



Temporary Orientation

Welcome to Vanilla Recruitment, we hope this guide will help to familiarise you with some of the important aspects and benefits of working with us.

The role of your consultant

Your consultant is there to advise you, support you and to answer any questions you may have.

Change of details

To help us ensure that everything runs smoothly it is essential that you keep in regular contact with us. You must notify us immediately of any changes to your circumstances, personal details and availability.

Absence and lateness

You must make every effort not to be absent or late for work. However, in the event that either absence or lateness is unavoidable through sickness or emergency, you must inform Vanilla Recruitment as soon as possible and in any event, no later than 1 hour before your normal start time. Our offices are open from 8.30am to 6.00pm Monday to Friday and we also have a 24-hour answer phone service, which means you can always leave a message even if you cannot speak with your consultant directly.

If you have a medical certificate you will be able to advise us of the length of your absence. If not, you must contact us on a daily basis. This will provide us with an update of your progress / sickness. We will keep the client informed on your behalf.

Getting paid

You will be paid weekly, in arrears, each Friday directly into your bank account. To make sure that you are paid on time we rely on you to do the following:

- Complete your time sheet accurately ensuring that it is legible
- Record clearly the name of the company you are temping at and the hours that you have worked
- Get your completed time sheet signed by your manager at work
- Return your timesheet to Vanilla Recruitment no later than 9.00am each Monday either by fax to 01858 468854.

When there is a Bank Holiday your consultant will notify you of any changes to the deadline for the return of your completed and signed time sheet.

Holiday entitlement

You are entitled to 24 days paid holiday each year. Your holiday year starts on the date your first assignment commences and runs for 12 months from that date.

You must give us as much notice as possible for your intention to take holiday and complete a holiday request form, which is available from your consultant.

Information about an assignment

Before you commence an assignment you consultant will always provide you with the following information:

- Name, address and telephone number of the company
- Job description / responsibilities
- Name of the person you should report to on your first day
- Name of your line manager
- Hours of work / rate of pay / overtime requirement
- Length of assignment
- Travel information / directions
- Any additional information specific to the assignment

If you find anything about your assignment is different to the information you have been given by your consultant you must contact us immediately so that we can review this with our client.

Dress code

It is imperative that you dress appropriately and always convey a professional image. As the dress code may vary in different organisations, your consultant will inform you of the appropriate dress code before each assignment.

Health and safety

As soon as you start your assignment it is important that you familiarise yourself with the Fire, Emergency and First Aid Procedures that operate within your workplace. If you are involved in an accident, however minor, you must report it immediately to both your line manager and consultant.

Confidentiality and security

Our customers place great emphasis on the importance of security, confidentiality and the integrity of the data in their business. You may be required to read carefully and ensure you understand the contents of certain documents e.g. Confidentiality Agreement. In such instances you would be required to return the signed document to your consultant.

Refer a friend

Should you know any friends who require assistance finding temporary or permanent work please pass on my business card.

We are here to help so please do not hesitate to contact us with any queries or concerns. We wish you good luck and success on your assignments and hope that you will enjoy working with Vanilla Recruitment.