

RECIPE FOR SUCCESS GUIDE FOR WORKING WITH HOTELSTAFF

Congratulations and welcome to Hotelstaff, at the service of Melbourne's hospitality industry since 1986. As a new stater the recipe below will help make your career with us a success.

The Sauce

The Sauce is Hotelstaff's rostering technology, where you coordinate your availability, accept offers of work and check your upcoming rosters.

The Sauce <https://hotelstaff.cascom.com.au/>
Login Details Will be sent to you via email.

How Does It Work?

1. **OFFER** Issued via SMS, Email, and Online (all at the same time)
2. **ACCEPT** the offer by returning the code in the SMS or Online.
3. **CONFIRMED** for the shift via SMS, Email, and Online
4. **CHECK** the weblink sent with the confirmation for all the site details.
5. **ARRIVE** on time and work the shift as per the details in your confirmation.

Can't Work?

- **IGNORE** the offer if it does not suit your circumstances.
- **CALL** Hotelstaff if you need you cancel a confirmed shift.
- You **CANNOT** cancel via SMS or Email; you need to explain over the phone to a coordinator if you are unable to work. Call us anytime, and if we do not answer out of hours, please leave a clear voicemail explaining inability to work.

More Opportunities

Up skill your profile with extra compliance. Once completed, send certificates or screen shots to casuals@hotelstaff.com.au

1. Get a Police Check
<https://www.fit2work.com.au/individualCheck>
2. Get A Working with Children's Check
<http://www.workingwithchildren.vic.gov.au/home/>
3. Complete the Crown Induction
<http://crowninduction.ezylearn.net/apply.exe>
4. Complete the MCEC Induction
<http://mcec.prequal.linksafe.com.au/>
5. Complete the Allergy Information Course
<https://foodallergytraining.org.au/login/index.php>

Get Paid

Your payroll is processed weekly for all your shifts worked in the previous week Monday to Sunday.

Details

- Pay Advice be emailed Thursday afternoon.
- Payments should be in bank on Friday.

Be Prepared

- Make sure you have timesheets before every shift.
- If you need some, they are available at a Check In, Our Office, or Online hotelstaff.com.au

Be Accurate

- Complete every applicable timesheet section.
- Write your first and last name as per your passport details.
- Get it SIGNED by your supervisor before you leave (always!)
- Use 24 Hour Clock Format

Be Ontime.

- Send your timesheet to payroll via email at the completion of EVERY shift!
- Late Timesheet are required by 3:00pm each Monday.
- Submit your timesheet via email to payroll@hotelstaff.com.au

Be #professional

Be Ontime.

- Arrive early for all shifts.
- The start time given means you must be in your allocated area, not checking in or changing.
- If you are running late (even by a couple of minutes) you must call Hotelstaff.

Be Respectful

- No phones are to be taken on shift.
- Drinking your own water is acceptable. Eating whilst on shift is not allowed unless on designed breaks.
- Follow all reasonable directions and instructions.
- Respect your fellow workers, supervisors, managers, and guests always.

Be a Team Player

- Be prepared to stay until the end of your shift and all required work is complete.

Be #safe

- Follow all safety directions provided at every shift.
- If you have an incident or near miss at work, please report the incident to your supervisor.
- Get medical treatment and contact Hotelstaff +61 3 9650 1311 ASAP.

Presentation & Uniform

Hotelstaff employees are expected to maintain excellent presentation and grooming standards.

F&B / Bar Attendants Uniform

- Black Tailored Trousers (classic cut) (not jeans)
- White Men's Style Long Sleeve Business Shirt (loose fit)
- Long Black Tie (no stripes, spots or patterns, standard width)
- Black Fully Covered Closed Toed Low-Heeled Shoes (must be polished leather)
- Plain Black Socks
- Only white or skin tone undergarments to be worn under white shirt (no black or coloured)
- Waiters Friend, Name Badge, Note Pad & Pen

Catering Assistant and Kitchen Hand Uniform

- Black Tailored Trousers (classic cut) (not jeans)
- Black Business Shirt, Black Polo Shirt, or Black T-Shirt (no logos)
- Black Cap or Skull Cap (no logos)
- Black Apron
- Safety Boots (Non-Slip Sole, Steel Caps preferred) (No runners)
- Name Badge

Chef Uniform

- Black & White Small Check Chefs Pants
- White Chefs Jacket
- Black Cap or Skull Cap (no logos)
- Knife Kit
- Safety Boots (Non-Slip Sole, Steel Caps preferred) (No runners)

Trouble Shooting / Questions

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|-------------|--|
| Contact Us | Hotelstaff 03 9650 1311 casuals@hotelstaff.com.au 08.00 -18.00 Mon-Fri Level 14, 390 St Kilda Road, Melbourne 3004 |
| After Hours | Contact details are the same . Please only contact us after hours to discuss emergencies or anything that impacts your immediate shift or shifts within the next 24 hours |
| Self Help | http://hotelstaff.com.au/frequently-asked-questions/ http://hotelstaff.com.au/talent-resource-hub/ |

Document Information

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Grooming Standards for all Staff

- No visible tattoos
- Avoid strong colognes or perfumes.
- No visible piercings other than small studs for females (one only in each ear)
- Minimal jewellery (watch and wedding ring only)
- Basic make up only (neutral colours)
- Clean neat fingernails must not be too long or have nail polish or lacquer.
- Ensure personal hygiene standards are maintained (avoid bad breath and body odour)

Male Employees

- Hair must be neatly trimmed, with a conservative style and off the collar.
- Cleanly Shaven (no stubble or shadow). Beards and moustaches must be short & well-trimmed.

Female Employees

- Long hair must be tied back with a black hair tie.
- Shoes must be flat and fully enclosed no ballet flats or open toed shoes.

Things to remember.

- Please ensure you always have your full uniform and that it is clean and well ironed.
- If you need to travel a long distance it may be best to bring your shirt on a hanger

Get Social

Be social with us and keep up to date

When We Need to Hear from You?

1. If you are going away for more than a month
2. If you have an incident or near miss at work
3. If you would like to stop working
4. If your details change (address, phone, VISA)

Instagram <https://www.instagram.com/hotelstaffaustralia/>

LinkedIn <https://www.linkedin.com/company/2339432/>

Facebook <https://www.facebook.com/hotelstaff.au/>