

# Vetting Process

In this section, we will discuss the Vetting process. This will include the vetting spreadsheet and the tracking of applicants. This will also include where the candidates come from, the general vetting process and procedures, questions to ask and specific topics to focus on including a script for a vetting call. Prior to calling any candidates regardless of the source they came from, you must cross reference the applicant with our DO NOT USE list. You will find this in the deleted user section of [Ubeya](#).

You will also send a list of our currently open events. If they are available and have our full uniform, you can go ahead and schedule for a vetting call. If they aren't available or don't have the uniform, you will tell them to reach out back out once they're available to work or have purchased the uniform. The only exception to this, are staff referrals. With staff referrals you can go ahead and schedule a vetting call and they have two weeks to work an event.

## - Recruiting Candidates

- All applicants will come to the HR email so that no one gets missed. If a call comes in, it should be transferred to HR.
- Our candidates will come from a variety of locations. This can include Indeed, through our website (Aweber form), or Craigslist.

**Aweber Candidates:** AWeber candidates are candidates that apply on our website [HERE](#). They have usually either come across our listing on Google or are an employee referral. They will complete a registration form on the website. Once registered, they will be redirected to a page that will require them to complete a Code of Conduct Quiz. ONLY when they complete this quiz, HR receives a notification from Aweber that the potential staff member has applied. The candidate is automatically subscribed to the Code of Conduct and Code of Conduct Back Up lists in Aweber. This is where we track all those that have completed the Code of Conduct Quiz online. HR needs to review their answers to the Code of Conduct Quiz prior to emailing the candidate to ensure the answers are correct. If the candidate says no to agreeing with the Code of Conduct policy, we do not move forward with them. Once you have reached out to these candidates, you will delete them only from the "Code of Conduct" List of AWeber. \* Verify they are under the "Code of Conduct Backup" section before deleting. If candidate is in DO NOT USE, delete their email and block them in Aweber.



Meet your new subscriber!

**teleza collier**

[telezac23@gmail.com](mailto:telezac23@gmail.com)

signed up to your list "Code of Conduct". Location  
TX, Arlington, United States  
IP: 24.170.127.129

- **Indeed Applicants:** These are candidates that have applied to our Indeed postings. We will run the ads for specific events. If it is for a specific event, then HR will reach out via message, schedule a time to call, vet them for that event and have them apply for that event through Ubeya, if qualified. Once applied in Ubeya, the Staffing Manager will do a secondary vetting call. Once you have reached out to the candidates and entered them into the vetting spreadsheet, you will mark them as reviewed in Indeed. If they are missing information and their resume looks good, you can also reach out to them via Indeed to get their missing phone number, schedule a time to vet, etc. If an applicant is not qualified for the position, mark them as rejected in Indeed. **If candidate is in DO NOT USE, mark as rejected.**



[Eric Shelley](#) applied  
to your [Bartenders and Servers](#) job in Denver, CO

- **Craigslist Applicants:** We do not use this method often, but when we do, they will typically just send an email. The same process applies here as the rest of the lead sources above. If you need a phone number, etc., you will just reply to the email and request the needed information for contact.

**From:** J.T J.T <4a04611777553b91879cddc3fdf3f25c@reply.craigslist.org>

**Sent:** Monday, March 23, 2020 9:55 PM

**To:** 4a04611777553b91879cddc3fdf3f25c@gigs.craigslist.org

**Subject:** Window Board up Install Needed

I'm James, I can do the job tomorrow, \$150 + plywood. Text or call, 563.123.4563

## **Vetting Process**

- Conduct Vetting Call –
  
- If Moving Forward:
  1. Enter into Ubeya while on the call with them.
  2. After their last name, enter the codes (POBCOC/BG1) – If they have already completed code of conduct then just enter (POB/BG1) (Check Aweber to see if they completed this, if they are coming from Indeed or Referral)
  3. Enter your vetting notes into profile.
  4. Have them download the app, go through applying, booking, confirming, etc.
  5. If applicant is from Indeed, log into Indeed, go to candidates, search applicant's name, to the right click the check mark if hired
  6. Send email to hr@premiueventstaffing with their name as the subject. In the body of the email say, "Ready for onboarding."
  7. HR will handle the rest.
  
- If Not Moving Forward:
  1. Do not enter anything into Ubeya
  2. If from Indeed, do the same search and click the X instead of the check mark
  3. Send email to HR with candidate name, did not move forward and the reason.

## Vetting Script and Outline

Introduction: "Is this (INSERT NAME)?"

If yes: continue

If no: ask for the candidate

"Hi, (INSERT NAME)! This is (YOUR NAME) with Premium Event Staffing. I need to tell you that this call is being recorded for quality assurance and training purposes. I am calling for the interview that you scheduled. Is this still a good time?"

If yes: continue

If no: reschedule

"Ok (INSERT NAME). What I am going to do is ask a few pre-qualifying questions, then I will talk about the company and who we are and what we do. The next thing we will talk about is our events in general. Then we will talk about your hospitality experience. Then we will see where it goes from there. Ok?"

### ❖ Qualifying Questions:

- "When we pull your background, what will we see?"
- "Do you have reliable transportation?"
- "Any abnormally colored hair like: green, purple, pink, etc.?"
- "Do you have any exposed tattoos or facial jewelry?"
- "Our standard uniform is black dress slacks. When I say dress slacks, I mean ironable dress pants and not: leggings, yoga pants, jeans, fake denim. Also, a long-sleeved, collared, black button-down shirt. ALL black socks and shoes are also required. Preferably non-slips. And finally, a black belt and long black tie. Do you have this uniform, or can you acquire it?"

If candidate passes the prequalifying questions: continue

If candidate does not pass the prequalifying questions: you will either ask more questions to clarify and see if you can move forward or, you will end the interview.

"I am sorry but (INSERT THE REASON) will keep you from being eligible for employment"

**MAKE SURE YOU CONSULT HR WITH ANY QUESTIONS BEFORE ACTING**

## ABOUT THE COMPANY

“Premium Event Staffing is an event staffing company that operates out of Dallas/Fort Worth, Chicago, and Denver. We do events in other areas of the country but those are our 3 main markets. We do events mainly in the hospitality industry with needs for Servers, Bartenders, Kitchen Assistants, Coat Check, Parking Attendants, and other event support staff. One of our biggest selling features that makes us stand out from our competition is our low no-show rate. In an industry where the average no-show rate is around 40%, ours is less than 10. The reason that we can have such a low rate is because we have policies and procedures in place to hold staff accountable for a zero tolerance for call-offs. Another reason why clients love us is not only do they know their staff will show up, but they also know that they will look sharp and professional. Staff love working for us because we pay better than our competitors, we pay weekly, and they know they will be working in drama free environments with other hospitality professionals. Don’t take my word for it. If you haven’t done so, I encourage you to look at our online reviews. We are 4.5 to 5 stars in all our markets because of the things I just mentioned. Any questions about the company itself?”

If yes: answer them

If no: continue

## **EVENTS IN GENERAL**

“We do events all over the market. They can be anything from a small dinner party or corporate event to a large banquet. Most events are Thursday through Sunday but during our peak time in the season, we will have events all throughout the week with shifts starting in the morning, afternoon, and evenings. All our events are independent of each other with each one having their own set of details like pay and tip structure. Some events will be hourly only and some will be hourly plus a tip component. We pay every Friday via direct deposit. We use an easy-to-use app to announce and manage shifts. Staffing shifts is not first come, first served. It is performance based. If you are a person who always honors your commitments, are on time, always look professional and in proper dress code, and always get 10 out of 10 reviews; then you will be picked before others. That should be the goal every time you work. Any questions about events in general?”

If yes: answer them

If no: continue

## **CANDIDATE EXPERIENCE**

(Enter responses to questions and other details into Ubeya as you go along)

“So, can you tell me a little about your experience regarding serving, bartending, or working events?”

- This part of the interview is fluid. Gather any pertinent information about their hospitality experience, any supervisory or management experience, and touch on

our expectations and zero tolerance policies (You can never mention these too much).

- When asking about serving experience, make sure to drill down and see if they have any plated, tableside, fine dining experience. Ask if they can carry a tray. Ask if they know proper fine dining etiquette like serve from the left, take from the right, etc.
- ❖ When asking about bartending experience, find out what level of bartender they are. Ask them, on a scale of basic wine and beer pouring to mixologist, where they fall in that spectrum. Find out if they have a bar kit or can acquire one.
  - Basic bar kit
    - Shaker/strainer set
    - Spoon
    - Muddle
    - Jigger/small measuring cup
    - Towel
    - Small knife
  - Ask about any certifications that they may have.

**At any point during this section if you feel that the candidate is not the right fit, politely end the call. Do not move onto the next piece unless you intend to onboard.**

“After everything we have talked about, is this something that you would like to pursue?”

If yes: continue

If no: politely disconnect the call

## DOWNLOAD THE APP

“Ok, Great! The next thing we need to do is get the app downloaded on your phone. Please bear with me for a second as I get it set up to send to you.”

- ❖ Make sure all details are added into Zingle and Ubeya at this point. (Refer to your Ubeya training for the process.)

“Here in a second you will receive a text message with a link to download the app Ubeya. Once you receive it, go ahead, and click the link and start the download process. Once it is downloaded, open it. It will ask you for your phone number. Go ahead and enter it. When you enter the number, you will get a 4-digit security code. Enter that. After you enter the code, the app should be up and running and we will go over how to use it. While you are doing that, I am going to reach out to HR and let them know that you are ready for onboarding. Keep your eyes open for communication from them to get your background check completed and your onboarding paperwork done. You will want to get on those things right away. Let me know when the app is up and running and we will begin the tutorial.”

“Now that the app is working, you should be on the home page. In the bottom left you should see Shifts, and next to that you will see Apply. Do you see that? Ok. Great! These are the 2 areas that you will use the most. Right now, there is nothing in the shifts section because you aren’t booked on anything. The Apply section is where all of the available shifts are.”

“Whenever we announce an available shift, it will pop up on your phone just like any other app notification. When you see that, you need to go into the Apply tab and look at the shift. I am going to tell you what shifts we actually have open, and have you pick one that you want to work. This way I can show you how to use the app in real time. Keep in mind, sometimes shifts will appear in the list even though they are full. This is because we are taking backup applicants. To save time, let me tell you what is actually open.”

- ❖ Go through the shifts in their market for the next couple of weeks. Just name them off to the candidate. Ask them to tell you which one they want booked on. This will be the event you use for the next steps. Once they pick the shift, continue.

“Let’s go ahead and open that shift by clicking on it. Once it opens, you can see that there is a description of the shift details and two options: apply or deny. Do you see that? Ok. Great! As you can see, we give you enough basic information about the shift for you to make a decision on whether you want to apply to or deny the shift. We do not give you the exact address and specific event details until you are actually booked on the shift. We do not want people just randomly showing up. The biggest thing with this part of the process is to make sure that you never, ever, ever click the Apply button unless you are absolutely 100% good to go for the shift. Your transportation is solid. Your babysitter is solid. Your uniform is ironed and ready. Whatever applies to your situation is 100% locked in and you are good to go. We have a zero tolerance for call offs, so you do not want to apply ever until you are without a doubt ready to go. If you apply and get booked, you essentially have entered a contract to execute service. If you must break that contract for any reason, it will be the last one for you. Understand? The other important thing to know on this page is that you always want to click one of the two options. If you are not available or interested in the shift, click the deny button. If you don’t click one of the two, the system will think that you have not seen it and you will keep getting it over and over.”

“Go ahead and click apply and I will show you what happens next. One of 3 things will happen. First, you will go into pending status. This simply means that we have not decided on your application to the event yet. You could be in pending status for 2 minutes, 2 hours, 2 days, or 2 weeks. It just depends on the situation. We try to make decisions quickly, but certain situations require us to wait a little bit. One situation in which you will be in pending status for a long period of time is if the event is full and we are taking backup applications. If we are wanting you to be a confirmed backup, we will reach out to you to discuss this. We will address that later if the situation arises.”

“Another thing that could happen is that you are not picked for the shift. If that happens, you will receive a notification just like the one you just received. “

- ❖ In the available box within the shift, click the trash can symbol to the right of their name to delete them from the shift. This will trigger a notification that says, “Sorry, you were not chosen for this event but keep applying and we will get you on something soon!”

“You will notice that you are no longer in pending status. You can apply to multiple events in a day. We cannot double book you. We will go in and book you where we need you and remove you from the other events that you applied to. You cannot, however, apply to multiple shifts times within the same event. Make sure you are reading the details and only applying to shifts that you are qualified and available to work.”

“Go ahead and reapply to the shift and I will show you the 3<sup>rd</sup> thing that could happen. If you do not have the option to reapply, just close the app and reopen it. Then go back into the shift and click apply again.

- ❖ In the available box within the shift, click the green arrow symbol to the right of their name to move them to the selected box. Then, click the same green arrow again to move them to the booked box. This will trigger a notification that says, “You are booked!”

“If you get booked on a shift, you will get a notification just like the one you just received. When you see this, you will see that the shift is now in the Shifts tab in the app. Go ahead and click on the Shifts tab at the bottom. Click on the shift, and now you will see that you have access to all the information that you couldn’t see before. You can now see the address, who your onsite contact is, specific event details and expectations, etc. Once you read those details, go ahead, and scroll to the top and click the red confirm button. This will make it official. Any questions about that process?”

If yes: answer them

If no: continue

“Now, here is the most important part of the process. Remember earlier when I told you about our biggest selling feature being our low no-show rate? This is where we make that happen. Once you are booked on a shift, you enter what is called the engagement phase. This is the time between when you are booked, and the time when the event starts. During this time, we will be engaging with you periodically via text, email, or group chat in the app. One of the biggest red flags that someone is going to call off or no-show, is when they stop responding and engaging with communication. Whenever we reach out, there will usually be a request for you to confirm that you received the message. That means you will need to reply to let us know. Failure to do so will set off alarm bells and people will start trying to reach you. If they are unsuccessful, you will be removed. Now, we know that everyone has a life. You all have day jobs, school, etc. It is a realistic expectation that sometime within a few hours, you should be able to at least get out a quick message to us to let us know you are all good. Agree? The day before your shift, the system will send out a reconfirmation request. It will pop up on your phone just like any other notification. It will ask you to re-confirm the details of your assigned shift. All you have to do is open it, and click the red confirm button. It takes just a few seconds, and then you are on your way. On the morning of your shift, or the night before if the shift is early in the morning, a group chat message will come out in the app. It will go over some communication expectations for the day. We expect you to

send a chat when you are on your way, a chat when you arrive, and a chat when you leave. This is in case the punch in and out feature is not working. This is really important as it will affect your pay. Any questions about this process?"

If yes: answer them

If no: continue

"Ok. Great! Payroll is every Friday for any hours you work the previous Monday through Sunday. Your very FIRST SHIFT ONLY will be processed on the first BUSINESS day after you work. This will help make sure that there are no issues with your direct deposit. This MAY mean that funds will be available a day or 2 before Friday. Any shift you work after that, will be on the regular Friday payroll. Any questions about that?"

If yes: answer them

If no: continue

"Well, if you don't have any further questions, then I don't either. Keep an eye open for the communication from HR and make sure you get your paperwork completed and background check done right away. You will want to use a computer because doing the paperwork on your phone is very difficult. If you have any questions, you can call or text this number and someone from the team will be able to help you. Welcome to the team and we look forward to the excellent reviews that we get from your events!"

- **Entering Staff into Zingle:**

-

- Click on New Contact

Add their:

First Name

Last Name

Phone number

Tags (Vet market and HR until all paperwork is returned)

Then send The New Hire Text Template to the staff member that includes the Background Check Link, Code of Conduct link, and the Upload documents link