



Renard

For all your hospitality recruitment



Helpful information

Office hours Monday - Friday 7am - 6pm

Address.

1st Floor
12 New Burlington Street
London W15 3BF

Tel.

0207 287 2299

Fax.

0207 287 4455

Email.

temps@renardresources.co.uk

Web.

www.renardresources.co.uk

INTRODUCTION TO RENARD

Renard Resources have been in operation for over ten years providing our clients with the right people for the right jobs, working alongside them to ensure we exceed their expectations at every opportunity. We supply staff to all areas of the catering and hospitality industry, whether it be waiters, butlers, chefs or event supervisors.

We pride ourselves on the understanding of our clients needs and the attention we give to our staff to ensure that you are trained to your full potential and that you are confident in the work you do. We are judged by the performance of our staff and want to give you every opportunity to get the most out of every job you do, or to gain full time employment or simply work while you study or travel. Whatever your circumstances we are here to help get you work.

Whilst employed by Renard you will be looked after by our consultants. Their role is to make sure you are continually working when you are free and that you have all information you need. They will also manage your holiday and pay requirements.

We look forward to you becoming a part of our team and working with you for as long as you stay with us.



STORE THESE NUMBERS!

RENARD OFFICE
020 7287 2299

OUT OF HOURS
07989 518 266

What to do if you cannot make a booking

If you are having transport problems or cannot make your booking due to sickness, you must contact the office on **020 7287 2299**, should it be out of office hours please call **07989 518 266**. You must give at least 4 hours notice so we have time to contact our client and replace you.

The key to successful temp. work

When working for Renard we will send you to many different sites and you will see and experience lots of varying styles of events/ dinners/ parties and award ceremonies. It could be a 5 star hotel, football stadium and embassy, private club or restaurant.

We will provide you with all the details you need, including address contact details, brief on your work and the required uniform. We also from time to time provide staff for VIP jobs or for work in Government buildings, in these cases we may be required to provide our client with details of your current visa status, place of birth and work history.

You must ensure you know who your consultants are and every time you

take a job from them you must have the address, uniform requirements, date and name of person you are to contact on site. In addition the nearest tube station to the site.

When you arrive at any job you will be expected to:-

Be freshly bathed/showered and well groomed.

For ladies

Minimal make up, no nail varnish, long hair neatly tied back (if required, in skirt with 15 denier black tights).

For men:

Clean shaven with neat tidy hair cut above the collar.

Be free of all jewellery except a wedding band.

Be in full requested uniform (clean & ironed).

Arrive 15 mins prior to the start of the shift.

Failure to meet any of these standards may result in you being sent home with no pay for that shift. Our clients expect that you will meet all these requirements at each and every job. Should you be unsure of what is required for a particular job please contact your consultant.



Our staff

We supply staff for temporary and permanent job vacancies. They may be one-day events or ongoing short-term contracts. This may depend upon the quality of your work and your uniform and grooming standards and timekeeping. Below you will see a breakdown of the staff we provide and what is expected of them, should you wish to take on differing roles please speak to one of our consultants.

Front of house positions

Plate waiters / Bar staff

Job code: PW / BAR

Provided to help with food and drink service at dinners and lunches. You must have knowledge of table set up and clearing. Shifts are generally between 4 – 8 hours working in teams.

Basic uniform – black and whites, plain black socks, shoes, waistcoat and trousers/skirt. Shirt must have collar. (Tights must be black 15 denier).

Conference Hosts

Job code: CWS

Provided to help assist in service of beverages and sandwich/buffet lunches to meeting rooms. Work is generally done on your own or in small teams. Excellent grooming standards and good language skills are required along with ability to use your own initiative.

Basic uniform – black and whites.

Silver service staff

Job code: SS

Serving at high profile events, you must know all aspects of food service and clearing and be confident serving food and drinks. You will have at least 6 months experience serving in similar style.

Basic uniform – black and whites, excellent grooming and high grooming standards are expected, you must provide bottle opener and be happy opening and serving wines/spirits.

Dir. silver service / butlers

Job code: DIR SS / B

You must know all aspects of food and drink service and be confident hosting your own lunches and dinners. Should be able to supervise other staff. The highest standards will be expected of you. Knowledge of food/wine is essential. Ability to communicate with clients and their guests in a professional manner.

Basic uniform – Dir SS

Full black and whites, excellent grooming, bottle opener.

Basic uniform – Butler

Full Butler stripes, black jacket & waistcoat, trousers, striped trousers with silver/grey tie.

Back of house positions

Kitchen porter

Job code: KP

To assist the chef team with all duties. To help with cleaning, deliveries and food prep. You must work quickly and efficiently and ensure you keep up to speed with the demand of the kitchen. Full uniform is essential due to health & safety requirements.

Basic uniform – plain black trousers, safety shoes (enforced toecap), plain black / white shirt and porters jacket provided by Renard. All clothing must be free of any logo's or designs.

General assistant / Deli bar

Job code: GA / DELI

To assist with kitchen food preparation and to serve customers on food counter. Preparing and serving sandwiches made to order, hot food service and assist in set up of food counters. Experience making sandwiches. Working in a kitchen and using tills is essential. Good customer service and communication required.

Basic uniform – black and whites, short / tidy nails, no jewellery, excellent grooming. Hair must be neat and tidy and tied back.



Chefs of all levels

Job code: COMMIS / CDP / SOUS / HEAD / PASTRY

To help serve and prepare varying styles of food, a la carte, banqueting production, café production, event prep and private dinners. Differing skills may be called upon, (i.e pastry) from time to time.

Basic uniform – full chefs whites, safety shoes and full set of knives, apron, necktie and chefs hat may also be required.

In addition to these types of jobs, we provide whatever our clients need so other job types may come up, in the case of this we will contact you to see if you have relevant experience, these may include:-

Barista

Serving to order speciality coffees (latte/ cappuccino/mocha/espresso – using manual or automatic machines.

Admin

Assisting with administrative duties, completing paperwork.

Team leaders / event supervisors

Help supervising staff, running a team, liaising with clients.

Booking jobs and getting to work

Your consultant will give you job details when you are available, we will supply you with the full address along with uniform and contact information.

Where possible, we will let you know what will be expected of you at the job.

Buy an A-Z map or use the internet to check address / transport links before you leave for your job. This will help get you there 15 mins early and have time to change and report to your contact.

Allow time for delays and if you cannot make your booking on time you must call us, so we can contact our client.

Office 020 7287 2299 – 7AM - 6PM

Out of Office 07989 518 266 – 6PM - 10PM

Your attitude at work

When at work you must have a good attitude with all customers, fellow workers and managers. Temporary workers are generally used when a company has a particularly busy time, so you are expected to get along with your co-workers and help everyone have a successful day.

You should be willing to work hard and be flexible, friendly and enthusiastic, you may be asked to do work you have not done before, in this case try to listen to your manager's instructions and ask if you are unsure.

Both Renard and our clients will not tolerate in any case, aggressive behaviour or language towards other members of staff. Should you witness such behaviour please report it to your consultant or one of our managers.

Sickness / absence from work

If you are ill or unable to get to your job you must call us giving at least 4 hours notice. Due to Health & Safety regulations if you are vomiting or nauseous ensure you visit your doctor and obtain a note ensuring you are fit and healthy for your next job.

In all cases if you know you cannot make it to your job you must speak to one of your consultants, you can contact us Mon - Sun on the numbers provided.

Holiday pay

Every member of the Renard team is entitled to holiday pay. You earn holiday pay through the hours of work you complete and for the length of time you have worked for us. Should you wish to take holiday, complete a holiday request form with your consultant.

N.B – you cannot work whilst being paid for holiday entitlement

Validity to work

You must ensure you keep us up to date with your visa status as failure to do this will result in us being unable to give you work.

Incentives

We are always looking to recruit quality staff. You can introduce staff to us and we will reward you once they have

worked 60 hours for us. We will add £25 to your wages.

Full time work

We have a team dedicated to finding full time work for people in the catering and hospitality industry. If you would like to apply for a position please forward your CV to your consultant.

Pension scheme

We offer a company stakeholder pension scheme to all of our staff please ask for further details.

Developing our staff

We are constantly striving to ensure that our staff have the skills needed to succeed. In order to do this we have in place our own unique in-house training programme, known as “**TRAINING 4 EXCELLENCE**”

This programme covers four key areas, which we feel will benefit you the most, these are:-

Customer service, silver service, food hygiene, health & safety

A good understanding in these four key areas will allow you to be successful at work and ensure you and others are in a safe workplace environment. Your consultants will contact you when sessions are taking place.

This training scheme will reward you with accredited qualifications and on successful completion you will receive a certificate.

Getting paid Timesheets

In order to be paid for completed work you must complete a timesheet and return it to our offices for processing. This may be a singular timesheet or a group timesheet should you be working in a team. In every case ensure your contact name has seen you on arrival and authorises for you to go home at the end of your shift.

We can only pay once we have received your timesheet signed by your manager, this must be returned to us by the Monday following your job. This will allow us to process your wages for the following Friday. Your timesheets can be brought to the office personally or posted, faxed or emailed to us. Please check we have received it so you know what date you will be paid. Your pay will be on a weekly basis and paid direct to your bank account. Should you not have a bank account we will pay you by cheque and

this can be cashed at our bank at a cost of £1.50.

Important information

You must always have clean, presentable uniform, should you need something for your next booking, please contact the office as we have uniform we can provide to you.

Please make sure you provide us with a copy of your new visa details or current living status should there be any changes or you have renewed due to expiry.

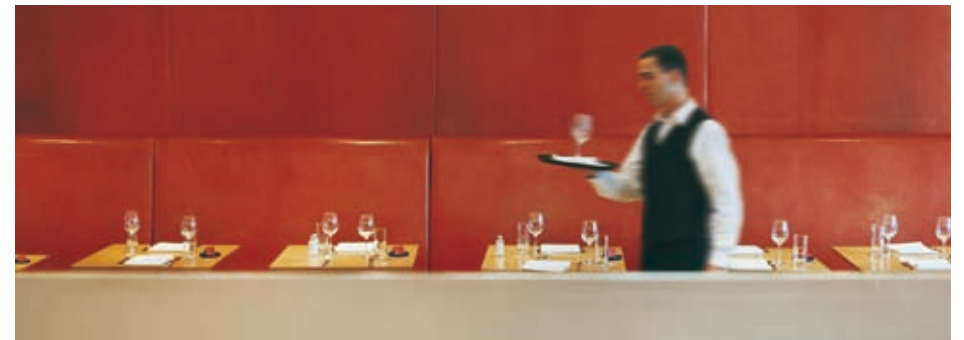
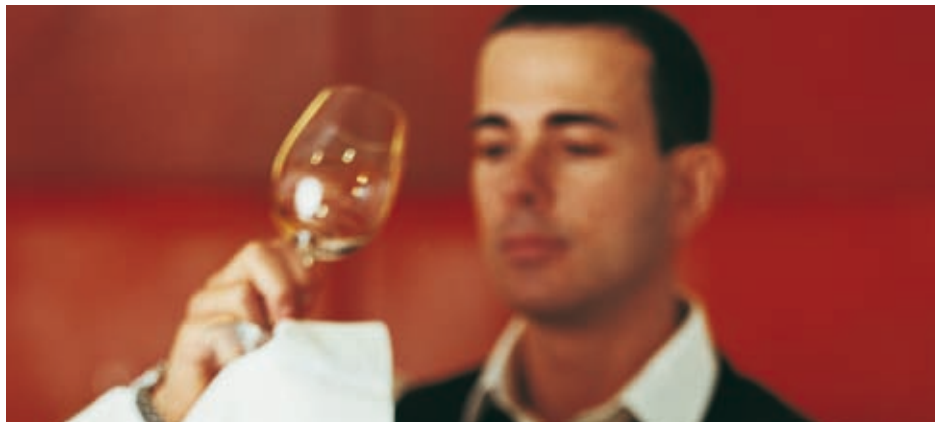
Should a problem arise between you and another member of staff or manager please inform us as soon as your shift finishes. We do not condone any forms of violent or inappropriate behaviour. All cases should be reported immediately to our offices.

I, the undersigned agree that I have read and understood the information given. I understand that failure to meet uniform standards may result in me being sent home with no pay for that job with no obligation to Renard for my costs.

Signed _____

Print _____

Dated _____





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