

## **RECRUITMENT AND INDUCTION POLICY & PROCEDURE**

### **1. Purpose**

The objectives of this policy are to

- specify the principles governing Hotelstaff responses to recruitment and induction in the workplace

### **2. Scope**

This policy and procedure is applicable to all employees, contractors and subcontractors of Hotelstaff Pty Ltd, HS Personnel Australia Pty Ltd and all subsidiaries ('Hotelstaff').

It is expected that the Executive endorse and support this policy in the execution of their responsibilities.

This policy applies during all hours of work at Hotelstaff Pty Ltd as well as outside of working hours when dealing with colleagues and clients of the organisation including social engagements.

This policy document may be varied, withdrawn or replaced at any time. Printed copies, or part thereof, are regarded as uncontrolled and should not be relied upon as the current version.

### **3. Definitions**

Nil

### **4. Policy Statement**

Hotelstaff's commitment to our recruitment and induction procedures are designed to ensure compliance with our industry, client and employee expectations.

### **5. Procedures**

#### **5.1. Recruitment Methodology**

The Hotelstaff Recruitment Methodology consists of three (3) key fundamentals:

##### **5.1.1. We assess for skills rather than train for them.**

This approach demands that all candidates are able to demonstrate the skills they require (whether that be through theory based or practical testing) so that DoPS has the peace of mind of knowing that our casuals already possess the necessary skills and experience to 'hit the ground running' and perform the tasks/duties for which they are engaged.

##### **5.1.2. Not all staff are suited to all environments**

We classify staff with our internal matrix relevant to their demonstrated skills/knowledge that further ensures that the correct staff are identified for the correct environment. As such, only a small percentage of the total casual pool of staff are deemed suitable to work at clients which further contributes to our mission statement around service delivery.

##### **5.1.3. New skills can be learned**

We are regularly revisiting/reassessing the skills of our current pool of staff recognizing that our casual staff don't only work for Hotelstaff and that exposure to other environments potentially benefits our existing clients.

#### **5.2. Recruitment Process**

The recruitment process in practice at Hotelstaff is thorough, fair and designed with our clients' needs top of mind at all stages. Our specialisation in hospitality allows for a laser focus on the industry, providing a stronger understanding of the market, its trends, and where and how its best people can be recruited and retained. Our internal team demonstrate our commitment as they are industry people, recruiting industry people.

Structurally, our recruitment process follows the general workflow outlined below. Process adherence allows for consistency within the outcomes produced, which in turn ensures our clients can trust the rostering decisions we make.

Initially, all candidates must submit a clear and current resume or curriculum vitae (CV) to Hotelstaff for review. This provides a base for consideration, with candidates then progressing through a detailed series of steps before arriving at an offer of employment.

This process, applicable to all candidates is described in detail below;

- resume or curriculum vitae (CV), reviewed for skills, abilities and relevant industry experience
- initial phone interview and screening session, including detailed discussion of previous employment history, interrogation of understanding of hospitality terms and Melbourne industry information, discussion of general availability, and right to work and language capability assessment
- face to face group interview and appropriate skill assessment
- for our front of house teams, this includes but not limited to structured task activities assessing capability in ala carte table service, docket writing, cover numbers, plate carry and clearing techniques, correct glass treatment and tray carry, table setting and working within a team banquet environment
- if a candidate presents with the correct skills sets, bar setup/operation and barista skills are assessed through a mix of both verbal and written testing
- for our back of house teams, this includes but not limited to an individual face to face interview structured around exploring previous work histories, proficiently in types of cuisine and techniques, and assessing experience within a broad range of hospitality environments
- further, this interview assesses uniform and presentation standards and general attitudes

The outcomes of the interview and skills assessments are aligned to our established matrix for skills and candidates are graded and marked accordingly. Once a particular limit is reached, the candidate is either advised that they are unsuccessful or the candidate moves to the induction and onboarding phase described below. The grading matrix allows for higher skilled employees to receive higher skill and ability gradings, which in turn align to specific client rostering requirements

Importantly, in line with our recruitment methodology the '*New skills can be learned*' current employees who have gained additional experience in the industry and would like to be reassessed at a higher level, can also participate in the above assessment process. This ensures at all times the integrity of the Hotelstaff skills matrix and the allocations processes which are built upon it.

### **5.3. Induction Process**

Reflecting the principals of our recruitment methodology, Hotelstaff's approach to employee induction and onboarding is thorough, engaging and purpose driven.

Our induction session immediately follows our interview and skills assessment. At the conclusion of the session employees understand Hotelstaff's values, our expectations, and our processes.

Importantly, alongside all required compliance information, our internal teams receive an individualised snapshot of an employee's skills, abilities and attributes following the induction, allowing our coordinators and rostering system to make accurate and tailored choices about the teams working with you.

Specifically, our inductions sessions follow the below format and themes.

- Hotelstaff Client Introduction and Expectations
- The Business of Agency and our place within the Melbourne Hospitality space
- Rostering including Adding Availability, Offers, Accepting Engagements, Cancellations, Troubleshooting and our rostering system Shift Match (including logging in and adding availability)
- Personal Presentation, Grooming and Uniform Standards, including our polices, our clients expectations, differences in some client's needs, required own items including visual representations, rules around items issues to employees by clients

- Occupational Health and Safety Introduction, including Basic Hospitality Workplace Rules, What to do in case of injury, hazard or near miss, Where to find our expectations and policies regarding, Workplace Harassment and Bullying, Grievance and Dispute Resolution, Drugs and Alcohol in the Workplace
- Pay & Conditions information regarding payroll expectations and timelines including how to use and complete a timesheet as well as an induction to Awards and pay rates relative to roles
- Meal Break Provisions and management of these
- Collection, and Verification of Compliance Documents, including by not limited to; Trade Certifications (EG Responsible Service of Alcohol Certificate), Personal Details, Right to Work Documentation, Resumes and Work History Information, and Relevant Industry Certifications or Qualifications

## 6. Guidelines

Nil

## 7. Related Documents and Further Information

### 7.1. Legislation

Fair Work Act 2009 (cth)  
Equal Opportunity Act 2010

### 7.2. Documents

Privacy Policy  
Employee Code of Conduct  
Uniform, Personal Presentation and Grooming Guidelines

### 7.3. Links

Nil

## 8. Revision History

Effective	Version	Amendment
01/07/2014	1.0	- Initial
07/05/2018	1.1	- Reformatted
28/05/2019	1.2	- Review – No Change, Reformatted
01/06/2021	2.0	- version disclaimer added, definitions added for clarity

## 9. Document Information

Effective	Version	Authorised
01/06/2021	2.0	SZPRINC, Nathan
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