



Where Great People and Great Companies Meet



**WEST SOUND WORKFORCE'S
MISSION IS TO OFFER
WORLD-CLASS STAFFING SERVICES
ON A LOCAL LEVEL.**

HANDBOOK FOR TEMPORARY WORKERS

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- Avoid being either too relaxed or too rigid. You want to give the impression that you are easy to work with, but professional at all times.
- Speak clearly, confidently and thoughtfully, using proper grammar and maintaining a steady speed.
- Avoid over-thinking your answers or using vocabulary with which you are uncomfortable.
- Maintain good posture and eye contact throughout the interview to demonstrate that you are attentive and interested.
- Don't give in to nervous impulses such as clicking your pen, playing with your hair, or cracking your knuckles.
- Emphasize the skills, abilities, and personality traits that make you right for the position, without giving too much personal information. Remember that the focus is on you as an employee, not you as a person.
- Never speak negatively about previous employers.
- Show that you are interested in the position without sounding desperate. Your interviewer is thinking of how *you* can help *them*, not how they can help you.

After

- Ask your interviewer what the next step is. Though the answer will be that they are going to contact your recruiter, this shows that you are interested in moving forward, and also gives you an idea of what is to come.
- Your recruiter will be in contact with the client company to discuss the interview, and will then relay to you any feedback he/she has received.
- Follow up with your recruiter as soon as possible after your interview, and let her/him know your perceptions of the meeting.

INTERVIEWING TIPS

Before

- Dress professionally and conservatively (e.g. dress slacks or a skirt, and a nice blouse or business shirt). This does NOT include blue jeans! All clothing should be neat, clean, and pressed.
- Hair style and makeup, if you wear it, should also reflect a professional, conservative style of dress.
- Never wear cologne or perfume; you never know who has allergies.
- Visit the client company's website and take some time to familiarize yourself with them.
- Make sure you know the time and place of your interview, the position for which you're being considered, and the name of your interviewer.
- Always give yourself enough time to get to your interview. Arrive early, but never by more than 10 minutes.
- Bring a copy of your resume.
- Leave your cell phone in your car, or turn it *completely* off. Simply setting it to "silent" or "vibrate" is unprofessional.
- Have answers in mind for typical situational interview questions such as, "Describe a situation where you exhibited your professional strengths," or "Describe one of your biggest accomplishments."

During

- Be friendly and polite toward everyone in the office. Other employees are often asked what they thought of you.
- Do not ask anyone but your interviewer questions about your prospective position. You may be talking to someone who is being replaced.
- Stand when your interviewer enters the room, and greet him/her with a pleasant smile and a firm handshake.

WELCOME TO WEST SOUND WORKFORCE

Thank you for registering for temporary employment through West Sound Workforce (WSW). We are happy to have you as part of our team. West Sound Workforce has been in business since 1998, serving Pierce, Kitsap, Mason, and Jefferson counties. We are a full-service staffing company that provides temporary or direct-hire placement for all levels of employment in many different industries.

All of our placement fees are paid by our client companies, so there is never a charge to our candidates/employees. West Sound Workforce will take care of your compensation package and handle any issues or concerns you may have about your assignment.

When you work on a temporary assignment through WSW, you are our employee and a valuable member of our team. Even though you will be working at our client's site, you remain an employee of WSW. We will call you on a regular basis to find out how the assignment is working out for you. In the meantime, please call us with any questions or concerns you might have. If you have to call after hours, just leave a message and your phone number.

Again, welcome to the West Sound Workforce Team. We look forward to a mutually satisfying and beneficial relationship.

Sincerely,

Julie Tappero

President

WORKING FOR THE CLIENT COMPANY

- **Report to work each day.** When you agree to accept an assignment, we make a commitment on your behalf to the client company. Both WSW and the client company are depending on you, and it’s important that you follow through on your commitment.
- **Be at work on time.** Client companies who contract with us do so because they really need the extra help. It causes confusion and disrupts the work environment if you are late.
- **Dress appropriately for the work environment.** We will give you complete information about the work you’ll be doing. Please report to work dressed appropriately.
- **Do not use your cell phone during work hours.** It is inappropriate to use the client’s time to make personal calls. You need to turn off your cell phone during work hours, and limit personal calls to breaks or lunches when you are on your own time and away from your work space. If you do need to make a personal call on a break, please step outside to do so. If you need to provide an emergency number to your family, give out WSW as a contact number (253) 853-3633 or (360) 394-1882. We will relay those calls to you immediately and also make the client aware of the situation.
- **Do not use the client company’s computers, phones, or fax machines for anything other than work-related business.** Furthermore, you must follow the client company’s policies regarding the use of their computers, phones, and other systems, even though they may be more restrictive than WSW’s.
- **Respect the confidentiality of the client company.** When you are on your temporary assignment, you may be exposed to confidential or proprietary information. You must respect the client company’s right to keep this information confidential.

- **Give notice if you are quitting.** If you wish to complete your assignment, you must give WSW two weeks’ notice. If you quit your assignment without proper notice, that means you are voluntarily resigning from WSW and will no longer be considered for other assignments.
- **In between assignments check in with us regularly.** Check the website often and email us with the **job numbers** of positions for which you feel qualified.

The above constitute STANDARDS OF CONDUCT for employees of WSW on temporary assignments. Failure to comply with these standards may result in disciplinary action up to, and including, termination of your assignment and/or your employment with WSW.

These policies are not an employment contract and shall not be construed as a guarantee of continued employment or a promise of any particular benefit. WSW has the right to change, interpret, or cancel any of its rules, policies, benefits, procedures or practices at its discretion.

AT-WILL EMPLOYMENT

Employment at WSW is on an “at-will” basis, which means that either you, the employee, or WSW, may terminate the employment relationship at any time, for any reason, with or without cause.

QUESTIONS?

If you have questions about any of these policies or procedures, please contact one of our offices: 253-853-3633 (Gig Harbor) or 360-394-1882 (Kitsap/Poulsbo).

your employer and we are the contact for the client company. You can call our offices any time at **(253) 853-3633** or **(360) 394-1882**. If no one answers, please leave a detailed voicemail message. If you fail to notify WSW and then you do not report for work (even for one day), this is deemed a voluntary resignation from both your assignment and WSW and you will no longer be considered for further employment. If you are out ill for 3 or more consecutive days, you may be required to provide us with a note from your doctor verifying that you are able to return to work.

- **We will call you immediately if your assignment changes or ends.** If we are unable to reach you at your home number or on your cell phone, we will leave you a message on your voicemail, answering machine, or with the person answering the phone. It is your responsibility to check your messages regularly and promptly. If your shift has been cancelled and you have not checked your messages, or if we are unable to leave a message for you, you will not be compensated for any time spent reporting to the cancelled job.
- **Keep us informed.** When you learn that your assignment is nearing an end, please let us know whether you're available for another assignment. If the client company asks you to stay longer than originally anticipated, let us know that as well. Also, if you are having any problems on the job, we need to hear from you. Since we're your employer, you must keep us informed.
- **Turn in your timesheet by 5:00 Monday.** You can mail, drop off, or fax us your timesheet. We have provided you with instructions on how to complete it (see p. 7). Please be sure you submit your timesheet **with a supervisor's signature** by the deadline so we can have your paycheck available for you on Friday. If your timesheet is received after 5:00 pm on Monday or if it has errors or omissions, you may have to wait until the following week for us to process your paycheck.

- **If the client company offers you a direct-hire position while you are on assignment through WSW, you must refer them to us.** We will work with you and the client company to facilitate the transition.
- **Practice good safety habits on the job.** Your safety is very important to us. Please observe all safety rules on the job. Do not hesitate to ask your supervisor if you have any questions. And please let us know immediately if you feel that you are being put in an unsafe situation.
- **Do not drive your car or anyone else's as part of your job.** Unless we have agreed with the client company that you will be driving as part of your job, you should not use your car or anyone else's to run errands for the client company. If you are asked to drive during the course of your work, please ask the client company to give us a call.

EMPLOYEE BENEFITS FOR TEMPORARY WORKERS

We value our employees who work for us in temporary positions for our client companies. Because you represent us well with your commitment to excellence, we are pleased to offer the following benefits in return:

MEDICAL AND DENTAL INSURANCE*: West Sound Workforce offers an affordable premium/low deductible medical plan to its employees. Medical, prescription, and dental coverage are available to all employees (including immediate family members) during the second week of employment.

WEEKLY PAY: We offer competitive wages and pay our active employees every Friday.

HOLIDAY PAY*: After working 1,500 hours, you will receive up to 8 hours holiday pay (maximum \$100) at your current rate of pay, provided you work at least 24 hours the week of, the week before, and the week after the holiday. Holiday pay is provided for the following holidays:

*Memorial Day
Independence Day
Labor Day*

*Thanksgiving Day
Christmas Day
New Year's Day*

VACATION BONUS*: Upon completion of 2,000 hours worked, you will be given a bonus check for \$250. For each additional 2,000 consecutive hours, the bonus amount increases by \$50.

REFERRAL BONUS*: Receive a \$50 bonus when you refer someone to West Sound Workforce who works 120 hours on our payroll or completes 90 days through a direct-hire placement by West Sound Workforce.

SKILLS ENHANCEMENT*: Online tutorials are available for the most popular software packages. Contact our office for information on how to access these tutorials.

EMPLOYEE OF THE MONTH*: Based on nominations from client companies, each month West Sound Workforce honors one of our outstanding employees who have gone the extra mile.

*ALL BENEFITS ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTIFICATION

sexual nature, such as name-calling, obscene jokes, sexually suggestive comments or insulting sounds; graphic or verbal comments of a sexual nature about a person's anatomy; or displaying at work sexually suggestive objects, posters, drawings or pictures.

If you believe that you have been subjected to harassment by a supervisor, management official, fellow employee, customer, client, vendor or any other person in connection with your employment by West Sound Workforce, you should immediately bring the matter to the attention of your West Sound Workforce supervisor or recruiter. If the complaint involves (or if you feel uncomfortable discussing the matter with) your immediate West Sound Workforce supervisor or recruiter, report the matter to Julie Tappero, President of West Sound Workforce.

All complaints of harassment will be investigated promptly and, where necessary, corrective action will be taken. Any investigation of such complaints will be treated as confidentially as possible. No employee will be punished or suffer any adverse employment action as a result of bringing any good faith harassment complaint to WSW's attention.

Any supervisor, agent, or other employee who is found to have engaged in harassment or retaliation against an employee for exercising rights protected by this policy will be subject to appropriate discipline, up to and including termination of employment.

STAYING IN TOUCH WITH WEST SOUND WORKFORCE

- Call **WSW** immediately if you are unable to report to your assignment. Do not call the client company directly as we are

EQUAL EMPLOYMENT OPPORTUNITIES

West Sound Workforce (WSW) provides equal employment opportunities to all employees and applicants without regard to age, race, creed, color, religion, national origin, sex, disability, veteran status, marital status, or any other protected status in accordance with applicable federal, state and local laws. This policy governs all areas of employment at WSW, including recruiting, hiring, training, assignments, compensation, benefits, discipline and terminations.

PROHIBITION OF HARASSMENT

It is West Sound Workforce's policy that all employment relationships shall be conducted in an environment that is not hostile or offensive. Harassment based on an individual's age, race, creed, color, religion, national origin, sex, sexual orientation, disability, marital status, or any other basis prohibited by applicable local, state, or federal law will not be tolerated at West Sound Workforce. Harassment includes, but is not limited to:

Verbal harassment, such as making a joke or comment that refers to a certain ethnic group, race, sex, nationality, age, disability, sexual preference, religion or belief; epithets; derogatory comments; vulgar or profane words and expressions; or slurs;

Physical harassment, such as assault and blocking, impairing or otherwise physically interfering with an individual's normal work or movement;

Visual forms of harassment, such as derogatory posters, cartoons or drawings;

Sexual harassment, such as unwelcome sexual advances or requests for sexual favors; verbal, visual or physical conduct of a

FILLING OUT YOUR TIMESHEET

GETTING PAID

Your timesheet needs to be in our office by **5:00 pm on MONDAY** for work you completed the previous week. You can mail it, fax it (253-857-6652) or drop it off. In Gig Harbor, use the drop box to the right of the door; in Poulsbo, slide it under the door. If we don't receive your timesheet by **5:00 pm Monday**, or if you turn in one with errors or without a supervisor's signature, we cannot guarantee that you will receive a paycheck the following Friday.

SIGNING THE TIMESHEET

- 1) You must sign your timesheet.
- 2) The client company must also sign the timesheet (this is absolutely **required** in order for us to pay you).

TIMESHEET COPIES

- 1) The top copy is marked *Office Copy* and is returned to our office (either Gig Harbor or Poulsbo).
- 2) The yellow copy is marked *Client Copy* and you leave this with the client company.
- 3) The pink copy is marked *Employee Copy* and you keep this for your records.

COMPLETING THE TIMESHEET

Use one time card per client per week. If you work at more than one client during the week, you need to submit a time card for each client.

Company Name: Print the name of the company at which you're working.

Employee Name: Print your name.

Hold my check/mail my check: Check the box that indicates whether you want us to mail your check or hold it in Gig Harbor or Kitsap (Poulsbo).

Week ending Sunday: Write the date of the Sunday that follows the first day of the week that you worked.

For example: If you worked on Monday, September 1st and Tuesday, September 2nd, your week ending date is Sunday, September 7th. Write it in MM/DD/YY format: 9/7/08.

Accident/injury: Check “yes” or “no” to indicate whether you had an on-the-job accident or injury during the week that just ended. If you check yes, then check “yes” or “no” to indicate whether or not you sought medical attention.

Employee signature: Sign your name.

After each day you work:

- Write the date, time you started, time you finished, and the number of minutes you took for lunch in the appropriate boxes
- Calculate the total number of hours you worked and round to the **nearest** quarter-hour. (Example: 6 hours and 5 minutes becomes 6 hours; 6 hours and 10 minutes becomes 6.25 hours). Write this number in the “Hours” box.

At the end of the week:

- Total the hours worked each day and record them in the “Total hrs” box. You will be paid overtime pay if you work more than 40 hours in a week. **However, the Client Company must approve any overtime in advance.**

The next part is to be completed by the Client Company, but you should **make sure your supervisor has done the following:**

- indicated whether or not your assignment is continuing;
- printed her/his name;
- signed the timesheet.

For additional guidelines for completing your timesheet, go to <http://www.westsoundworkforce.com/job-seekers/timecard-instructions/> or if you have questions, call us at (253) 853-3633 or (360) 394-1882.

SAFETY GUIDELINES

All employees on temporary assignments must adhere to the following safety guidelines:

1. If you observe any condition or practice on the job site that you think might cause injury or damage to equipment or personnel, you must **report it immediately** to your job site supervisor.
2. Do not operate any motorized vehicle or equipment that does not appear to be in proper working order. Also, do not operate any motorized vehicle or equipment without receiving prior authorization from West Sound Workforce.
3. You must use all the client company’s prescribed safety and personal protective equipment on the job. Notify your job site supervisor immediately if any piece of safety or protective equipment is not in good working condition.
4. Obey all of the client company’s safety rules, government regulations, signs, markings, and instructions. Be particularly familiar with those that apply directly to you. **If you do not know, be sure to ask.**
5. Be courteous and avoid distracting others on the job. Do not engage in horseplay or unsafe practices.
6. Always use the right tools and equipment for the job. Use them safely and only when authorized.
7. **Never** use drugs or alcohol prior to or during work, and never keep or use them on the job site.
8. If you are involved in an accident that results in personal injury or property damage, report it immediately to both West Sound Workforce (your employer) and the job site supervisor – **no matter how small the injury or damage.**
9. **Always obtain first aid promptly.**

YOUR SAFETY IS OF THE HIGHEST IMPORTANCE TO US.
