

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

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 Spreadsheet**

- All applicants are to be added to the **Vetting Spreadsheet** for their market immediately upon receipt, unless they are in DO NOT USE in Ubeya.
 - The actual vetting spreadsheet can be found [HERE](#)
 - Make sure you are in the right market for where the applicant has applied.
- After speaking with the candidate, if you do not move forward with the candidate, highlight applicant line in red, note reason for not moving forward, and write out “did not move forward”. This same process applies if the candidate misses their scheduled vetting call.

John	Doe		3/11/20	856.842.9286	adrav20@gmail.com	Did not move forward - Only wanted one specific blackjack event. No relevant experience, has gauges and a lip piercing.
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- When moving forward, the notes in the spreadsheet need to include the following from the vetting call:
 - General/relevant work history
 - Transportation method: Personal or public
 - Does staff have uniform
 - Any piercings, exposed tattoos, unnatural hair color, facial hair
 - Response to question regarding if they have a clear background
 - Any certifications that they have

James	Doe		3/11/20	432.955.4992	tylerrdecop511@gmail.com	Went to culinary school but then got into bartending. Prefers bartending. Only a couple of months of serving experience, then about 6 months as a line lead and fry cook then moved to bartending for the last year. TABC, ServSafe and Food Handlers Certified. Has uniform, no facial hair, facial jewelry or exposed tattoos, has transportation, clear bg. Sent app and onboarding.
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- **General Vetting Steps**

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- During vetting, the following is covered during the call:
 - A background on Premium Event Staffing and what we do
 - Their work history
 - Any certifications (TIPS, Food Handlers, etc.)
 - Reliable transportation

- Full explanation of uniform expectations and do they have the general uniform (Black slacks, long sleeve black button up, black slip proof shoes, black tie)
- Any facial piercings, exposed tattoos or unnatural hair color
- Solid colored face mask
- Vaccination status – NOT required but preferred
- Notify them that we do background checks and ask, “when we do a background check what will we find?”

At this point, you decide if they are moving forward or not. You want to make sure that you are positive that they are the right fit. Ask any other questions that you think of before moving forward.

- **Vetting Script**

Hi John, this is Peggy with Premium Event Staffing. How are you? Is now still a good time to chat for about 10 min?

Great. So, can you tell me a little about your background and your experience regarding serving, bartending or working events?

We have events that require certain bartending or serving certifications. Do you have any certifications?

If yes – Okay great, so I will need you to send me a copy of those certifications to my email at hr@premiueventstaffing.com or you can text me a photo to xxx.xxx.xxxx. Until I receive that from you, you will not be able to work the events with those requirements, but you will still be able to work our other events.

If no – Okay, no problem at all. We have plenty of other events available for you to work and if you choose to obtain your certs at a later time you can always send them to me when you receive them and I can get you updated.

Our standard uniform for events is black slacks, (Black slacks mean black dress pants. Not leggings or yoga pants. Not denim. Not capris. The best way to explain it would be like what a guy would wear to the office.), long sleeve black button up shirt (The shirt should be ironed and lint free. It should have no logos or designs. It should button all the way to the neck and have a collar.), black slip proof shoes and black socks (Socks and shoes must be ALL black. They must be dress shoes or Tredsafe non slip work shoes which you can get at Walmart or Payless for \$25. No tennis shoes. No boots. No shoes with any color including white or gray.), black tie (The tie must be an all-black necktie with no designs or logos. Tie tacks are not permitted.). Do you have all of that or can you acquire it before your first shift? Great! This is the standard uniform for most of our events. There will be events that require a different uniform but that will be in the announcement so you will know before you apply.

Do you have your own transportation or utilize public?

Any facial jewelry, exposed tattoos or unnatural hair color? (Add facial hair for male applicants)

Also, when we do a background check what will we find?

At this point, you decide if they are moving forward or not. You want to make sure you are positive that they are the right fit. Ask any other questions that you think of before moving forward.

If they are moving forward, continue the script and process below. If not, politely disconnect the call.

- Discuss processes with them:
 - “We utilize a phone app for all of our events. You have the app on your phone and get notifications just like text messages any time there is a new event. When you get the notifications, you just read over the information. If you are interested and available, you apply. If you are busy or just not interested in that specific event you just decline. We have no minimums, so this is 100% when you are available and looking for something extra you apply. If you are remaining active in the app with applying and declining, you will be good with us. Those notifications will give you all the information you will need prior to applying. You will have general cross street location, what type of event, how many staff, what type of staff, pay rate, gratuity range, hours, etc.”
 - “Payday is every Friday direct deposit for any hours you work the previous Monday thru Sunday; cash gratuity will go home with you from the event.”

- The only exception is this first event. For the first one, we are going to process payroll on the first business day after the event. Your bank will have a security process for the first deposit so it will be a few days before funds will be available. OK?
- Discuss **Ubeya** and onboarding:
 - “I want to get you set up in the phone app and you will receive an automated text message, that will be your link to download the app. The first thing I am going to do is send a text message to request you to download the app called Ubeya. Once you receive it, click on the link and start the process. Once the app is downloaded, open it up. It will ask for your phone number. Go ahead and enter it. Once your number is entered, you will be live and ready to go. While you are doing that, I will be sending you our Onboarding Packet which we will talk about in a minute.”
- **Entering Staff into Ubeya**
 - In **Ubeya** – Click Users, then the plus sign in the top right to “Add New User”
 - Enter first name
 - Enter last name
 - Next to last name enter anything missing - (POB1/BG/COC – COC only if they have not completed the code of conduct yet)
 - As those things are returned, you will delete that from the name.
 - Enter phone number (No Dashes – 1234567890)
 - Enter Your Vetting Call Notes In the “Details About Employee” Section
 - Click “Show More Options”
 - Enter Email
 - Enter Staff Market
 - This is a dropdown. You can select more than one option.
 - Enter Position(s)
 - This is a dropdown. Select all positions that fit the staff member’s skillset.
 - Enter Gender
 - Enter the “How Did You Hear About Us”
 - This is a dropdown. Select the option that best fits, or you can type an option on the line.
 - Click “Add User” at the bottom of the screen.
 - Notification will automatically send to staff members phone via automated text message.
 - After they complete the download process, have them look at the open events and get them booked on one so they understand that process.
 - Booking a Staff Member During Vetting
 - “OK, you responded to an ad we are running for xyz event. Are you available to work it? Great! Let’s get you booked on an event. Go ahead and go into the app and go to the available shifts. Whenever we announce an available event, it will pop up on your phone just like any other notification.
 - When that happens, open the app and go to the available shifts page. Go ahead and open the one labeled xyz event. As you can see, there is some basic event information. Enough for you to decide if you want to apply or deny the shift. Based upon your decision, click one of the two options. You must do this for every event. If you do not pick one of the options, the system will think you haven’t seen it and keep sending it to you over and over. Furthermore, we do not hold you to any kind of shift minimums. You can decline as many shifts as you want. All we ask is that you do not click apply unless you are legitimately available to work the event. This means you have the day open, you have the uniform, your babysitter is lined up, your transportation is reliable, etc. We have a zero tolerance for any call offs. Once you are booked for a shift, you have entered a commitment to execute service. If you must change that for any reason, you may no longer be eligible to work events. OK?”
 - “Go ahead and click apply. Okay so I see you have applied. I am now going to go ahead and book you so you can see what it’s like when you are chosen. You will see that when I do this

you will receive a message to confirm your shift. Go ahead and confirm the shift. Okay, so now that you've seen the process do you have any questions?

- "Okay, now I'm going to have you click on upcoming shifts, I want to make sure you see the street address and a clock in at the bottom of your screen."
- "Great, so day of event, once you arrive at the location, that clock in button will be active. You'll use that to clock in and out of your event."
- "Okay, also at the bottom of the app is chat. One of the options is chat with admin. You can utilize that to reach your staffing managers. They are your points of contact for anything event related. Event questions, running late, call off, etc. they will be your go to people."
- "Perfect, so when we get off the phone, you're going to receive a few things. First you'll receive a welcome email. This will run through how pay works and some other company information as well as details on your first event. Included in this will also be a link to our Code of Conduct. You'll want to complete that today."
- "Then you will receive a second email that will include your onboarding packet. This is all of your employee paperwork. You'll want to also complete that today as well."
- "Last thing you'll receive will be a text message. I recommend saving that number as you can utilize that text to reach any of us with questions. The text will include the link to our Code of Conduct, as well as a link to our background check and a link to upload your vaccine card"
- "Other than that you are all set! You are more than welcome to reach back out to me with any questions regarding paperwork. Anything else will go to your staffing managers."

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- If not available for any available shift

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- If NOT a Referral – "Okay, well I have to be able to book you on an event to put you in our system. So please feel free to reach back out once you're able to work"

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- If a Staff Referral:

- "When that happens, open the app and go to the available shifts page. Go ahead and open the one labeled xyz event. As you can see, there is some basic event information. Enough for you to decide if you want to apply or deny the shift. Based upon your decision, click one of the two options. You must do this for every event. If you do not pick one of the options, the system will think you haven't seen it and keep sending it to you over and over. Furthermore, we do not hold you to any kind of shift minimums. You can decline as many shifts as you want. All we ask is that you do not click apply unless you are legitimately available to work the event. This means you have the day open, you have the uniform, your babysitter is lined up, your transportation is reliable, etc. We have a zero tolerance for any call offs. Once you are booked for a shift, you have entered a commitment to execute service. If you must change that for any reason, you may no longer be eligible to work events. OK?"
- "Go ahead and click apply. Okay so I see you have applied. I am now going to go ahead and book you so you can see what it's like when you are chosen. You will see that when I do this you will receive a message to confirm your shift. Go ahead and confirm the shift. Okay, so now that you've seen the process do you have any questions? Okay, I am going to go ahead and remove you from this shift entirely. You'll get a notice regarding that, but this is how it work once you are available for a shift. Please just know that when you apply, it doesn't guarantee that you will get booked. If you do not get picked, you will receive a message that says, 'this event is full, keep applying to events.' Once you are selected for your first event and you confirm your shift, your staffing manager will reach out."

YOU SHOULD SUGGEST THAT THEY APPLY TO GROUP EVENTS FIRST

After vetting call:

Send welcome email and include their event details:

Hi Stirling,

Thank you for taking the time to speak with me.

As we discussed on the phone, you are now scheduled for your first event:

Date: Th 9/9

Time: 430p-11p

Where: Howard, CO 81233

(You can click on the event in your upcoming shifts in the app to pull up to your maps.)

Uniform: Black dress slacks, black long sleeved collard button down, all black socks, shiny black shoes, solid colored mask with no print or logos.

Pay: \$30 hr + \$75 travel

You are also more than welcome to apply to any of the other upcoming shifts you see as well.

New events will pop up on your phone like a text message as they come out.

Bottom of the app is a chat, with an option of "Chat with Admin". You can use that chat to reach out to Josh directly. He is your staffing manager and your point of contact for all event information.

Also, you will be receiving an email from **Adobe Sign that will contain a Direct Deposit form within the On-Boarding Packet** to process your pay.

Lastly, you will receive a text from me that will contain a link to complete a **background check and Code of Conduct. Please complete this right away.**

Your first event pay will be processed the Monday morning following your event and should deposit into your account Tuesday or Wednesday. After that, payday will be every Friday for the week prior.

You are an independent contractor for your first event, so, **it will be up to you to track your hours and pay, as you will not receive any pay stubs during this time.** No taxes are taken from your check during this time. You will eventually be converted to an employee and taxes will start coming out. You will be notified of this by email when that time comes.

- Again, welcome to Premium Event Staffing and please reach out if you have any questions.
- **Send onboarding packet from Adobe Sign**

- **Entering Staff into Zingle:**

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- Click on New Contact

- Add their:

- First Name

- Last Name

- Phone number

- Tags (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