

**appetite
4work.**

Handbook



Welcome to Appetite4Work!



Our Values are We're honest, We're dependable, we deliver and we aim to show these values in everything we do.

We're very happy you made it through the recruitment process and are now a member of our team. The guidance in this handbook is to inform you of how the basics work (pay, booking shifts etc) as well as things that will help to keep you and your colleagues safe whilst you are working for us and allow you to have the best time possible.

We pride ourselves on looking after our team every step of the way and we're always here to help if needed. You should have the direct contact details to the person looking after you, but if not you can always reach out to helpme@appetite4work.co.uk or of course feel free to contact me directly.

Whilst we know this job may well not be your first priority in life we ask that you give us your all on shift. Hard work is noticed and those who take the job seriously will get offered more shifts. Likewise if we think you are not taking it seriously – not showing to work. Bad attitude, late etc, then we will remove you from the database as its unfair on your colleagues. Generally our ability to keep offering you shifts at new and exciting venues is based on clients choosing to book with us because of the quality of your work – if you do a great job, we will win more clients and jobs for everyone.

We are a very diverse team and we like it that way. Everyone, regardless of background, who wants to work hard and contribute to the team is welcome. We ask that whilst on shift with us you respect your colleagues and refrain from any discriminatory behavior, jokes, "banter" that anyone could find offensive. We operate a zero tolerance approach to all discrimination and reserve the right to end your time with us if any occurs. If you feel uncomfortable with the way you have been treated or spoken to by anyone whilst on shift with us then please get in touch with your representative or your manager on shift.

Finally enjoy working with us. You'll get to make friends for life, see inside venues you might never have seen and pick up great new skills for your CV.

Best wishes

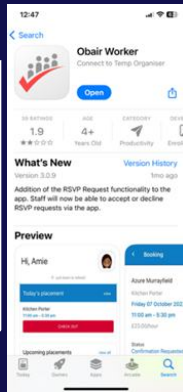
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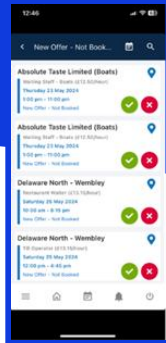
Founder/MD



The App

We use an APP called Obair which can be downloaded from the App store or Google play. Once we have set you up you should receive a welcome email with your log-in details on. If not, you should be able to use your email address to reset your password – our company code for the APP is APP4WORK any problems with this please email helpme@appetite4work.co.uk



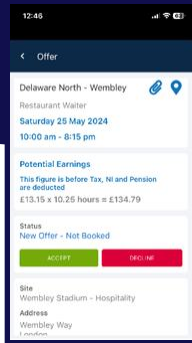


Accepting shifts

When you receive a shift offer, please read it carefully. It contains information about location, dates, times, how much it pays and if the pay date is different to our usual. Only accept if you are sure you can do it.

Confirming shifts

When you accept a shift it will appear as unconfirmed in your APP. You will receive a confirmation which you must accept in order for the shift to appear as confirmed. Sometimes information may have changed slightly since you accepted the shift so, please double check start times etc. If the shift is far in advance the confirmation may not come until a week or so before the shift is due. Please don't attend a shift that is unconfirmed. If you are unsure just contact your representative or email helpme@appetite4work.co.uk



Cancelling shifts

Please try to avoid cancelling shifts. If you are unsure whether you are able to attend a shift then please don't accept it. If you need to cancel a shift within 24 hours of the start time, then please contact your representative. If you continually cancel shifts, we will stop booking you.

Preparing for shifts

Please prepare for your shift – check and plan the journey. Look out for any potential issues such as train and tube strikes. Have some food before you attend. When you arrive greet the manager with a smile.

Waiting list/reserved

This means the shift is full for now but we will be in touch if a space becomes available. Please don't attend if you are on the waiting list and feel free to make other plans.



On Shift

Please be professional at all times. Remember you are being paid to do a job so please listen to the instructions and briefing carefully. If you are unsure of anything, please ask. If you find yourself with nothing to do ask if there are any jobs you can help with. Don't mess around with other team members. Managers remember the good people and ask us for them to return. They also remember the bad ones and tell us not to send them back!



Feedback

Our clients are invited to feedback on every shift you attend. They can rate you 1-6 stars based on your attitude, work and punctuality. If a client likes you they will add you to their Favorites list meaning you get priority for all of their shifts - so definitely working making sure you do a great job. If you are scored 1 star for a client, it will block work at that location and mean you get offered less shifts. If your average falls below 4 we may remove you from the database and stop offering you shifts. If you no-show to shift you will receive 1 star and we may stop offering you shifts. If you cancel a shift within 24 hours you will receive 2 stars on your feedback. You will see your average feedback displayed on your app (it will be 0 when you start). Those with 5 and 6 star average will be prioritized for shifts.



Service with a Smile!

A smile goes a long way. If you are looking after guests, be smiley and happy. Be helpful and go the extra mile. Making sure the guest has a great day is a key part of what you are there to do. Thank the guests, smile, make eye contact and engage in conversation if they want to. If they have a query you can't help with then speak to your manager.



Grooming

Please make sure you are clean and tidy when you arrive for a shift. Clean shaven or tidy beard, hair tied back if necessary. Please ensure you are showered, wearing deodorant and that any clothes are clean. For health and safety reasons no fake/coloured nails will be allowed on any shift. No face piercings are permitted and no jewelry. Fake eyelashes are also not permitted. If you are unsure on anything feel free to get in touch and check.



Dress Code

We have no specific dress code at appetite4Work. Generally, our front of house clients will expect you to wear Black smart trousers, black shoes and Black socks. Chefs will be required to wear Chef whites including apron. If you do not have these items, please get in touch with your representative and we can loan you some. Many clients will give you items to wear whilst on shift – please look after these items and return them to where you got them at the end of the shift. Please do not leave site with any of their uniform.



Breaks

You are entitled to a break for any shift over 6 hours. Please note that breaks will be unpaid. Please don't go on a break without permission. Please don't ask for breaks as soon as you arrive.



Food & Drink on Shift

Please don't help yourself to any food and drink. Please ensure you have permission before helping yourself to anything. Please don't assume that just because someone else is eating something that you can too. Some clients may provide food but plan that they won't.



Stealing

We have a zero-tolerance approach against any kind of stealing. If you are operating a till you will need to sign a cash declaration and if you are found with any money above this, it will be assumed you stole it and the police may be called. Likewise, if you are operating a card machine and are found to be refunding to your own card or apple pay the Police may be called. Our clients operate mystery shoppers and CCTV to monitor and it's extremely likely you'll get caught. Anybody caught stealing will immediately lose their job with us, this includes taking anything from any of our clients or from your colleagues.



Alcohol

Please do not attend any shift under the influence of alcohol and under no circumstances must you drink whilst on shift or on our client's premises. You will lose your job immediately.



Smoke/Vape

Please only smoke in designated areas and when given permission. Do not take cigarette breaks unless you have been told its ok.



Payment

Generally our pay week runs from Monday to Sunday meaning any shifts worked Monday to Sunday will be paid the following Friday into your bank account – pay slips will be available in your app on the Thursday. Occasionally some shifts may be delayed by a week – we will contact you in advance if this is the case. Some clients also pay slightly later – this will be indicated in the notes when you book the shift.



No-Shows and Punctuality

If you book a shift we expect you to be there. If you don't come to your shifts we will remove you from our database. Please allow enough our time to be at your shift on time. Continual lateness will affect the number of shifts you are offered and may lead to you being removed from the database.



Travel

We do not offer travel to any shifts. Please check that the shifts you are accepting are accessible for you.



Training

We have free training available both practical and in our Flow Training portal. Just ask your representative if you would like to get involved.



Phones

Whilst you are on shift please do not use your phone. If you are seen with your phone you may be sent home off the shift.



Serving Alcohol

If you are serving alcohol please use the Challenge 21 method. This means asking for ID if anyone looks under 21. If anyone seems intoxicated, please do not serve them anymore alcohol and speak to your supervisor.



Allergens

Information about allergens will be given to you in briefings so its imperative that you listen carefully. If a guest asks you anything about allergens that you do not understand or know the answer to you **MUST** refer it to a manager. Do not guess the answer to any questions. You could put someones life in danger.



Famous People

We work on some great events and you may find yourself working alongside some famous people. Please do not approach them or ask them for selfies etc or share anything on social media. Please treat them like any other guest.



Social Media

You may be part of some high-profile events. Please do not share anything from our events over social media.



Tax

When you joined us, you signed a tax declaration – this will determine how much tax you pay. If you think you have paid too much tax you need to call the employee tax helpline. If necessary, they will issue you a new tax code which will be sent to us. We are not in charge of how much tax you pay and we can't change your tax code unless HMRC send us permission.



Pension

When you reach the government criteria we will enroll you into a workplace pension. You will contribute 5% and we will contribute 3%. You will see this listed on your pay slip. We are required to do this by law – you can opt-out but we can't do this for you. If you would like to opt out you need to contact our provider Nest - <http://www.nestpensions.org.uk>.



Queries

We aim to get your pay right first time every time. However, from time to time mistakes will happen. Please email helpme@appetite4work.co.uk detailing your query. Give us as much information as you can to help us solve it quickly – Location of the shift, date worked, Time started and finished and what the query is. All queries will be resolved by the next pay day. If you need the money quickly, please speak to the helpdesk and we will endeavor to help you. Please be polite and respectful to us as we will be to you.



Your Data

We will hold your data securely for as long as we are legally required to. We will share your name and picture with any client you are booked with for identification purposes. On some occasions we may share your Address, date of birth and email address for the purpose of third-party security checks for our events this may include the police.



Working Times/Minimum Hours

When we book you for a shift the finish time can sometimes vary from what we book you for and you may end up working less hours than was planned. For example if all the customers go home early then the client may send staff home early also - in this case you will be paid for the hours worked and not the hours you were booked for. If a client asks you to stay longer, you are not obliged to but if you can that's great and of course you will be paid until the actual finish time and not the booked one. We try to make sure the hours originally booked are as close to what is actually needed as possible. All shifts will always be paid a minimum of 4 hours even if you are sent home before that (provided you arrived on time). In the unusual event that you go to a shift and for some reason the client doesn't need you you will be paid for 4 hours.



Holiday Pay

You are entitled to holiday pay. This accrues at a rate of 12.07% of your hourly rate and can be taken at any time by emailing helpme@appetite4work.co.uk. Claims received by 5pm on Tuesday will be received the following Friday. Holiday pay is taxed like your regular pay. Our holiday year runs from January to December and all holiday requests must be taken within this period.



Leaving Us

If you want to leave us please email helpme@appetite4work.co.uk and we will arrange your P45.



Health and Safety on Shift

Health and safety is everyone's responsibility. Please take notice of any briefings you are given and read any posters you see. If you see something that looks dangerous, please inform your colleagues and your manager. If you have an accident, please inform your manager immediately and your A4W representative. If you are told to use any protective equipment, then please do so for your own safety.



Sickness

If you are sick and booked onto a shift you must inform us before the start of your shift via Email. If you have any kind of sickness or Diarrhea its essential that you do not come to any shifts until at least 48 hours after you have stopped being sick or having diarrhea. If you think you qualify for SSP then please email helpme@appetite4work.co.uk.



Manual Handling

If you are asked to lift or carry things then the following guidance is provided to help reduce the risk of both long and short term injury. It is up to you to assess each situation or ask advice from an employee of the client company before carrying out manual handling tasks. For more information: www.hse.gov.uk/pubns/indg143.pdf

1 - STOP AND THINK

Plan the lift. Where is the load to be placed? Use appropriate handling aids if possible. Do you need help with the load? Remove obstructions such as discarded wrapping material. For a long lift, such as floor to shoulder height, consider resting the load midway on a table or bench in order to change grip.



2 - POSITION THE FEET

Adopt a stable position with feet apart and one leg slightly forward to maintain balance.



3 - ADOPT A GOOD POSTURE

When lifting from a low level, bend the knees. But do not kneel or over flex the knees. A slight bend of back, hips and knees is preferable to stooping or squatting, lean forward a little over the load if necessary to get a good grip. Keep the shoulders level and facing in the same direction as the hips.



4 - GET A FIRM GRIP

Try to keep the arms within the boundary formed by the legs. The best position and type of grip depends on the circumstances and individual preference but it must be secure. A hook grip is less tiring than trying to keep the fingers straight. If you need to vary the grip as the lift proceeds, do it as smoothly as possible.



5 - KEEP CLOSE TO THE LOAD

Keep the load close to the trunk for as long as possible. Keep the heaviest side of the load next to the trunk. If a close approach to the load is not possible, slide it towards you before trying to lift.



6 - DON'T JERK

Lift smoothly, keeping control of the load.

7 - MOVE THE FEET

Don't twist the trunk when turning to the side.

8 - KEEP YOUR HEAD UP

When handling, look ahead, not down at the load (once it has been held securely)

9 – PUT DOWN, THEN ADJUST

If precise positioning of the load is necessary, put it down first, then slide into the desired position.



10 – BE AWARE

You may be at risk if you:

Are physically unsuited to carry out the task

Are wearing unsuitable clothing, footwear or other personal effects. Do not have adequate or appropriate training or knowledge.

11 – MECHANICAL AIDS

Always consider using mechanical aids as they can improve productivity as well as safety. Even something as simple as a sack truck can make a big improvement.



12 – FREQUENT LIFTING AND LOWERING

Ensure that the weights and operation are well within your capability to minimise the risk of injury due to repetitive lifting and lowering.

13 – TRAINING

Training by the client and on the clients, site should be provided so that safe manual handling and good handling techniques are used for the specific task.



Have a great **shift!**

