



**rd resourcing ltd**

specialist catering and hospitality recruitment

## **Introductory letter**

*Welcome on board!*

rd resourcing specialises in recruiting for the catering and hospitality industry. Our business provides flexible work right across the UK. Whether you are joining our temporary team as a new member of staff, or you want to consult us regarding a career move, you can be assured of our professionalism and confidentiality at all times.

rd resourcing is managed by professional consultants with practical experience within the catering and hospitality industry. The ethos of the business is to invest in and develop you as much as possible. Our high standards are achieved through the strength of our staff, we only employ staff with a positive work ethic, we can work with you to develop your skills. We pride ourselves on ensuring you know you are important to us.

## **Company guidelines**

*Communication*

Should you have feedback from an assignment, need to update your availability, inform us of change or wish to refer a friend, we would like to hear from you. Do not hesitate to contact us on a regular basis. Likewise, try to keep yourself contactable. If you see that we have tried to call you then get in touch with us, if you are low on credit don't worry we can ring you back.

Please contact us within working office hours 8am – 6pm Mon – Fri wherever possible. However if you need to contact us urgently regarding work then you may call the out of hours mobile numbers.

*Going to an assignment*

Whether it is a temporary work placement, or an interview for a permanent position, preparation is the key. To be punctual, well presented and keen to do well is our expectation of you. Should you have any queries then do not hesitate to call and ensure you are properly informed. Remember that we receive regular feedback about you from our clients and this is used to determine your suitability for further assignments. We pride ourselves on high standards at all times, we expect that of everyone selected to join our team.

Should we receive negative feedback about you that is justified, we will not offer second chances. We operate an out of hours service which is available whenever you are on an assignment with rd resourcing. If you have a problem, you must call the contact numbers asap.

*Transportation expenses*

If you are taken to work or driven home by a member of staff, we require a small contribution of £1.50 (each way) from each passenger which will be used to reimburse the driver's travel costs.

For drivers, we pay expenses at 35p per mile if taking colleagues or 25p per mile if driving alone, but you must adhere to our driver policy. This is provided separately.

All expenses must be sent within 4 weeks of the shift to the payroll department with VAT receipts and a clearly filled-out expense form. Upon receipt of expenses, for individuals that have been taken to work or brought home, a travel contribution of £1.50 (each way) will be deducted.

Expenses received after four weeks will not be reimbursed.

*Dress standards*

Within our industry high standards of presentation and personal hygiene are paramount. We will brief you on uniform standards for each job as they may change. Generally, our expectations for work assignments are:

- Chefs: Full chef whites, safety shoes, hat and apron (knives not always compulsory).
- All 'front of house' staff: Black trousers or knee length skirts with black tights. Black or white long sleeved shirts or blouses. Sturdy flat black shoes that cover and protect your feet. Sometimes a black bow tie is needed.
- All 'back of house staff': As above without bow tie.
- Client meetings: For any interviews, briefings or training sessions it is advisable to wear a business suit or dress as per 'front of house'.

Remember to 'think traditional' and keep jewellery and make-up to a bare minimum. If you need any advice on what is acceptable and where to get suitable uniform then just ask.

#### *Timesheets and pay*

When working for rd resourcing, you will need documented proof of the hours worked. This must be in the form of our timesheet. This timesheet has two identical copies, you must complete both of them and they must be signed by the client and yourself. Once signed you must give one half to the client and the other half to us. Use one timesheet per assignment including only the work for that week. If you are attending a large event your name will feature on our multi-timesheet and you must ensure that you initial this sheet.

Timesheets can be handed into an rd resourcing Supervisor, scanned and emailed to [timesheets@rdresourcing.co.uk](mailto:timesheets@rdresourcing.co.uk), or posted (see address at the base of this letter). Timesheets must be completed, signed and returned to us by 10am each Monday. You will be paid fortnightly from the Monday unless your timesheets are late. You can download timesheets from the [Staff page](#) of our website. We advise that you keep records of the date and hours that you work and keep a copy of your timesheets. Should you have any queries regarding pay please email or call our Payroll department with specific details as per your timesheet:

- Pay queries: [payroll@rdresourcing.co.uk](mailto:payroll@rdresourcing.co.uk) | 0870 950 1123 (opt 5)
- Timesheet queries: [timesheets@rdresourcing.co.uk](mailto:timesheets@rdresourcing.co.uk)

#### *Website*

Please take a look around the website - [www.rdresourcing.co.uk](http://www.rdresourcing.co.uk) - especially the [Staff pages](#) - and keep an eye out for our monthly newsletter.

#### *Contact details*

##### **rd resourcing – Southern Office**

Tel. 0870 950 1123 (opt 1) | [team@rdresourcing.co.uk](mailto:team@rdresourcing.co.uk)

##### **rd resourcing – Midlands Office**

Tel. 0870 950 1123 (opt 2) | [team@rdresourcing.co.uk](mailto:team@rdresourcing.co.uk)

##### **rd resourcing – Northern Office**

Tel. 0870 950 1123 (opt 3) | [team@rdresourcing.co.uk](mailto:team@rdresourcing.co.uk)

#### *And finally...*

We wish you all the best of luck with us and look forward to working with you, if not always in body then certainly in spirit! Please retain this letter for your reference.

The rd resourcing team

Tel: 0870 9501123 | Fax: 0870 9501124 | Email: [team@rdresourcing.co.uk](mailto:team@rdresourcing.co.uk)

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