



New starter pack

Profiles Personnel
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The Profiles Hospitality team

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Branch Manager – Theo Rushton
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Operations Manager – Fran Dancona
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Senior Consultant – Ashley Hewlett
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Talent Resourcer – Ross Power
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Accountant/Payroll – Carol Berryman
E: Payroll@profiles-personnel.com

About the Profiles Team

By working at Profiles you get to pick and choose the events and shifts you want to work at whether it be week-long bookings or ad hoc weekend work. This is a perfect job that pays weekly and works alongside your social life/studies and holiday dates.

You have a once in a lifetime opportunity to work at AMAZING events with a great team of staff.

What is Profiles Personnel?

Profiles Personnel are a generalist recruitment agency based in central Farnham, Surrey. We have a diverse and expanding Events division that offers you great work opportunities throughout the year.

Where can I work?

Profiles can get you involved at many different venues and events around the South of England including Race Courses, Rugby Stadiums, Football Stadiums, Weddings, private parties and exclusive VIP events.

What jobs can I do?

We can offer you all roles Front of House and Back Of House which include working as a Waiter, Barman, Kitchen Porter, Supervisor, F&B Manager, Retail Cashier/Pourer and Event setup staff.



PAYROLL INFORMATION AND TIPS

How / When do I get paid?

- Send a signed timesheet to payroll@profiles-personnel.com every Sunday for last week's work
- Some venues have a central timesheet & the client sends it in (you will be told this)
- Payslip is emailed to you on Wednesday evening
- Payment made via BACS into your bank account Friday
- If you don't have a bank account collect your cash/cheque on Friday
- You are paid weekly in arrears

How much do I get paid?

- £7.05ph or £7.50ph if 25 and over
- Depending on other events/roles you work at you may be paid more, however this is discussed when booking in for work

Have I been paid for all the hours I have worked?

- If you work more than 6 hours a break of 30 min unpaid will be deducted
- If you haven't had a break your on site manager needs to sign your timesheet stating this, failing to do so and a deduction will be made.

Have I been taxed?

- If you earn more than £150 in a week you might have National Insurance (NI) deducted – this can't be reclaimed
- If you have stated in your registration documents that you have another job your earnings with us will be taxed at 20%
- You can split your tax allowance between 2 employers
- Our tax reference **765/jz12844** tax office telephone: **0300 200 3300** your tax code will be on your payslip
- Phone the tax office to inform them and this will trigger a tax refund

Holiday Pay?

- This will appear as a separate entry on your payslip
- The law states that you are entitled to holiday pay of 12.07% of your rate of pay averaged over the last 12 weeks
- If you work at Twickenham, Ascot, Reading or Windsor we will automatically pay you your holiday pay with your weekly pay
- If you are working elsewhere you need to request your holiday pay, by sending an email to payroll@profiles-personnel.com or indicate on your timesheet. Your holiday pay will accumulate until you claim it

TIMESHEETS

Timesheets are used to record the hours you have worked in order for us to pay you. We used different timesheets for different events, which will be explained when booking in for work. If you take one of our paper copies with you, you must make sure this is sent in every Sunday after any week's work you complete, failing to do so will cause delayed in payment.

The following venues do **NOT** require you to bring a timesheet with you as you will either be handed a job card on a major event to scan your hours or a timesheet will be provided by the venue.

Farnham Castle

White Truffle

Harlequins Stadium

Twickenham Stadium

Goodwood Racecourse/Motor Circuit Live days

Madejski Stadium

Ascot Racecourse

Windsor Racecourse

Tapenade Catering

Kalm Kitchen Catering

Jacaranda Catering

SHIFT PATTERNS

FINISH – This usually means at the end of service of all food and when clearing is done

END – This means when the guests leave

CLOSE – This means the close of the venue or till whenever the Manager needs you

TRANSPORT

I am a car driver

By driving staff to events you can make extra money as well as covering your petrol expenses. **SOME** clients offer petrol money for driving to events, however this will be specified by the consultant booking you into work, you do **NOT** get petrol expenses for every shift you work.

I am not a car driver

Just because you don't drive doesn't mean you cannot work at all our events. For some major events we provide transport, when booking into shifts please state whether you can make your own way to the event or need a lift.

UNIFORM

Apart from turning up to work, uniform is the next most important part of your role. Below are the required uniform requirements, on some events you will be asked to wear a white long sleeve buttoned shirt, so please ensure you have one ready to wear when requested.

Shirt



-Long sleeved

-Collared

-Plain black and black buttons

-Cotton shirt, not any other material.

Trousers



Shoes



HOW IT WORKS

Step 1: Your interview is complete and your details will be put onto our database

Step 2: You will begin to receive emails, texts and calls about work

Step 3: A shifts mailer will be sent out every Monday at 3pm for all upcoming events available

Step 4: When you receive the email you can log onto your section of the Portal to apply for the shifts

Step 5: You will receive a response to see whether you have been booked in or not

Step 6: If you have been booked in for a shift you will have been told either via email, text or verbally. Then YOUR name is sent to the client and they will be expecting you. Please make sure you put it in the diary when booking in for work.

Step 7: You will receive a confirmation closer to the shift time with address, contact on site, lift information if required, pay rate and dress code.

Final step: REPLY to your confirmation stating “received” so we know you have your booking details. Failing to do so

CONTACTS WHEN WORKING AT PROFILES

Theo Rushton – Looks after all major event bookings including Goodwood, Twickenham, Harlequins & Madjeski.

Louise Thomas – Looks after all London events

Fran Dancona – Looks after local events including all wedding venues, caterers and hotels in Surrey/Hampshire/West Sussex

Ash Hewlett – Looks after all back of house positions at local hotels/caterers as well as major event bookings including Ascot and Windsor.

Ross Power – Looks after new talent and books interviews, Ross is your go to man for signing up with Profiles

Carol Berryman – Looks after your hours and payslips, any pay queries must be sent to Carol on payroll@profiles-personnel.com and to no other consultant

TOP TIPS

- Always reply to your confirmation email
- Always make a good impression when you work, smile and be proactive. Clients to ask for particular staff back so make sure you are one of them and not one that they don't want back!!
- If you are going on holiday, or going to University we can set your status as student unavailable. This means we do not bother you, we strongly recommend emailing one of the consultants a week before going away to ensure you are not bothered.
- 3 strike policy – cancellation 24 hours before your shift without a doctor's note or valid reason will be dealt with by using a 3 strike policy. Once out of strikes, we will contact you regarding your position at Profiles.