



Tower

Employment Services

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Our Services

We at Tower Employment Services pride ourselves on our ability to source high-quality temporary staff across a wide range of industries to meet our clients' needs. We offer a 24-hour telephone service, and are available at any time of the day or night to speak to clients about their requirements.

Whether the staff member is needed for emergency sickness or absence cover, or for a longer period, we can help.

All of our staff are extensively interviewed, reference checked and skill tested to ascertain that they are the best possible person for a placement. We understand that our staff members are the face of our business, and we work hard to ensure that every client is 100% satisfied with the individuals we supply.

We offer a range of recruitment services, to suit the needs of a diverse range of clients. The options include:

Temporary Staff

The supply of staff on a day-by-day basis, usually used to cover last-minute absence or sickness.

Temp-to-Perm

A 13-week period in which a client can 'try out' a member of staff before taking them on as a permanent staff member. Unlike other agencies, we do not charge a final fee or 'buy-out' charge for the company to employ our staff member, and at any time during the 13-week trial period, the client is fully entitled to request a different staff member or to change their mind. This is an extremely popular option, as it gives companies the flexibility to see if the member of staff is a 'good fit' for a job before employing them.

Permanent Staff

We also offer a permanent recruitment service, in which we will take care of all advertising, interviewing, reference checking and skill-testing with a candidate before sending them to a customer for a final interview. For this service, we charge a percentage of the salary the candidate will be on when employed by the customer. This percentage is negotiable, and we work hard to find a rate that both the client and ourselves are happy with.



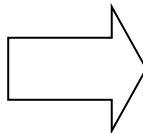
Our Staff Recruitment Process

We pride ourselves on the high quality of the staff we supply. Whether we are providing a class 1 driver or a silver service waiter, we go through the same extensive interview and induction process to ensure that we can have complete confidence in our team.

To achieve this quality, we operate a four-stage staff selection process.

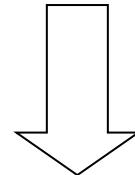
Application Form

Our application form is designed to access an applicant's skills, work history and educational background. At application stage, we also ask to see all an applicant's certification and licenses relating to the work they do. We also assess an individual's eligibility to work by checking their identification and their work documents if applicable.



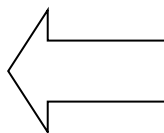
Interview

Every applicant is interviewed by the consultant who specialises in the field in which they want to work. The interview comprises a discussion of education and qualifications, a thorough evaluation of work experience and a question-and-answer session, during which candidates are scored on their attitude, skills and presentation.



Induction

Having completed the previous 3 stages, successful applicants will then be asked to attend an induction session at our offices. During this session, we issue the staff member with an induction booklet, explain how the agency works and go through the aims and ethos of the agency. This process ensures that staff are aware of the quality of work we are looking for, and enables us to get to know our staff, which in turn helps us to better serve our clients.



Reference Check

Every candidate that passes the application and interview stage is then reference-checked. All of our applicants are asked to provide a comprehensive work history for the past 5 years, and 2 references are obtained before we will consider sending the applicant out on a work placement. References are always obtained in written format, to ensure that the right person to provide an accurate reference has been contacted.



How We Work

Customer Meeting and Information Gathering Session

After an initial meeting with the customer to outline our services, we then progress to a detailed discussion of the customer's requirements, preferences and needs. This will ensure that we are able to match these requirements with the right staff member. The relevant service contracts would be signed, and a pack detailing our commitments to the customer given.



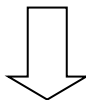
Service Preparation

Having discussed the job with the customer, we then begin to match the required skills with the skills of our staff members. Having narrowed our staff pool down to those with the required experience and skills, we then invite a selection of staff in to the office to discuss the specific details of the role. Having selected the successful team member(s), we then thoroughly brief them on the job, the company and all uniform and licence requirements to ensure that they are fully prepared and ready for the placement.



Staff Provision

Having fully briefed the staff prior to the placement, the staff member(s) will arrive at the agreed location 15 minutes prior to the beginning of the shift. Should any member of staff be unable to attend (due to unpreventable sickness or other similar circumstances), this will be communicated to the client and a replacement member of staff sent from our standby team. At the end of the placement, the member(s) of staff will present their timesheet to the customer or supervisor to be signed prior to departure.



Service Review and Follow-Up

After the placement has finished, we will seek feedback from the customer to ensure they were satisfied with the staff provided. This also gives us the opportunity to take any additional comments from the customer, which will then be relayed to the staff in their de-briefing. Timesheets will then be collected ready for the invoicing process to begin.



Our Commitment to You

At Tower Employment Services, we are very proud of the quality of our staff and the strength of our relationships with our customers. We work hard to recruit the highest quality staff members, and to build strong and lasting relationships with clients, based on our client's ability to trust us to provide them with the staff they need at a price that they are happy with.

We believe strongly that our prices and packages need to be flexible in order to meet the very different needs of different customers, and so strive to conduct a face-to-face meeting with all prospective clients to talk at length about YOUR needs. When we have an understanding of how you work and what you are looking for in your temporary staff, we will then be in a better position to suggest a staffing solution that is right for you.

To arrange for a consultant specialising in your industry to come out to see you, please call our office and we would be more than happy to meet with you.

Thank you for taking the time to read this information, and we look forward to working with you in the future.

