

## Hatty's guide to temping

- When we brief you on a booking, we will always brief you thoroughly and give you the following information:
  - o Full address, who to ask for, dress code, a full description of what your duties will be and what will be expected of you, length of booking and your hourly rate.
- Always allow plenty of time to get to your booking (in person) – aim to arrive 10 minutes before your start time to get settled. If you are running late please call us and then we can advise what to do from there; be it call the client directly or we will call them for you. If you are unwell and unable to attend the booking please give us as much notice as possible (if on the day, by 7am). If you have to pull out of a booking of more than 1 day at the last minute be prepared for the fact that you may lose the booking completely as clients often like continuity and do not want to handover to two different temps.
- When you temp for Hatty you are flying the Hatty flag and are representing us. Be positive, reliable, upbeat and flexible. Avoid any office politics. Try to add value wherever you can.
- Every company has a different culture – some are more relaxed than others. The rule of thumb is to not use your mobile during working hours and avoid using the internet for personal use.
- Always get your timesheet signed by your line manager or contact at the company at the end of each booking and leave a copy with the client and keep one for yourself. Timesheets should be emailed/scanned to payroll@hattyblue.co.uk. Please **do not** send a photo as this will not be accepted.
- **It's your responsibility to ensure you get paid. Deadline for timesheets is 6pm Friday and if we haven't received your timesheet by then you will miss the payroll. You are paid weekly and a week in arrears and your salary will be paid into your account the following Friday.**
- For all queries regarding your P45, P46, P60, P38(S) or other tax enquiries please call us at Hatty and we will then resolve the matter.
- Please send all P45's to: Cassiobury House, 11-19 Station Road, Watford, England, WD17 1AP or payroll@hattyblue.co.uk

# HATTY BLUE

- Work hard and do a good booking – clients always give us feedback and if we hear that you have been really impressive, not only will that client want you back, but you will go to the top of our list to go out on more temp bookings!
- Enjoy your booking and always keep in touch with us so we know how you are getting on – temping is a great way of trying out companies and can quite often lead to you landing your dream job.
- We are here to help. If you experience any difficulties or are unsure of anything please contact us on [siobhan@hattyblue.co.uk](mailto:siobhan@hattyblue.co.uk) or call us on 020 7240 1813.
- You will automatically be enrolled into a workplace pension with us as per government guidelines. If you have any questions get in touch with us directly, or go to: **[www.gov.uk/workplacepensions](http://www.gov.uk/workplacepensions)**