

## Guidelines for successful temping

*languagematters* supplies temporary staff to a wide range of top international clients. We can help you gain invaluable experience and a temporary job can often evolve into a great permanent career so it is well worth giving it your best shot!

To maintain our high standard of service and good rapport with all our clients (as well as keeping you happy and busy!), we insist that all members of our temporary team keep to the same high standards.

- **Our Service To You** - offices are manned from 8.30am-6pm minimum with a support line available outside these hours.
- **Punctuality** - always arrive on time, checking location in advance. Check your journey on [www.tfl.gov.uk](http://www.tfl.gov.uk) or [www.nationalrail.co.uk](http://www.nationalrail.co.uk). Make sure that on the first day you arrive ten minutes early.
- **Commitment** - always work the full company hours. Should you have interviews, they must be kept to a minimum and where possible held at lunch times or before/after work. Should you need time off during working hours do notify us as soon as possible and always get the client's permission first.
- **Standards of dress** - always dress smartly on the first day of your temporary booking and dress 'appropriately' thereafter.
- **Timesheets** - to enable us to pay you promptly, we must have signed time sheets by Monday morning.
- **Payment** - Payment will be made by BACS directly into your bank account to arrive no later than the Friday after the week worked. If you do not have a bank account cheques will be sent out first class on Wednesday morning after the week worked.
- **Personal phone calls/e-mails/web browsing** - please refrain from using the clients' phone/e-mail for personal use. If it is an emergency - always ask first.
- **Holidays** - always notify us and the client in advance of any holiday plans, so that we may provide adequate cover.
- **Finishing an assignment early** – if you are required to leave an assignment before the expected end date at your own or the client's instigation, please contact us with as much notice as possible so that we can either arrange cover for the client, or find you more work. It is important to keep us updated so that we can provide you with the best service and ensure that you are paid accurately and on time.
- **Health and Safety** – We may not hold the health and safety regulations for any or all of our clients but from the information available, we would not offer an assignment which posed health and safety risks to you. Should you wish to view the health and safety regulations for a specific company before starting an assignment or wish to decline any temporary work offered to you on the grounds of health and safety you will need to let us know immediately. Clients should hold copies of their health and safety regulations at their offices for you to read should you wish to do so. Please ask at the commencement of any assignment. If you have any queries or problems regarding health and safety issues please contact us immediately.
- **Sickness** - if you are unwell, always notify both the client and languagematters by 8.30am so that we can arrange cover. Please let us know by 3pm if you are unable to recommence work the following day.
- **Feedback** – we aim to provide a quality service that suits you. Please let us know if there is any area where we may be able to help. If you don't ask, you'll never know!