

# PROfiles

PERSONNEL  
STAFF HANDBOOK





## ABOUT US

Profiles Personnel is a recruitment agency covering Surrey, Berkshire, Hampshire and London. The main HQ is in Farnham and has been for over 35 years!

We have a diverse, expanding Events & Industrial division that offers you exciting job opportunities throughout the year, alongside our Permanent Commercial team.



## HOW & WHEN DO I GET PAID?

- On Wednesday night, your payslip is emailed to you.
- On Friday, payment is made into your bank account via BACS.
- IF you are required to submit your own timesheet, email a signed copy to payroll@profiles-personnel.com immediately after your shift.
- If you earn more than £242 in a week you might have National Insurance (NI) deducted by HMRC – this cannot be reclaimed.
- Some jobs may be paid biweekly, please refer back to the jobboard for specific events.

## HAVE I BEEN PAID FOR ALL MY HOURS?

You are paid for the hours you **actually work, as per the signed off client timesheet** NOT the hours advertised on Liveforce APP.

- If you work 6 hours or more, a 30 min break may be deducted from your pay.
- If you don't have a break, your on-site manager **MUST** sign your timesheet stating this, otherwise it will be deducted.

## WHERE & WHAT JOBS CAN I WORK?

We work at incredible venues & amazing events around the South of England including Race Courses, Sports Stadiums, Festivals, Weddings, Private Parties & Exclusive VIP events at various Arenas.

Roles include Back of House such as set up, logistics, drivers, porters & Front of House supervisors, waiters, bar staff, baristas, cashiers, etc.

## HOLIDAY PAY?

- The law entitles you to holiday pay of 12.07% of your rate of pay, averaged over the last 52 weeks.
- You automatically receive holiday pay with your weekly wages.
- If preferred, you can request to have your holiday pay accrued by emailing payroll@profiles-personnel.com
- Holiday pay will appear as a separate entry on your payslip

For QUESTIONS about tax or your pay EMAIL [payroll@profiles-personnel.com](mailto:payroll@profiles-personnel.com)

## 3 STRIKE POLICY

You will receive a strike for any cancellation within 48 hours before your shift without a doctor's note or acceptable reason. Once out of strikes, we'll contact you regarding your position at Profiles.



# UNIFORM STANDARDS

YOU WILL BE TURNED AWAY UNPAID IF DRESSED INCORRECTLY



## SHIRTS

- Long sleeved, collared, cotton, button up shirt. No other shape or material.
- Ironed & tucked.
- Plain black & plain white shirts only.

## TROUSERS

- Long, black SUIT trousers. They CANNOT be jeans, chinos or leggings. They must go OVER your ankles.

## SHOES

- Polished, leather-look, smart BLACK shoes & BLACK socks.
- NOT trainers or anything that looks like trainers.
- Girls: NO pumps or heels for health & safety reason.



Natural makeup & flesh coloured underwear.

No nail varnish, acrylic or gels

Shaven / neatly groomed beard.

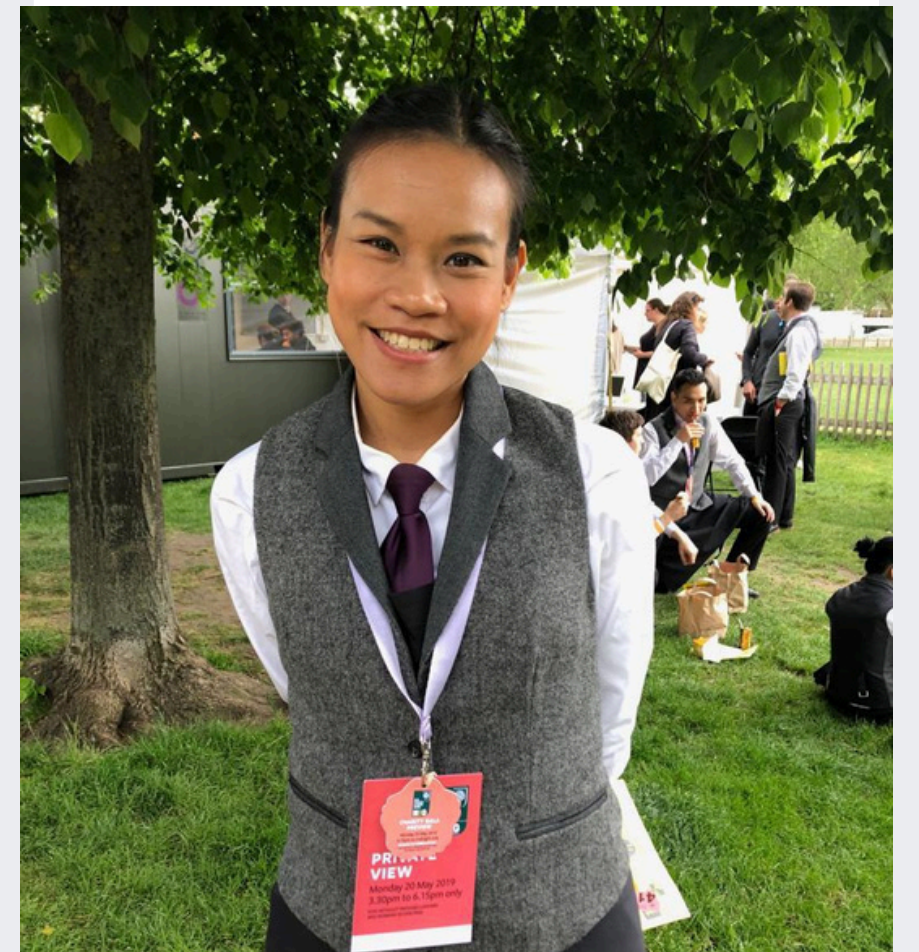
Smart tidy hair.

Long hair tied back.

No visible tattoos.

No piercings.

All must be taken out.



# INDUSTRIAL / BACK OF HOUSE



Uniform standards are less regimented than Events & Hospitality. However, when on site, you **MUST** still wear the correct footwear & trousers for Health & Safety reasons.

Your paragraph text

## UPPER HALF

A casual, non branded, dark coloured T-shirt (dependent on season & location of work).  
A Jumper/Fleece is permitted when cold.  
The client will provide a Hi-Vis if required.

## BOTTOM HALF

Long, black combat / cargo trousers.

## FOOTWEAR

Steel toe capped safety boots ONLY.  
Sometimes safe, sturdy & non-slip shoes are acceptable but please check before accepting a role.



Remember to check the job board each event for specific uniform requirements!



# FREQUENTLY ASKED QUESTIONS

## **My account has been suspended and I don't know why?**

Liveforce accounts are suspended after inactivity, we can easily re-activate it for you. You will need to go to the menu in your app and find the “Profile” section and make sure all areas are marked as “complete”. Anything in red must be completed.

When we look at reactivation - we will look to see if you have any previous cancellations showing on your record. In some cases we may decide not to invite you back into the job board. If your track record is great, you will be invited for a meeting to reactivate your account.

## **I am missing 'RTW Verified' from my profile. What does this mean?**

Right to work verified is a requirement from the government to prove you have the right to work in the UK. We must check your physical passport in person. If you don't have a British or Irish passport further checks such as a share code will be required. To book your right to work check with our team follow this link:

<https://calendly.com/facetoface-meets>

## **I have been over taxed or have a payroll query. What do I do?**

Please refer to page 2 before contacting payroll. Any payroll queries need to be sent to [payroll@profiles-personnel.com](mailto:payroll@profiles-personnel.com)

## **I want to refer a friend to join to work Profiles - how do I do this?**

You can easily share the Liveforce application link with them!

Here: [https://admin.liveforce.co/company/Profiles\\_Personnel/apply](https://admin.liveforce.co/company/Profiles_Personnel/apply)

## **How do I see jobs or why can't I see jobs on the job board?**

Make sure you are visiting the job board and not “my calendar” to see all our jobs. Please ensure you have no hidden filters added at the top of the page by the search bar. Make sure Roles, Date and Distance is all clear so you can view everything.

If you are at “Waiting List” status you will need to have an Interview before seeing the job board. You can email us at [recruitment@profiles-personnel.com](mailto:recruitment@profiles-personnel.com) if you cannot find your original email invite.

If you are still having trouble viewing jobs, please email [recruitment@profiles-personnel.com](mailto:recruitment@profiles-personnel.com) with a screenshot so we can investigate this further.



# SIGN UP STEPS



**1**

Your journey will begin when you fill out your application on our Liveforce app. We will be asked to answer questions based on your previous experience and skills. You will also be required to upload documentation such as your passport so please have this available. Once you have filled out all sections, press **submit**.

**2**

You will be added to our "Waiting List" and one of our team will review your application, suitable candidates will be invited to an interview, you will be provided with a variety of dates and times to talk to our team. You may also be asked to come and meet us in person.

**3**

Following your meeting the team at which your RTW will be checked, you will receive an email from us to say your RTW is complete. You need to attach this email in your app. You will now also have access to our job board to apply for shifts.

## AVAILABLE TRAINING

On some of the jobs listed you may see certain skills or training requirements you have to meet. Some of the training we have available is FREE to complete and you will receive certification recognised across the hospitality industry.

Flow Training Food Safety Level 2

Flow Training Health & Safety Level 2

Flow Training Food Allergens Level 2

To apply to work at Ascot Racecourse you will need to complete flow training modules. You can apply via your app under Profile > Training & RTW Days or email: [recruitment@profiles-personnel.com](mailto:recruitment@profiles-personnel.com). If you require practical training, any sessions we host will show up on your job board and you can book yourself in.

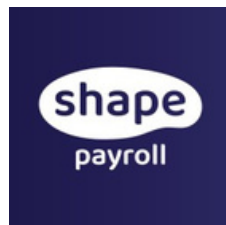
You are employed by Profiles Personnel



Book Shifts in Liveforce



View Pay in Shape Payroll



### SHIFT APPLICATION CHECKLIST

- Do I have relevant skills to apply for the shift?
- Can I safely get to and from the venue during early / late hours?
- Do I have a shift before or after that clashes with this one?
- Do my Visa hours allow me to apply for this shift?
- Have I checked the distance from me to consider travel?

## CONFIRMING YOUR SHIFT STEPS

**1**

### APP NOTIFICATION

When our team accepts you into a shift your app will automatically notify you via notification, generic email and the shift in your Liveforce calendar will turn Green.

**2**

### EMAIL FROM US DIRECT

A member of the Profiles Team will also personally email you closer to the shift date asking you to respond.

**3**

### CONFIRM ATTENDANCE

30 hours before your shift time your app will prompt you to confirm your attendance from your calendar. We will have to chase you if you do not do this!

**4**

### GPS CHECK IN

When you arrive on site your app will pick up your GPS Location and ask you to check in. Please note this is not logging your shift start time.



# PROFILES' WAITING CHEAT SHEET

## SAFETY & HYGIENE

A clean & safe venue is priority. Ensure you are briefed on fire exits etc. before your shift. Main tips to remember:

### WASHING HANDS

Always wash your hands before & after handling any food, drinks or utensils! Wash & sanitise as often as possible.

### HANDLING CUTLERY & BOTTLES

Never hold cutlery or bottles by the tops. Make sure your thumbs & fingers are as far off the center of the plate as possible.

### BROKEN GLASS

NEVER leave smashed glass unattended. Either yourself or a colleague must go and fetch the clear up equipment immediately whilst someone stays by.



Familiarise yourself with common food allergens!

## POLISHING CUTLERY & GLASSWARE

Use a towel or cloth to remove any smudges then safely use boiling water to remove any remaining marks.

When Polishing, always hold glasses by the bottom or stem (not the bowl) to avoid fingerprints.

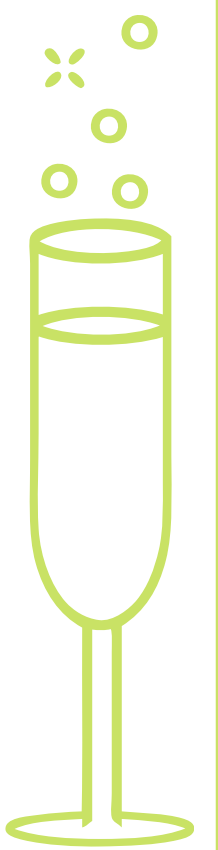
## CANAPES & DRINKS RECEPTION

### Canapes

- Be confident when approaching people.
- DON'T make up what they are!
- DON'T eat them!

### Drinks

- When opening champagne, always keep pressure on the cork. Twist the bottle not the cork. The bottle should open with a gentle hiss NOT a pop!
- Pour Prosecco & Champagne at a 45° angle (similar to a pint).
- Be confident when carrying a tray & use both hands to steady.



*Smile & be polite - this is when the guests are being welcomed to the event & first impressions go a long way!*

## TABLE SERVICE: SERVING FOOD & DRINKS

Usually you will be assigned 1 table or more each to look after.

### FOOD

- Each venue might serve food in a different way, so listen carefully when briefed before your shift.
- Make sure plates are straight when carrying & serving.
- Unless told otherwise, serve items from the left & clear from the right side of the guest.

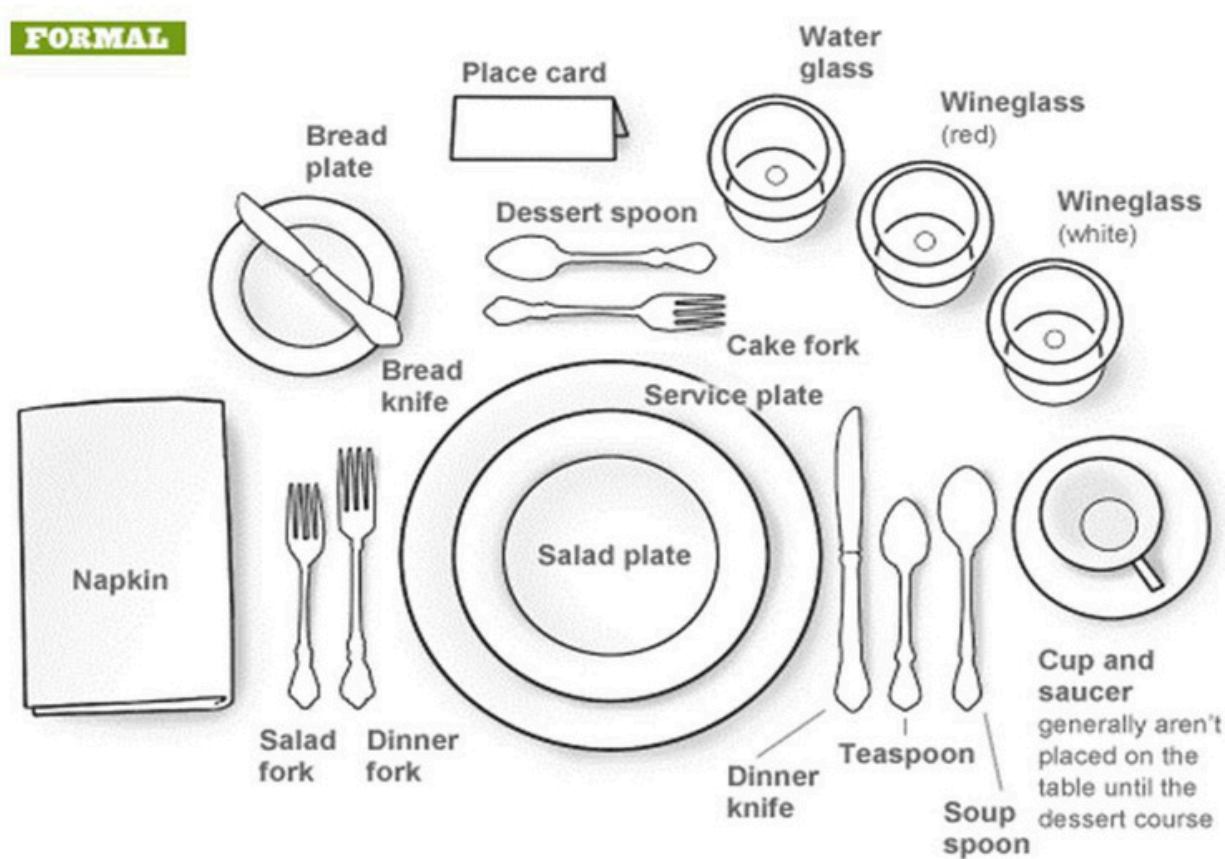
Only clear plates when **ALL** guests have finished eating **TIP**

### DRINK

- Ask each guest which wine they prefer & pour it into the correct glass.
- Red wine glass is larger than the white wine glass.
- Pour until glass is about 1/4 filled, up to the bulge of the glass.
- Serve with label facing the customer & twist the bottle to avoid spilling.
- Be proactive and clear empty glasses left around the event space!

## SETTING TABLE PLACEMENT

### FORMAL



## ALLERGENS

With 14 main allergen groups, it's impossible to know if someone is allergic unless notified, so be careful handling or serving food & drinks.



- Wash hands thoroughly before & after handling any food.
- Be aware of what is in the food you are serving & never assume ingredients in dishes (especially canapes).
- Always double check with chef / manager about allergen specific information if a guest asks & you are unsure.
- If you discover a guest has a food allergy, notify your Supervisor.

## IDS & CUSTOMER BEHAVIOR

If you're required to check guests IDs, it is YOUR responsibility to ensure everyone you serve is over 18!

Follow the CHALLENGE 25 rule! If you think they are under 25, ask for ID.



Listen to guests' dietary requirements or requests.

If a manager asks you to do something you've not done before or have little experience doing, don't say "NO", rather say "I haven't got much experience but am keen to learn if you'll show me". It will make a huge difference!

## ARRIVAL CHECKLIST

- Introduce yourself to manager & ask what needs to be done.
- Find the toilets, fire exits & safety equipment
- Familiarise yourself with the venue layout & schedule
- Check your tables are clean & setup correctly.
- Ask what drinks are free to guests & what they must pay for.



# PROFILES' BAR CHEAT SHEET

## SAFETY & HYGIENE

### UTENSILS & GLASSWARE

Always use tongs & scoops when handling ice & garnishes like fruit behind the bar. Make sure glassware is CLEAN.

### INJURIES

If you cut your hand or get injured on shift, IMMEDIATELY report it to your manager!

No one wants blood in their Gin!

### WORK SURFACES

Ensure work surfaces are clean. It enables you to work quicker & more safely! This includes the front bar, nothing worse than a customer leaning on the bar & walking away with beer soaked sleeves!

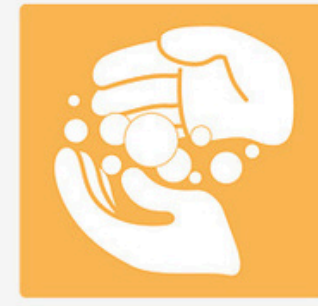
### BROKEN GLASS & WET FLOORS

Prioritise safely cleaning up smashed glass & ensure floors are kept dry & clear to avoid slips & trips.

## Wash Your Hands



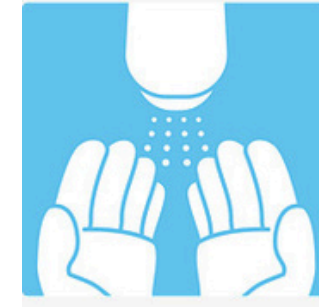
1 Wet hands



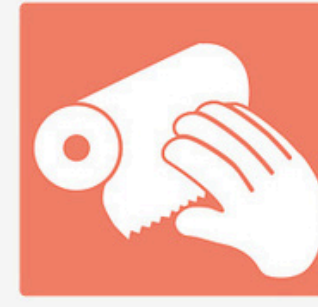
2 Soap



3 Wash for 20 seconds



4 Rinse

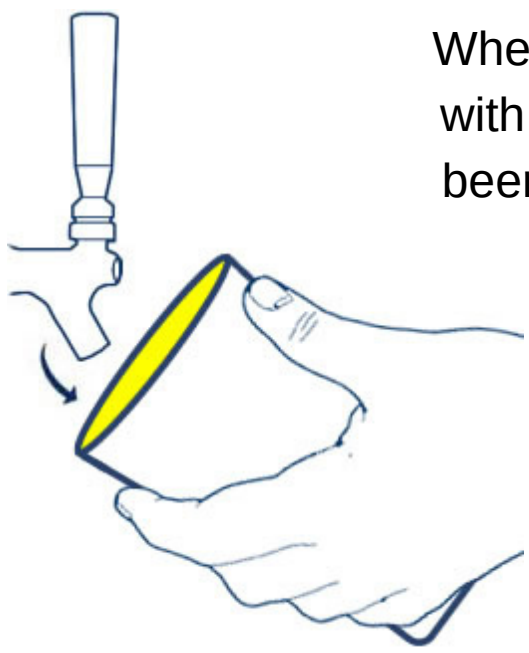


5 Dry



6 turn off water with paper towel

## TYPES OF DRINKS: DRAUGHT & BOTTLES



When pouring Draught beers off the tap, start with the glass at a 45° angle to the tap so the beer pours down the inside wall of the glass.

This will stop it frothing up!

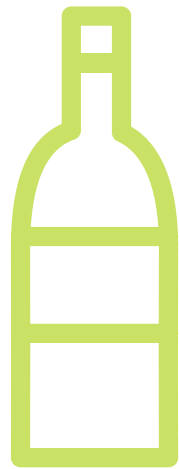
Most Bars will have glasses / cups for half pint & full pint. Always serve in a branded glass when available.

SIZES

Bottles are some of the easiest drinks you can serve behind a bar.

**KEY NOTE:** When starting your shift, make sure you know where different brands are in the fridges.

Get familiar with the difference between ales, larger & remember popular brands such as Heineken, Tribute & Guinness.



## TYPES OF DRINKS: SPIRITS & WINES

**Spirits** come in 2 measures: single & double

A single is 25ml but can be 35ml

Check with your venue which they use

SIZES



**Spirits** are usually served with ice & a mixer in a regular glass. Some venues may have Gin Goblets, if unsure ask which glass at the start of shift.



**Wines:** White, Rose & Red.

Each "colour" has different types eg Chardonnay, Pinot Blush, Merlot, etc. It's clear on the bottle which one it is but get familiar with the wine list on arrival.

Wine is served as small, medium & large. These are 125ml, 175ml & 250ml. You will either have the measure marks on the glasses or you will have metallic measures.

SIZES

## TYPES OF DRINKS: BUBBLES

**Champagne, Prosecco & Cava:** Served in a Champagne flute or bowl

**To open,** remove wire cage & twist the bottle NOT the cork, holding it securely & facing it away from people. Do not let it pop.

**To serve,** hold the bottle firmly from the bottom with your whole palm, pour slowly & fill the glass to 2/3.



## ARRIVAL CHECKLIST

- Declare your cash to your superior
- Will you be asking for IDs?
- Does the venue use 25ml or 35ml?
- Locate the safety equipment
- Familiarise yourself with the available stock
- Fill all fridges & clean surfaces

REMEMBER TO HAVE FUN & ALWAYS ASK GUESTS IF THEY WOULD LIKE ANYTHING ELSE WITH THEIR ORDER!

## ID'S & CUSTOMER BEHAVIOR

It's YOUR responsibility to ensure you only serve over 18s! Follow the CHALLENGE 25 rule!

If you think they are under 25, ask for ID.



If a guest is being aggressive or you feel a situation leaving your control, calmly ask the customer if they would like to speak to your manager & call them to assist.

## SLANG - Some bar terms you may hear

**On the Rocks** - Served with ice

**Neat** - Served without ice

**Virgin** - Non-Alcoholic

**Bitter** - Another word for Ale


**Shandy** - 1/2 lemonade & 1/2 beer. Pour Lemonade first.

**Top** - 1/4 lemonade & the rest beer. Pour Lemonade last.

**Top Shelf** - Most expensive type

**Chaser** - A drink to go with their shot

# THE LIVEFORCE APP HELP SHEET

 Please remember you are employed by Profiles Personnel, Liveforce is the name of the app we use to schedule your shifts.

## SET UP YOUR PROFILE

### DOWNLOAD FROM APP STORE

For best experience, be sure to download Liveforce from your phones app store over using it in the browser.

### PROFESSIONAL PHOTO

You must add a clear headshot photo. Please ensure it is suitable for work and without filters / emojis.

### SKILLS SECTION

Please upload documents such as

- DBS or Enhanced DBS
- All certificates from your Flow Training
- Certificates from any relevant qualifications you might have such as Health & Safety; Food Safety; First Aid; Food Allergens.

*Some jobs will require these skills or qualifications. You can apply to do this training for free.*

### VALIDATE ADDRESS

The first line of the address is case sensitive so may not recognise your house name.

Enter your postcode in the top field and then your house name in the second field if you are having issues.

### VALIDATE YOUR MOBILE NUMBER

Use +44 instead of 0 at the beginning of you number. Ensure there are no spaces. The system will text you.

## BOOKING INTO SHIFTS

1. Click **JOB BOARD** to see what shifts are available.
2. You can filter jobs by distance, role, date, a key word or consultant's name. Clear filters afterwards.
3. If you have been scrolling and forgotten what date you are on, click the job so it shows you the day, date and month for that shift.
4. To go back to the board where you left off, click 'X' in the top left of a job. Don't click a back button on your phone as it may take you to the top of the board instead.
5. If you accidentally apply for a shift or can no longer work it and have not been accepted to work yet, please withdraw your application from your calendar page. You cannot withdraw it after we've booked you in so **you must contact us to cancel.**
6. You can see which consultant is in charge of each booking if you need to reach them.

## HOW LONG DO I WAIT TO HEAR?

If you apply for a job quite far in advance, you may not get a response until the week of the event. On some occasions, you may get accepted earlier for big events but it is not guaranteed.

**You will always know you are booked in good time!**

In general, shifts go on a first come, first served basis so apply early if you want a particular shift. **However**, there are many other factors we consider such as you skills, reliability, transport situation, qualifications and compliance etc.

## AM I BOOKED IN?

### APPLYING FOR A SHIFT DOES NOT MEAN YOU ARE BOOKED!

13  
SAT

When you **apply** for a job, it will show in **your calendar as ORANGE** - remember this is only an application so you may or may not be accepted. Acceptance onto a shift can be down to location, availability, skills, compliance etc.

14  
SUN

If a consultant **books you in** for a shift, you will receive a notification and email to say you have been booked in for that job. The shift will then appear as **GREEN** in your calendar and you can access additional information about the job.

You may also receive a booking confirmation with extra details via email before the event.

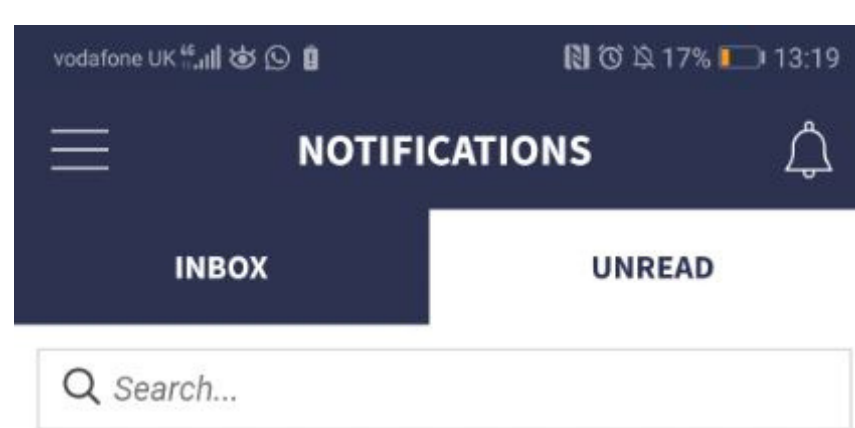
### OK, HOW DO I KNOW IF I HAVE NOT BEEN BOOKED IN?

If the job(s) you applied for no longer appear on your calendar, it means you have been unsuccessful and placed on the reserve list. We may invite you to other shifts if this is the case.

This should prompt you to seek alternate options.

## MESSAGES

Click on the **bell icon** to view all messages & notifications. You can also chat with consultants here.



## PAYMENT

The app does not display exactly what you will be paid. It is an **ESTIMATION! We do not use the Liveforce app to approve or pay your timesheets. When you complete your first shift you will be added to Shape Payroll which is where you will be able to access payslips.**