

CLARK RECRUITMENT

TIPS FOR TEMPS

Fitting into the culture and systems of a new company every few weeks or months, is a considerable challenge. It's important, therefore, to approach temping with the right mindset:

- Presentation, manner and willingness to help are as important in a temporary position as in a permanent position.
- You may be temporary but you still want to be given a good reference - or to be asked back.
- Be discreet. Everything you hear about a company's personnel or its business is confidential and should not be discussed outside.
- Find out as much as you can about what is expected of you, on day one. You don't want to be asking obvious questions three days into the job.
- Having said that, you can't be expected to know everything. If you are unsure about anything - do ask.
- Be sociable; show that you are friendly and approachable. Not only will you enjoy your work more, it will ensure that you are remembered for future work.
- Always contact Clark Office directly if you are running late or unable to attend your assignment.

YOUR ASSIGNMENTS

We understand that you may be a little nervous on your first assignment, but there's really nothing to worry about. When you meet with us we carefully discuss your work background and evaluate your skills. When a Client calls us and asks for someone to do a specific job, we carefully match your skills to the Client's needs. You can be sure that we will only send you on assignments which we know you are well qualified to handle. We'll tell you where the job is, what your duties will be, your hours of work, rate of pay, and how long the assignment is scheduled to last. We make a point of visiting our client's offices to ensure you will be working in a safe, comfortable environment.

SOME HINTS TO HELP YOU WITH YOUR ASSIGNMENTS:

- You have the flexibility to choose the assignment that suits your schedule. However, once you have accepted an assignment you are committing to fulfil it to the best of your ability and for the agreed length of time.
- Complete on your timesheet the company name, relevant dates, hours worked (excluding your lunch break) and bank details.
- On arriving at the Client company location, find out immediately what your specific duties will be and the location of any office equipment, stationary or facilities you will need.
- If you are required to answer the telephone, find out the correct form of address used by the Client Company.

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www.clark.ie

TELEPHONE TIPS

As a Clark Office Temporary Professional your telephone manner says a lot about your professionalism. Here are some hints that will help you make the right impression on the telephone:

- ⌚ Identify yourself
- ⌚ Listen without interrupting unnecessarily
- ⌚ Answer questions politely
- ⌚ Respond to comments where necessary
- ⌚ Stop talking if interrupted
- ⌚ Let the caller know if you are going to put them on hold and your reason for doing so.
- ⌚ Do not keep the person waiting on the line without giving regular progress reports – seconds of silence will seem like hours.
- ⌚ When returning to the line, attract the caller's attention before discussing details or giving progress reports.
- ⌚ Indicate regret or appreciation where appropriate
- ⌚ Close the call politely

Don't sound gloom & doom – Always smile when you lift the receiver..... ☺

MAKING A GOOD IMPRESSION

Commitment to a job well done...

Learn use every opportunity, enquire and be interested ...

Attitude and willingness...keep it positive...

Remember to call your colleagues by name...

Keen and punctual...your punctuality shows discipline...

Always be on time - your punctuality shows self-discipline and demonstrates that you are responsible and efficient. On the first day of any assignment dress professionally. Always check company dress code with your consultant and always look business-like. Jeans and runners are definitely not acceptable. We also expect you to carryout the duties required to the best of your ability. It could help you to obtain more work with that company. Learn all you can about the Client. Ask questions and use the Client's name during the conversation. Make sure you also know the names of the Managing Director and any key personnel.

CALL US WHEN YOU NEED US

It is important to call us immediately when:

- ☎ You can't start or complete an assignment.
- ☎ You're going to arrive late.
- ☎ If the client asks you to extend your assignment. Even if you can/cannot personally continue with the assignment – call us.
- ☎ If you experience any difficulty with your assignment. We can assign you to another job and send in a replacement if necessary.
- ☎ If the Client asks you to return for another assignment let us know immediately.
- ☎ If you are asked to stay on permanently please let us know immediately.
- ☎ If you have an accident while you're on an assignment.
- ☎ If you have any questions about policies, rates of pay or timesheets
- ☎ Please notify us if you change your address, telephone number, surname or bank details.
- ☎ When you acquire new skills that should be added to your file

DO'S AND DON'TS

Never under any circumstances give your private telephone number to a Client. If asked, please redirect the enquiry to your Clark Office consultant.

If a person needs to contact you for emergency purposes, ensure they contact your consultant and he/she in turn will contact you immediately.

Never ask the Client for time off. You have committed to working the hours and days stipulated. If an emergency arises please telephone your consultant and discuss arrangements. Please note all appointments including job interviews, are to be made after business hours or between assignments, unless otherwise discussed with your consultant.

It is important to keep us informed of your availability so we can make sure you have continuous work.

If an assignment finishes earlier than anticipated, please telephone your consultant before leaving the Client's premises.

If at any time you are going to be unavailable for work, advise your consultant.



Remember

If you are available to work and can start immediately, please remember to call us before that day. When an assignment becomes available which is just right for you, our consultant will know how to get you quickly.

ON YOUR ASSIGNMENT

Don't get involved in any office gossip (you are wasting the Clients time and money).

Having personal telephone calls is not very professional and can give you a bad reputation.

Mobile telephones should be switched off during office hours.

The Client's work is confidential. Only discuss it with the Client's staff who assign the work to you.

Every assignment is a new reference for you. Leaving a good impression with the Client creates continuity of work. You may find that because of the positive first impression you created and the way you carried out the duties, he/she will indeed find additional work for you on another day.

Occasionally a representative from our company will visit you while you are working. They are there to help you. Feel free to ask their advice.

YOUR CAREER WITH CLARK RECRUITMENT

Ask your consultant about the training courses which are available in the area to help you improve your skills. You can also improve your skills through booking time on our Prove –it system. If at some stage in the future you decide to seek a permanent position, we can help you in this area too. All you need to do is speak with your Consultant. Remember to make interview times during your lunch break or after work if at all possible. If a Client company approaches you to work permanently for them, do let us know so we can arrange this with the Client on your behalf.

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