

Face2Face Charter of Service

'Speaking the same language as Clients and Candidates'

Face2Face Services demonstrates a simple working culture.....to take a genuine interest in our Clients' needs and our Candidates' experience, suitability and aspirations.....

Face2Face Services has developed and grown through our reputation for a close, personalised working relationship, ensuring the highest level of account management, commitment, continuity and cost effectiveness.

We pride ourselves on offering a Priority 1 Level of Service for both our Clients and our Candidates – 24 hours a day, 7 days a week.

Quality

Our decisions are based on the best interests of our Clients, our Candidates and our business, enabling us to provide a consistent level of service at all times.

All communication, both written and verbally is conducted in a professional and courteous manner by all team members, who are fully trained to deal with every eventuality.

Our Company standard of Customer Service is to exceed the expectations of both Clients and Candidates.

Candidates

We recruit for specific roles and opportunities within our business and register only those with relevant experience and aptitude for roles that are required by our Clients.

We interview locally and personally meet every registered Candidate. We complete thorough identity checks and confirm entitlement to work in the UK if necessary.

Our Registration process takes a minimum of 45 minutes and includes the completion of a Logistics and Staff Awareness Manual.

This covers essential areas including:

- 1 Health and Fitness Questionnaire
- 2 Manual Handling
- 3 Health and Safety in the workplace + 12 question written assessment
- 4 Notice of Safe Practices, Highway Code + 34 question written assessment
- 5 Tacho+Drivers Hours+ Working Time – 20 question written assessment

Our Candidates are provided with Hi-Viz waistcoats and jackets. Face2Face t-shirts are provided. Safety footwear and black trousers are available. A clear level of personal appearance and uniform standard is communicated to all Candidates both verbally at induction and in a written letter following registration.

Clients

Generally working on a sole-agency basis, we strive to exceed the expectations of our Client.

We are available 24 hours a day, 7 days a week, 365 days a year, to enable us to assist immediately when your need is greatest.

We have a flexible workforce available for day / night and weekend placements.

We have daily stand-by staff to meet emergency short-notice placements and can pre book selected staff and teams for longer bookings to ensure we offer the consistency of personnel that you require.

We guarantee to answer your call or call you back within 15 minutes of receiving a message – 24 hours a day – 7 days a week. We guarantee all team members covering the 24-hour line are fully conversant with each individual Clients needs.

We plan ahead with our Clients and discuss their busy periods when demand is highest to ensure we have adequate staff to meet their needs.

We provide year on year analysis to measure previous peaks in demand to compare with current Recruitment trends.

'We only supply people we would employ ourselves'

