitting your request by Friday at 5pm.
- Your request must be made directly to Blues, not the Client, by emailing us.
- Let us know the dates and number of days you would like to take to avoid any confusion (you can only take up to five days each week).
- You can only request holiday pay if you are actually taking the days off as holiday. You cannot be paid holiday if you are working.
- You are entitled to take two weeks holiday at a time, but this will be paid weekly.
- The holiday pay runs by financial year, you **MUST** take all your holiday pay before the end of March (Week 52).
- **You must take your holiday entitlement within this period as no accumulated holiday can be carried over to the following holiday year.**

### **HOW YOUR PAY IS CALCULATED**

- Holiday pay is based on 12.07% of all earnings.
- We take your average earnings over the last 12 weeks and divide it by the amount of hours worked during the same period, giving us an average hourly rate.
- We then check if you have accumulated enough holiday pay to be paid for the entire holiday period requested. Providing that there are sufficient funds, this will be paid into your account as per your normal wages.
- Your weekly payslip will show the amount of holiday pay that has been accrued, and the total that remains in your holiday pay fund.

### **PENSIONS**

Three months from your start date, you are eligible to join the NEST Pension scheme which is a government legislation. If you earn over £182 in that week you will be sent a letter which will explain everything going forward.

### **AWR (AGENCY WORKERS REGULATIONS)**

As you may be aware, the Government introduced Agency Worker Regulations in October 2011, giving agency workers the entitlement to the same basic employment and working conditions as if they had been recruited directly by the company where they have been hired to work at through the agency. The regulations give you the same access to certain facilities provided by the company and information on job vacancies. After you have completed a 12 week qualifying period with the same company, in the same role, you will be entitled to the same basic terms and conditions of employment as if you have been employed directly by the company. Should you have any questions about the regulation or your rights, please contact us in the first instance.

### **DBS (CRB) CHECKS**

More and more clients are looking for DBS (CRB) checks. We would recommend you apply online <https://www.gov.uk/disclosure-barring-service-check/overview> . If you have one, please let us know. If you are working with or likely to be in contact with vulnerable individuals, we recommend you renew them at least every two to three years

### **GENERAL DATA PROTECTION REGULATIONS**

To adhere with the GDPR compliances we would like to make you aware we will use your information to contact you.

### **MODERN SLAVERY ACT**

#### **ANTI-SLAVERY AND HUMAN TRAFFICKING POLICY 2015-2016**

As part of our culture of good governance for good business, at Blues Agency Ltd we operate to a set of core values which reflect our relationships with our principal stakeholder groups: customers, manufacturers, shareholders, suppliers and team members. We adopt a behavioural value for all our business relationships, reflecting our attitude to the exploitation of individuals in any form, and more particularly the offences under the Modern Slavery Act 2015. We are committed to opposing modern slavery in all its forms and preventing it by whatever means we can. We demand the same attitude of all who work for us and expect it of all with whom we have business dealings.

Our attitude to modern slavery is: zero tolerance

Whistleblowing Procedure – a staff member should approach Blues Agency. If the matter is extremely serious then a director of Blues.

## **ANTI-BRIBERY ACT**

As an employee of Blues Agency Ltd, you must ensure that you read, understand, and comply with the information contained within this policy, and with any training or other anti-bribery and corruption information you are given.

All employees and those under our control are equally responsible for the prevention, detection, and reporting of bribery and other forms of corruption. They are required to avoid any activities that could lead to, or imply, a breach of this anti-bribery policy.

If you have reason to believe or suspect that an instance of bribery or corruption has occurred or will occur in the future that breaches this policy, you must notify the manager.

If any employee breaches this policy, they will face disciplinary action and could face dismissal for gross misconduct.

Blues Agency Ltd has the right to terminate a contractual relationship with an employee if they breach this anti-bribery policy.

## **HEALTH**

It is important you let us know of any health issues or disabilities which may affect your ability to undertake the work you are seeking.

Please also state if you have any healthy-related issues which mean that you cannot be assigned to work on your own during the day? (e.g. epilepsy):

## **HEALTH AND HYGIENE GUIDELINES TO FOLLOW**

- Always wash your hands when you arrive at a job, upon entering / reentering the kitchen and before handling food
- Dry hands thoroughly with paper hand towels. DO NOT use tea-towels
- If required, please use rubber gloves when handling food
- Remove all jewellery on hands/wrists before handling food
- Keep all cuts and abrasions covered with a suitable coloured plaster – these are usually blue
- Always wash hands after handling raw food or after disposing of kitchen waste
- Make sure the correct sinks are used for washing equipment, food or hands
- If preparing food, use the correct colour coded chopping board
- Ensure all food is covered before putting into the fridge/freezer and is labelled and dated
- Raw meat should always be stored below cooked meat in the fridge
- Defrosted food must NOT be re-frozen
- Always use oven gloves when taking food out of the oven
- Make sure oven is turned off when you have finished cooking
- Make sure fridge/freezer is closed properly and locked if necessary

## **HEALTH AND SAFETY RULES FOR BLUES STAFF**

**Please ensure you make yourself familiar with the Company's Health and Safety procedures:**

**Here are some guidelines we encourage you to adhere to.**

### Working Practices

- Only operate equipment if trained to do so.
- Do not remove any guarding from equipment used or deviate from your authorised usage of the equipment.
- You must report immediately any equipment defect and do not attempt to repair it.
- Undertake all duties as instructed and never deviate.
- You must comply with all hazard/warning signs and notices displayed on the premises.
- Please ensure you keep your work areas tidy and clear of obstacles.
- You must dispose of waste in the appropriate places.

### Protective Clothing & Equipment

- You must wear protective clothing when required.

- Never obstruct any fire escape route, fire equipment or doors.
- All temporary workers must familiarise themselves with the company's evacuation procedure.

Accidents

- Always report any injury or accident to the first aider, irrespective of how minor, and ensure details are entered into the company's accident book.
- Remember to report any incident in which damage is caused to the property.

Health

- Always remember to report any medical condition that could affect the safety of yourself or others.

**All Cooks/food handlers must have a valid health and hygiene certificate. This should be renewed every two years. Please go to [www.food-hygiene.certificate.co.uk](http://www.food-hygiene.certificate.co.uk) or call the office for any further information.**

FOLLOW US



Instagram (blues\_agency) and Facebook (Blues Agency Ltd)

**I confirm I have read and understood this document and I agree to always advise Blues immediately of any work offered directly by a client initially introduced to me by them. I consent to this information being held on file under the terms of the Data Protection Act 1998.**

**Signed: ..... Date: .....**

**Print Name: .....**

**Holiday Pay I confirm I have read and understood the notes on holiday pay**

**Signed: ..... Date: .....**

**Print Name: .....**



AGENCY LIMITED

EVERY CLIENT MUST HAVE A COPY OF THIS TIMESHEET

NAME: ..... WEEK COMMENCING: .....

SUMMARY OF HOURS WORKED

DATE	COMPANY NAME	TIME START	LUNCH-TIME	TIME FINISHED	TOTAL WORKED	AUTHORISED SIGNATORY
MON						
TUES						
WED						
THURSD						
FRIDAY						

TOTAL HOURS WORKED.....

I certify that the above number of hours have been satisfactorily worked and payment will be made in respect of these hours in accordance with the terms and conditions of the business and I accept the basic of this transaction. All variations, amendments or modifications or modifications to Blues Agency Ltd terms and conditions shall have no effect unless agreed in writing and signed by Blues Agency Ltd.

TEMPS: THIS FORM MUST BE COMPLETED IN FULL.ANY TIMESHEETS RECEIVED AFTER 11AM ON A MONDAY MORNING WILL RESULT IN A DELAY OF YOUR PAYMENT.

Note to Client: The above named Temporary Worked is under contract with Blues Agency and as such, cannot be re-employed without informing Blues Agency. If such an engagement is made Blues Agency fees, as per their Terms and Conditions, shall apply.

Note to Worker: In accordance with the Working Time Regulations 1998, please be aware that you are entitled to a 20 minute rest break every six hours and a minimum daily rest period of 11 consecutive hours in each 24 hour period.

DATE:	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
WEEK 1					
WEEK 2					

Please tick in free days for next two weeks:



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## Building your CV

Overall, a CV should be neat and typed. Most libraries now have public computers, if you do not have your own. It should also be short, usually no more than two sides of A4. It should be positive, stressing achievements and strengths, and make a good impression in a clear and positive way.

### The basic format for a CV includes:

- A covering letter; see 'Including a covering letter' below.
- Personal details, including name, address, phone number, email address.
- Career history, starting with your most recent job first. Include dates and temporary or voluntary jobs if appropriate
  - Include the details of each job, what it skills were involved and any goals achieved.
- Qualifications and training from previous jobs, with the most recent first.
- Interests, if they are relevant and especially if the skills or teamwork concerned are relevant for the job.
- Any extra information, such as reasons for a career change or reasons for gaps in career history.
- List other skills that could raise you above the competition such as languages and IT skills.
- References should be available but listed on the CV as 'Reference upon request'.

### Structure your CV:

- Your CV is not an autobiography; it is a 'value proposal' to demonstrate how you can add value to the employer.
- Make a CV relevant for the application. Have an adaptable CV to amplify your appropriate core skills to the role.
- Seek out advice on your CV and be prepared to take criticism.
- Never add anything in a CV that you are not prepared to demonstrate or elaborate on.
- Check thoroughly for correct spelling and grammar - spotting errors is a quick and easy way of weeding out weaker candidates when faced with a mountain of CVs to read.

"A CV is not merely a chronological list of employment"



## Including a Covering Letter:

The main aim of a covering letter is to encourage recruiters to read your CV. A covering letter gives you the opportunity to show how your skills and abilities fit the vacancy. It can be used to highlight particular parts of your CV that are your unique selling points or to draw attention to additional information that does not fit easily into a CV. It can also be a useful tool for explaining any personal circumstances or anomalies in your application. In short, it is the biggest chance you have to sell yourself.

- If the job is in a different sector from those in which you have previously worked, draw links between the two.

“A CV has one purpose in its lifetime – to achieve an interview”

- Present it in the usual letter format, keeping it short and factual. Ideally, your covering letter should be no more than one page long and with short and clearly themed paragraphs.
  - Think from the employer’s perspective rather than your own. Tell them what you can contribute to the organisation rather than how it can benefit you.
  - If your cover letter is written as part of an email (as opposed to an attachment), make sure you apply the same formalities as you would in a hand-written letter.
- Check thoroughly for correct spelling and grammar.

## Example Interview Questions:

When preparing for an interview you should put together a set of example questions and prepare answers. Here's a list of common interview question (and answers) to get you started.

“Tell me about yourself”:

- A brief overview of where you were born & raised and your education.
- Your work history & recent career experience.
- Accomplishments which reflect your strengths / personality strengths.
- How you got into cooking/waitressing, what you enjoy about it (e.g. for cooks you can mention cook books but keep this varied to cover all styles of cooking so that you don't put yourself at a disadvantage).

“What do you know about our organisation?”

- Do thorough research on the organisation using both networking & publishing sources.
- Don't overwhelm the interviewer with your encyclopaedic knowledge of the organisation.
- The type of clientele may reflect the style of food/service.

“Why do you want to work for us?”

- This should reflect your desire to contribute to the company & grow as a professional.
- What excites you about the company/role & how this matches your skills and abilities?

“Why are you leaving / did you leave your last job?”

- This should be answered briefly and explained rationally, not defensively.
- Give reasons, being positive & honest, in terms of contributions you can make to a new job.



“What would you bring to the job role?”

- Base your answer on your knowledge of the job & any concerns you know exist.
- Highlight your communication and organisational skills.
- Discuss your skills & experience & how this can benefit the company (don't pigeonhole yourself).

“What do you look for in a job?”

- This should reflect what you enjoy & the fit between your skills, interests & the job.
- Break down the type of activities you like to engage in & what environments you work best in (giving examples from past experience) and relate this to the job at hand.

“Describe a time when you had a difficult situation & what were the results of this?”

- Choose a decision or stressful time that was difficult but that turned out reasonably well.
- Describe your thought process & how you maintained minimum impact.
- Show how you reduced any negative consequences or reactions.

“How would you react if a client complained?”

- First rule is that the client is always right.
- Be very apologetic & ask the reason for the complaint.
- Apologise & let them know that it will not happen again.

*Dress smartly and act*

“Where do you see yourself in five years time?”

- Relate this to the company & keep your ambitions realistic.
- Start with your immediate goals with the position at hand, & that you hope to grow as you prove yourself and as opportunities arise in the company.

## “Questions for the Client”

- Ask about the structure of the team and their backgrounds.
- “What is the most challenging part of the role?”
- “What they are looking for?”
- Wait to enquire about salary until the end.

## Interview Approach:

*For some people an interview can feel so daunting that they'd rather not think about it beforehand but hope that they can get by on the day. But if you just rely on leaving it to luck, then you are more likely to be affected by nerves and come across hesitant. However, with some careful planning and thought, you can ensure that you present yourself confidently and professionally on the day*

### **Do your research:**

Fail to plan; and you plan to fail. You are certain to be asked specific questions about the company and your CV so make sure you've done your homework.

### **Practice your answers:**

You should prepare answers to some of the most common interview questions about your personal strengths and weaknesses, as well as being able to explain why you would be the best person for the job.

### **Look the part:**

Make sure your shoes are polished, your clothes fit correctly and that your accessories are subtle. Dressing one level above the job you're applying for shows a desire to succeed.

### **Stay calm:**

Good preparation is the key to staying in control. Plan your route, allowing extra time for any unexpected delays, and get everything you need to take with you ready the night before. Remember to speak clearly, smile and remember that your interviewers are just normal people, and they may be nervous too!

### **Ask questions:**

You should always have some questions for your interviewer to demonstrate your interest in the position. Prepare a minimum of three questions which will give you more information about the job.