

relish

STAFF HANDBOOK

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Welcome

Welcome to Relish

We would like to welcome you to our team. Our aim is to provide affable, experienced confident staff to the top events and functions around the South West. All of our staff are deemed to be personable, hardworking and enthusiastic.

This handbook has been designed for all new recruits - it can be used as a point of reference for any work you complete with us. It has been designed to cover all the basic services you will be required to do whilst working for Relish as well as provide you with information regarding pay and your contract. This manual is to be used to develop a full understanding and allow confidence in your work, so that the service we provide is at the very best it can be.

As a member of Relish, we expect you to maintain the standards set out by us, with regards to presentation and attitude whilst working. Remember, you are the face of the company, and represent all that we offer. By reading and understanding this manual, you will be maintaining the standards set, to help provide some of the top events, with the very best staff available.

One thing we pride ourselves on is punctuality. One of the management team will always be at an event in order to make sure you arrive on time. In the rare case that we are unable to be there in person, we shall be in contact with the on-site supervisor, and so we will know exactly who has been punctual. Furthermore, you can reinforce this by texting us when you are leaving for jobs and once you arrive so that we can check you in. However, it is not just about turning up on time, it is also important to look smart and be confident in the work you are completing.

Relish Staff rules and Requirements

Event rules

- Every member of staff must complete the new starter forms
- All staff must sign in with the onsite manager at the start of every shift and out at the end. This may delay wages being processed for all staff.
- All staff must turn up to every shift with smart black trousers, smart black shirt & smart black shoes (not trainers) Unless stated otherwise.
- Travel will be paid for one leg of the journey for all staff. Supervisors in charge of driving the vans will be paid for both legs to and from the office.
- Mileage will be paid to the driver at £0.30 per mile.
- The use of personal mobile phones during working hours is forbidden, unless given specific permission from your manager.
- Smoking is only allowed in a designated smoking area. Ask your managers permission first and wash your hand afterwards. 1 smoking break per 6 hours.
- The consumption of alcohol or drugs is not allowed during working hours. No employee should report to work while under the influence of alcohol or drugs.
- All long hair will need to be tied up at all times.
- Staff will be assigned breaks by your supervisor, they will tell you what food is available to eat on those breaks (if worked for the required hours). Do not help yourself.
- Keep a record of your hours and relish will check them against recorded hours.
- Do not eat off the buffets that are used to serve the customers.
- Always wash hands before handling food.
- We provide food if you work for the required amount of time, we are unable to provide food for staff with dietary requirements other than vegetarian.
- No Nail polish or fake nails
- No staff loitering at any time.
- Staff will be allowed a 20 minute break for food after every 6 hrs that they work. These will be at designated times that don't interfere with service.

Health and Safety

Fire Safety

Five most common reasons for a fire in the workplace

- ♦ Faulty electrics – including loose wiring, old or faulty equipment
- ♦ Incorrect storage of combustible or flammable materials
- ♦ Human error such as leaving cooking unattended, careless use of machinery
- ♦ Negligence – not following the rules such as overloading plugs, covering heaters
- ♦ Arson - often where combustible materials are left outside overnight

Common reasons for fire spread

- ♦ Accumulation of combustible material
- ♦ Fire doors left open or wedged
- ♦ Unprotected voids or ducts

Control measures to reduce the risk of fire and fire spread

- ♦ Staff training
- ♦ Portable appliance testing (PAT) annually
- ♦ Mains wiring testing every 5 years
- ♦ Use of Residual Current Devices (RCDs)
- ♦ Avoid overloading plugs
- ♦ Timely removal of rubbish and bins to be stored away from buildings
- ♦ Avoid stacking shelves high under lights or heaters
- ♦ Keep exit routes, under-stair areas and electric intake rooms free of combustible materials
- ♦ Store flammable liquids in appropriate containers and in a locked external store
- ♦ Ensure LPG cylinders are stored correctly
- ♦ Don't wedge open doors as this can allow fire and smoke spread
- ♦ Ensure fire protection is achieved through compartmentation

What do employees need to do?

- ♦ Use common sense and obeying the guidelines
- ♦ Report any fire safety concerns to a supervisor immediately
- ♦ Ask for more training if you are unsure about anything relating to fire safety
- ♦ Ensure you know the evacuation procedures for your area
- ♦ Be aware of alternative exit routes and the assembly point
- ♦ Ensure fire exit routes and doors are free from obstruction
- ♦ Only use a fire extinguisher if you have been trained to do so

What if there is a fire?

- If you hear a fire alarm, treat it seriously and follow the evacuation procedure
- If you find a fire, raise the alarm by pushing the nearest fire call point (break glass) or by shouting verbal warnings
- Leave the building by the nearest and safest exit, escorting visitors if safe to do so

Manual Handling

Use good lifting techniques

Assess loads before moving, and don't move them by hand if they are too heavy

Ask for help when you need it

Slips and Trips

Keep work areas clean and tidy

Clean up, or report, spillages when you see them

Wear suitable footwear

Vehicles

Follow driving rules—stick to speed limits and always wear a seatbelt

Be alert to vehicles when walking

Regularly check your vehicle

Fire

Know what action you need to take if there was a fire in your area

Be alert to the risk of fire in your area

Only use a fire extinguisher if you have been trained

Working at Height

Only use a ladder if authorised

Follow safe procedures if you need to work at height

Check work at height equipment before use

Aggressive Behaviour

Following customer service training will help keep guests happy

If guests become aggressive, call a supervisor to assist

Don't take abuse personally

Hazardous substances

Equipment

Why do we take Health and Safety seriously?

Providing employees with a safe environment to work is part of being a good employer

We want people go home safe at the end of the day

Accidents cost money, lower morale, and can have a big impact on an individual's quality of life

How does ensure employees stay safe and healthy?

Provide a safe place of work

Provide safe, well maintained work equipment

Design safe systems of work and procedures to work to

Provide instruction and training for employees on health and safety

Encourage employees to contribute ideas to improve Health and Safety

Who identifies problems and puts things right?

Everybody! We all have a duty to spot problems and put things right

Your Managers are responsible for ensuring you have the right training and resources to do your job safely speak to them if you have any questions or concerns

What do employees need to do?

Look after your own Health and Safety

Look after the H&S of anybody who may be affected by your work

Co-operate with management, and follow work instructions and procedures

Attend and pay attention at H&S training

Read and follow any advice on safety signs and labels Report all accidents and near misses to your manager

Look after equipment and use it correctly

GENERAL HEALTH

Please notify a member of The Relish staffing management of any sickness a minimum of 72 hours prior to your shift, as it is our responsibility to find cover for you.

It is your responsibility to inform your supervisor (if after the commencement of an assignment) and a member of The Relish staffing team if you are unwell, as working with symptoms of infections, vomiting and diarrhoea can be passed to a guest

Other illnesses to report: abdominal pains, skin rashes, fever, septic skin, and lesions/discharges from ears, nose or throat

Cover cuts and bruises with clean, waterproof dressings – open cuts and sores can harbour germs, and look unpleasant

DEALING WITH AN ACCIDENT

Within the normal course of work you may be required to deal with an accident or emergency, resulting in someone sustaining an injury. If such an emergency occurs, please do the following:

- **Initial response** – whether a first aider or not, the initial response is critical.
- **Remain calm** – help reduce the feeling of panic, helplessness or embarrassment
- **Offer reassurance/comfort** – keep casualty informed of actions in quiet and confident manner. Do not move person but keep warm.

- **Do not give them anything to drink** – this could lead to nausea, or make them feel worse, and may prevent the patient from receiving
- **Contact, or send someone to contact a First Aider or call 999**
- **Stay by casualty**
- **Minimise the risk of danger to yourself, casualty and surrounding area.**

In the case of:

- Gas/poisonous fumes – cut off at the source
- Injury from electrocution – switch off at source (do not attempt to touch casualty until they are clear of the current).
- Fire/collapsing building – move casualty to safe area, after temporarily immobilising injured part of the person

LIFTING

One of the most common work related sickness problems is back injury, which can result in debilitating effects on a persons' health. Here are some important tips for safe lifting:

- **Think before lifting/handling.** Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.
- **Keep the load close to the waist.** Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.
- **Adopt a stable position.** The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.

- **Get a good hold.** Where possible the load should be hugged as close as to possible to the body. This may be better than gripping it tightly with hands only. Maintain balance with feet apart and one leg slightly forward.
- **Start in a good posture.** At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).
- **Do not flex the back any further while lifting.** This can happen if the legs begin to straighten before starting to raise the load.
- **Avoid twisting the back or leaning sideways,** especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.
- **Keep the head up when handling.** Look ahead, not down at the load, once it has been held securely.
- **Move smoothly.** The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.
- **Do not lift or handle more than can be easily managed.** There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.
- **Put down, and then adjust.** If precise positioning of the load is necessary, put it down first, and then slide it into the desired position.

APPEARANCE

GENERAL APPEARANCE

When serving food and drink, you will be the focus of attention for the client and the guest. They will be looking to you to provide a level of service and professionalism projected by the company image. Your appearance will say a lot about you and the level of service they should expect.

Please ensure that your overall appearance is professional and hygienic at all times: Check appearance before working and take pride in both your appearance and uniform making sure no nail varnish. Wear deodorant to protect against perspiration and odours.

UNIFORM

The uniform for each job varies and depends on the client's wants and needs. As an employee you are expected to own smart black trousers, smart clean black shoes (no trainers), and both a white and a black shirt, please see below for what is acceptable

JEWELLERY

No jewellery to be worn during working times, except a plain ring/wedding band and stud earrings for female staff. Not only does jewellery not comply with our uniform standards it also makes clearing and serving more difficult

HAIR

Please ensure that your hair is kept clean and tidy at all times as it can carry germs and infect food. Methods of reducing hair contamination. Wash hair regularly. Do not comb/brush hair near food or in sight of guest. Long hair must be tied back. Facial Hair – you must be clean-shaven at all working times. Trim and tidy hair gives the guests the right impression and reflects on professionalism and pride of work.

POSITIVE PERSONAL IMAGE

It is important that you are consistently presenting a positive image to guests, this includes both physically and verbally. Please ensure that you abide by the following guidelines at all times.

Follow good personal hygiene: Keeping yourself clean, washing hair/body regularly

Wearing clean uniform/protective clothing at all times and keeping it in good repair (including making sure it is ironed prior to a job)

Washing your hands regularly, especially after visiting the toilet, touching your hair/face, smoking, and preparing food.

Use only disposable tissues when sneezing/blowing nose, and disposing of them

Keep all cuts and wounds covered – for events it is necessary that plasters are blue

Approaching/talking to a guest: When speaking to a guest, use impersonal terms such as Sir/Madame

If the guest is hard of hearing or foreign, speak slowly and clearly while maintaining eye contact

Check if anyone speaks the appropriate language

Use gestures if guest struggles to understand, e.g. beckon them to their seats

Listen carefully to the guest, and do not be afraid to ask for them to repeat; accuracy is more important than short conversations

When handing around canapés/champagne etc. do not be afraid to interrupt conversations to offer what you have. Always remember, you have something they want! Additionally make sure you are aware of allergies and what the canapés contain.

AVOID – picking nose, scratching head/spots, and picking at food, coughing/sneezing near food, smoking, washing utensils in hand basin.

We receive feedback after every shift from our clients allowing us to monitor your performance. Any positive or negative feedback will be passed straight on to those involved, in order to encourage you. Please do not take any negative feedback personally - it is passed on by us to encourage you to improve. Equally, we encourage you to send us feedback after every shift, whether good or bad, so that we can improve our services and your experience.

EMPLOYEES RESPONSIBILITIES

VALUABLES

Relish Staffing and the clients that you will work for under us hold no responsibility for your valuables and possessions. We highly recommend bringing as little with you as possible to events as there is no guarantee that your possessions can be safe and secured. You will be liable for anything brought with you on a shift.

In addition to this please make sure you never have cash on you at an event. Should any cash go missing from the tills you may be accused.

FOOD ON SHIFT

A lot of the companies we work with are catering companies and aim to provide you with food on shift, however in a lot of cases there either isn't time when the food is available or they run out. To avoid any issues we advise that you provide your own lunch/snacks for any shift as you will always get time to have a break.

DEALING WITH DIFFICULT CUSTOMERS AND COMPLAINTS

The nature of events means that alcohol is often present. This can have different effects on customers, sometimes making them less cooperative. If you ever feel uncomfortable with the way a customer is communicating with you please speak to your supervisor and stay calm.

Sometimes complaints occur. In these circumstances it is important you try and appease situations. To avoid liability it is important you don't apologise for what happened. Instead you apologise for the inconvenience caused by the incident.

Please make sure all information in these circumstances is passed on to your supervisor.

CATERING TRAINING

LAYING TABLES AND SET UP

Tablecloth – When placing a tablecloth on a table, make sure the crease in the cloth is in the centre of the table. The centre seams must all be facing the same way throughout the room.

SERVICE

Service methods:

- Place a cover plate/napkin in the centre position of cover space
- Lay covers from inside out i.e. start with items guest needs last – helps achieve spacing and minimises handling – never touch the cutlery or glassware with your hands as you will leave marks, use a napkin to protect them
- Lay side plate to left of place setting
- Place side knife on side plate, with blade facing to the left.
- Place folded napkin either on cover plate, in glass, or under side knife
- Lay all cutlery and flatware so base of each item is roughly 1.25cm, or 1/2 inch (i.e. a thumb width) from the table edge. If item has a logo, place face up.
- Place wine and water glasses always above right hand side of dinner plate- usually set of three glasses in a triangle – water at front, and wine glasses behind.
- All equipment to be laid, a final check, and polish with service cloth
- Always polish the cutlery before placing
- Lastly place any condiments; e.g. Butter, salt and pepper, onto table

Place setting

Silver/English – staff present and serve from flat dish

Family – main courses plated and vegetables served to table in a buffet style

Plated/American – Pre-plated and served – most common Butler/French – Staff present food on dishes/flats to each guest to help themselves

General Service:

- Always serve food from the left
- Always excuse yourself before leaning over a guest, and only do it when totally necessary

Serving Wine:

- Serve from the right hand side – where the glasses are.
- Hold the base of the bottle, with the label facing upwards, supporting the neck with a service cloth in your other hand. Fill the appropriate glass 1/2 (red wine) - 2/3 (white wine) full. As you reach the desired level, twist the bottle to the right, whilst moving the service cloth up the neck of the bottle to catch any drips.
- Always ensure that wine glasses are topped up, and never let them fall below less than a quarter full – the same rule applies to champagne during a reception (where appropriate)
- As well as serving wine, you will also need to serve water. Always offer both still and sparkling, and ensure that guests' water glasses are maintained at a level above half full.

CLEARING

The following principles should be maintained whenever possible:

- Clear plates from the right hand side of guest
- Position yourself so you are sideways on to the table (90°)
- Collect any plates with your right hand, and transfer to your left hand, always turn away from the guest while you clear the plates.
- Hold plate by placing thumb on top of plate and first two fingers underneath. The remaining two should stand upright to help balance (or just little finger – whatever is most comfortable)
- Secure fork (face down) under thumb and slide knife under fork
- Balance next plate on forearm, thumb and standing fingers
- Scrape any food debris

- If clearing main course remove side-plates, butter dish and cruet

Spillages

On Table:

- Check to ensure nothing is on guest; apologise
- Remove any soiled items, or those in the way
- Clean spillage with a clean and damp cloth or knife onto a service plate
- Unfold clean serviette over spill
- Replace any items as necessary

On Guest:

Apologise and check they have not been burnt or scalded. Provide guest with a clean, damp cloth to remove the worst of the spillage, and inform your supervisor/manager.

BAR

Setup

There will be times you will be responsible for a bar. You will be expected to set up the bar as you deem appropriate. Make sure you familiarise yourself with the products you sell. If you make any mistakes with the till or over pour drinks, make sure you record them and tell your supervisor at an appropriate time.

Bottle opening

When opening Red and White Wine - remove foil capsule carefully, ensuring that it has been cut away neatly, and then place corkscrew vertically into the centre of the cork. Twist in a clockwise direction, making sure you do not pass all the way through the cork. Gently lever the corkscrew until only 1 cm of the cork remains in the bottle. At this point use your thumb and forefinger to twist the cork out of the bottle, trying to reduce the 'pop' as much as possible.

Sparkling – tear away foil, and remove the wire, ensuring that the bottle is angled at 30-40° and away from anybody. Dispose of these in the correct disposal vessel. Whilst holding the cork in your left hand, wrap the bottle with a service cloth, and turn the bottle. Remove the cork slowly and keep the pop to a minimum, whilst preventing the cork from flying out.

Close down

At the end of a shift/event it will be really important that you restrict the amount of stock you open to save wastage. You will also be expected to return the bar to the order it was before your shift, this may include cleaning down, washing glasses and restocking the bar. If you clean and restock as you go you will have less to do on finishing your shift.

WORK

Applying for jobs

The main way of finding out about jobs is through communicating with the Relish staff supervisors/ managers. You are encouraged to get in contact and request certain shifts as well as being contacted via email and text. Most jobs are allocated on a first come first serve basis, however we will always try to ensure a team is as strong as possible, which is done at our discretion. Once a team is confirmed we will then send out a full event brief via email which will contain all the information you require for the assignment. Please respond to the brief with the details required in the email so that we can confirm you.

Cancellation of shifts

Shifts can be cancelled up to up to 72hrs before the event via a phone call. It is important to us that this rule is obeyed as the results of cancellation within this period could be detrimental to the business. In special circumstances we can make exceptions, however we still require you to call and inform us of your special circumstances.

WORKING HOURS

Your working hours will be dependent on the shifts you sign up to. However, there are certain government restrictions on working hours:

16 – 18 year olds

You will not normally be allowed to work past 11pm. However, there are some situations where these restrictions do not apply:

- When your employer needs you to work to maintain continuity of service or production, or to respond to a sudden rush in demand;
- Doing the work would not affect your education or training;
- When no adult is available to do the work;
- You are supervised by an adult and you are allowed a period of rest as compensation
- You must not work more than 8 hours in one day
- You must not work more than 40 hours in one week
- You must have 12 hours rest period between each working day

18 + year olds

- You have the right to not work more than 48 hours in one week

Should you have any questions about any of this information please contact us and we will arrange a time to meet and discuss.

PAY

Depending on the work you will be doing your pay may vary. However, we will ensure that the amount you are being paid will be pre-arranged, and agreed, before commencing work.

At every event a manager or supervisor will have a timesheet to hand. It is your responsibility that you complete this at the start and end of every shift you work (failure to hand in your timesheet will result in your pay being delayed until receipt of timesheet).

EXPENSES – MILEAGE

Business mileage refers to journeys you undertake in the course of your work, with the exception of your regular commute. HMRC guidelines define travel between your home and your regular, permanent place of employment as a non-work journey, making it ineligible to be included as part of your business mileage claim. For example, if you drive from your home to your office, visit a client, return to your main place of employment, then drive back home, the first and last journeys cannot be counted as business mileage. However, if you leave home and drive straight to a client, travel from that location to your office, then drive back home, you may be able to claim for the first two journeys, provided you can demonstrate that they represent a significantly different journey to your usual commute. Travel between your home and permanent place of work outside your usual hours does not qualify. Any other private trips that you make cannot be counted within your business mileage allowance.

TRANSPORT

Some of the jobs will be local and therefore we expect you to make your own way to the venue. However, there will be occasions when the venue is situated a little further out. If this is the case we will always aim to organise your transport for you. On the most part this will probably be in the form of car sharing. All drivers are obliged to sign an agreement to ensure they are happy to act as a driver on our behalf and that their vehicle is roadworthy. As a driver for Relish you are responsible for your own motor insurance and must ensure the appropriate measures have been taken.

TERMINATION

Obviously we hope that this will not apply, however due to the nature of the work we understand that there may come a point in which you wish to terminate your contract

with Relish. Under these circumstances we require written notification of the termination of your contract. We shall not accept termination without written consent (either in the form of a written document or electronic document), once this has been done we will issue you a P45 document. The period of notice required for this is 0 working days and so can be sent with immediate effect, assuming no commitment has been made by you to an assignment. Equally, Relish is entitled to the same length of notice should it wish to terminate your contract.

CONTACT DETAILS

if you have any questions regarding this booklet, or anything else regarding Relish please do not hesitate to contact the office on the following numbers/emails:

Office: 07725129254

Main office Phone: 01285658444– *for general work enquiries*

info@relishmail.co.uk– *should you have any questions regarding tax/payslips/pay*

Working Hours: Working hours are dependent on the shifts you choose to sign up to. However, your age also has an impact on the working hours you are able to do. If you are under 18 then you will not normally be allowed to work past 12:00am. For more information please refer to the company manual.

Lateness & Absenteeism: Refer to company manual.

Disciplinary Capability: Refer to company manual

Grievance Procedure: Please raise any issues you might have with your line manager. For further details refer to company manual.

Notice of Termination: We require written notification of the termination of your contract. Once we have received written consent (either in the form of a written document or electronic document) we will issue you a P45 document. The period of notice required for this is 0 working days and so can be sent with immediate effect, assuming no commitment has been made by you to an assignment. Equally, Relish is entitled to the same length of notice should it wish to terminate your contract.

Pensions Scheme:

By signing this contract you agree to receive all correspondence relating to your employment with Relish to the email address you have provided, including payslips and end of year statements. It is your responsibility to inform us of any changes to your contact details.

I hereby accept the terms stated and have read and understood all the content provided:

[illegible]