

TEMPORARY SERVICE EMPLOYEE HANDBOOK

Welcome to professional temporary services work, as supplied by Advance Staffing. You've exhibited attitude, experience, availability and willingness concurrent with our goals of servicing the **NEEDS, REQUIREMENTS, STANDARDS AND DIRECTION** of our clients.

FINANCIALS: UNDER NO CIRCUMSTANCES ARE YOU TO DISCUSS BILLING RATES, PAY RATES, PAY SCALES, PAY HISTORY, REVENUE INFORMATION ETC. WITH ANYONE ELSE, PERIOD. This information is proprietary and under the direct supervision and administration of Advance Staffing only.

PAYMENT: Mailed every other Tuesday (See Payroll Table), as permitted according to receivables and no longer than 30 days. See Below.

IF YOU CONTRACT INFREQUENTLY:

o Your payment will be made upon collection from client, NO MORE than 30 days from shift completion.

CALL YOUR NET **HOURS** WORKED, DAILY, INTO THE ADMIN.

o Call Details MUST include: Name, Date, Location, Supervisor, and NET Hrs. worked.

FAILURE TO DO SO MAY AFFECT PROPER BILLING & THUS OUR ABILITY TO PAY YOU ON TIME.

SCHEDULING: This work is "At Will" and on an on-call basis. **We schedule as our clients need dictates.** Advance Staffing must handle all clients scheduling requests, questions, scenarios, inquiries, etc. **A no show or unexcused tardiness may result in immediate termination.** "Full-Time" staff are offered work BEFORE "Part-Time".

REQUIRED: 14 DAYS NOTICE FOR ANY SPECIFIC DAYS REQUESTED OFF. No more than 2 associates will be given time off over the same days, first come = first approved. All Staff must respond to a scheduling communication from Advance Staffing no more than 24 hours after the initial request.

TRAINING GUIDELINES:

What to expect during your training period:

o You will be paired with an approved Advance Staffing trainer for at least one shift.

o Trainees will earn the TRAINEE pay rate for as many shifts as direct supervision is given.

o Trainers keep communication on your progress/issues/results with Advance Staffing.

o Remember **our goal** is to supply "invisible" help. Skills, obedience, and timeliness are key. "Invisibility" refers to not deter the operation from its normal operating pace and effectiveness. Our staff should provide a "seamless" transition, with minimal "catch-up".

PROBATIONARY PERIOD:

As long as you are not a full-time employee or 90 days. You will be evaluated by client reviews on grounds of attitude, performance, and ability to operate as an employee to the set standards. As the work relationship is an "At Will" agreement, we will provide every effort to incorporate you into our system, but will terminate the relationship if deemed necessary.

REFERENCES: The references you have listed on your application will be contacted and so, must be reliable and accurate.

REVIEWS: You will be reviewed on multiple aspects of your job performance. This exercise takes place as feedback, job frequency and performance scenarios present themselves to us, but at least once per year.

UNIFORM/APPEARANCE:

Clarify appearance standards before each job. TRAVEL WITH A BACKUP!

STANDARD COMPONENTS:

1. Black socks with black shoes, KITCHEN CHECKERED OR SOLID BLACK PANTS.

2. Safety shoes must have leather upper, minimum ankle high, rubber / non-slip soles.

3. Shirts and pants must be pressed, **PLAIN** WHITE UNDERSHIRTS!

4. Black cummerbund, tuxedo shirt and black bow tie NECESSARY for front of house.

5. **Knives, knife protective gloves, unmarked headwear.**

6. **NO USE OF / RESPONDING TO ELECTRONIC DEVICES,** only on approved breaks.