

THE SAUCE (SHIFT MATCH) USER GUIDE

The Hotelstaff Rostering System known as “The Sauce” is designed to make it **easy** for you to get more work with Hotelstaff. You can update your availability and accept shifts online from a mobile device from anywhere in the world.

Accessing The Sauce

The Sauce is accessed via the Hotelstaff website

Downloading The Sauce onto a mobile device

1. On your mobile device connect to the Hotelstaff website hotelstaff.com.au
2. At the bottom of the page click 'Share'
3. Select 'Add to Home Screen' and you will have easy access to The Sauce.



Your password for The Sauce

Hotelstaff will provide you with your Username and Password.

If you have not received your username of password, please contact Hotelstaff on casuals@hotelstaff.com.au

Adding Your Availability

Click on the **My Roster** heading at the top of the page.

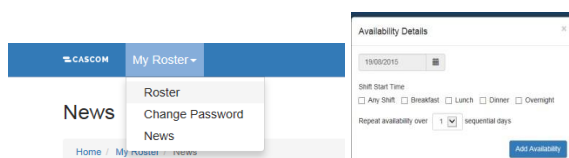
Click 'Add Availability' and ask yourself...

Do I want to START work at breakfast, lunch, dinner or for an overnight shift?

- You can select multiple days by using the repeat availability over sequential days.
- Review and **update** your availability at least once a day.
- Do not add availability for more than 2 weeks in advance.

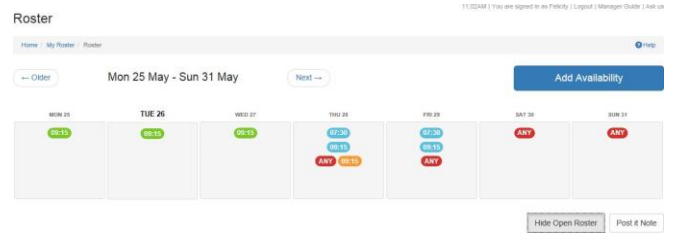
Updating or editing your availability:

- Click on any of the red boxes which indicate you are available – you can then change if required. You will need to ADD if you want to select multiple options.
- When editing your availability, you can only ADD new avails one at a time. The quickest way is to delete and then re- add your availability.



Viewing Your Roster

The roster is divided into 2 sections. The top section shows your availability and shift options. The lower section shows your work roster for the week. You can accept shifts in both areas.



Green

- Confirmed Shifts that you have already ACCEPTED.
- If you click on the green time box you will get more details about the shift

Orange

- Shift Requests Shifts that you have been requested for and not yet accepted.
- Click on these to ACCEPT. An SMS and Email will follow with all the relevant job details.
- Always accept an ORANGE shift. If you have BLUE shift and an orange shift on the same day you must take the ORANGE one.

Blue

- Open Roster Shifts that are available for you to ACCEPT to see the BLUE shifts you must select SHOW OPEN ROSTER. Click on these to ACCEPT. An SMS and Email will follow with all the relevant job details. If there is any issue with the shift a RED text box will appear at the top of the screen.

Red

- Represent the availability that you have entered.

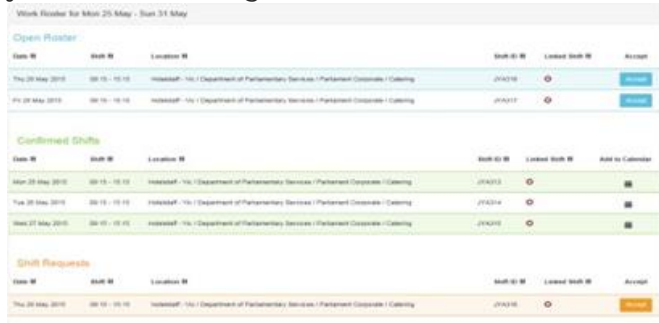
Trouble Shooting / Questions

Contact Us

Hotelstaff 03 9650 1311 | casuals@hotelstaff.com.au

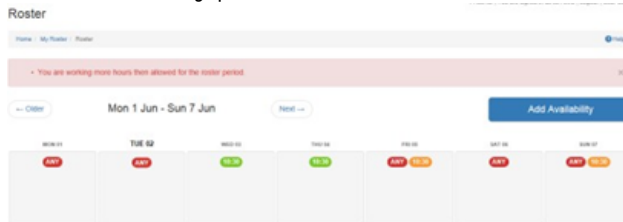
Using the System

Logon to The Sauce and review the 'Open Roster' if you are keen for regular work.



Why won't the system let me accept a shift?

Restrictions apply in the system for multiple reasons. This reason will appear in a red box at the top of the roster page. If this happens and you don't know why please call Hotelstaff



Shift Acceptance via SMS

- You will receive regular SMSs from the Sauce with shift offers.

SMS Shift offers will look like this:

- Your Name, Hotelstaff Shift Offer: Athenaeum, City, 06:15 - 17:15 on Sun 9 Aug 2015. Kit Hand **Reply KIE643** to accept. Thanks
- To accept the offer simply reply with the **6-digit Shift ID** (highlighted) and you will then receive a confirmation SMS.

SMS Confirmations will look like this:

- **Shift KIE643** CONFIRMED: Sun 9 Aug 2015 06:15 - 17:15 Role: Kit Hand Athenaeum Club Details: Info and Map: hotelstaff.com.au/?p=545 Hotelstaff 0396501311

What is the Info and Map Hyperlink?

- A link to assist you in understanding all the necessary client details including address, uniform, check in location, staff entrance, transport etc. Next to the address click on view map and you will be taken to the relevant google map.

Document Information

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- You will also receive as confirmation email with details.

Shift Acceptance Pre-Booking:

- You may speak to a member of the staffing team who pre-books you into a roster or future shifts. The SMS you receive does not require a response.

Example of Pre-Booked shift confirmation:

- **Shift KIE643** PRE-BOOKED SHIFT CONFIRMED: Sun 9 Aug 2015 06:15 - 17:15 Role: Kit Hand Athenaeum Club Details: Info and Map: hotelstaff.com.au/?p=545 Hotelstaff 0396501311

Shift Cancellations

- **You MUST advise Hotelstaff immediately should you receive a text confirming a shift that you are not/no longer available for.**
- We will always do our best to contact you in person whenever a shift has been cancelled. We do not like cancelling shifts without talking to you, however if you are at work or we are unable to speak to you the system will generate a cancellation text.
- The good news is you will be at the top of list for the next similar shift that becomes available.

Example of Shift Cancellation:

- Felicity, **Shift KKG977** 5 Senses Coffee has been cancelled: 15:15 - 17:15, Wed 19 Aug 2015. Please call Hotelstaff with any queries 0396501311

Tips for using The Sauce.

- Read all text messages carefully as they can include varying instructions
- The time you will receive in your text messages is your START TIME (on the floor, in uniform ready to start the job).
- All staff must plan to arrive at all venues 30minutes prior to the allocated start time to ensure you are ready to start work when required.
- All shifts that require a group check in will be advised the day prior via SMS and email.
- The Sauce does not accept any other SMS responses other than the correct shift ID.
- If you receive multiple shifts offers it will be more effective to log on to the website and accept all shifts rather than text back multiple codes.