

Conditions of Placement

As an agency supplying staff to the UK hospitality industry we do need to ensure that agencies supplying us with staff are aware of certain basic requirements. British Law deems some of these requirements necessary. The others are put in place to safe guard our reputation as a professional consultancy and to ensure the work we do is not in vain. Then, there are those in your interest ensuring that your applicants are placed as quickly and proficiently as possible. We also believe that the applicant benefits from a entering the UK via a process that is straightforward with no hidden clauses or costs. All requirements are in place to ensure that we operate an efficient and professional operation, which in the long run will ensure good business for your agency and for ourselves.

Files

The appearance and content of a file is a decisive factor in an applicant securing a position. We would like to layout guidelines to ensure that files look as good as possible to potential employers.

What should a file contain?

Completed Anglo Continental application form

Applicants CV

Cover Letter

Copies of any hospitality diplomas or certificates

Two references from previous employers – if an applicant does not have two professional references, we require one professional and one character reference.

A smiling photograph of the applicant

A Doctors certificate

A copy of applicants Police Clearance Certificate

A clear photocopy of the applicant's passport and visa

Curriculum Vitae

We like to keep the files as concise and informative as possible; it is important to remember that for a given job we may be sending out up to ten files for our clients perusal. A Good CV makes effective use of space without appearing cluttered; we suggest two pages are ideal and three pages maximum. We have provided a sample CV that we suggest applicants' follow. This format maximizes good use of space, is clear and concise. When sending on CVs to employers, we take out the personal contact details

Cover Letter

The cover letter is an important part of the file. The majority of our clients will make a decision to employ an applicant on the basis of seeing their file, not all clients will want to contact the applicant prior to employment. The cover letter affords the applicant the opportunity to sell themselves to potential employers adding a touch of personality to the file. The letter is particularly important where an applicant does not have any hotel/catering experience. Again we recommend that this letter is kept concise and relevant. The letter should detail:

- Why the applicant wants to travel to the UK.
 - Why they are seeking work in the hotel and catering industry, applicants should not be too specific or limit themselves. For example, stating that they are only looking for work in a five star hotel is unrealistic, as is specifying a particular location. Applicants need to be open-minded and need to get this across in the letter.*
 - Note any experience and skills acquired that would benefit a potential employer. If an applicant has no direct experience, making note of customer service and teamwork skills will stand an applicant in good stead. Note and long term aspirations and relate this to working in the hotel industry.
 - Highlight key attributes and personality traits that will appeal to employers.
 - Finally briefly raise interests and hobbies or any objective you wish to achieve whilst working in the UK.
- * Please see Special Circumstances under Placements.

References

Professional references need to be supplied on headed paper. Character references should be sought from an educational establishment, a qualified working professional or somebody with good standing within the community. The character reference needs to be a testimonial to the applicant's good character. The agents must check that the references come from a reliable source.

Photograph

Most employers ask us what the applicants look like. This is especially pertinent if an applicant is going to be working in a front of house position. Employers want to see a well-groomed, happy individual that they can feel confident will look the part in their establishment.

Police Clearance Certificate

Please ask applicants to apply for this document as soon as possible. We will accept a copy of the receipt for the certificate, but will require a faxed copy once the original has been obtained.

Visas

It is absolutely paramount that all applicants have their visas before we receive their files. We have in the past experienced hotels selecting applicants for positions, only to find on contacting the agents that the applicant is still awaiting a visa. We simply cannot accept applicants on our books until they have successfully obtained a visa. This avoids time wasting on both of our parts.

Placements

All placements are for a minimum of six months. If applicants do not complete their six month contract they will forfeit their goodwill bond. Applicants have to understand that whilst they are coming to the UK to travel, experience a different culture, lifestyle and enjoy themselves they are also coming to work. This is a commitment that they must take seriously; all too often applicants use the job they secure as a stepping-stone. We will not tolerate applicants behaving in this manner.

Should an applicant be unhappy in a position we have secured for them, we will pursue any complaints we receive from the applicant. We will, however, need good reason to move an applicant on to another job. If an applicant is asked to leave by an employer because they have committed a grave misdemeanor we will not be in a position to find them another job. If an applicant is asked to leave for any other reason for example, does not appear to have the appropriate skills to perform to expectation in the role, each individual case will be assessed and circumstances depending we will consider moving an applicant to another position.

After an applicant has successfully completed their contract, we will of course be more than happy to secure them another position should they so wish.

Special Circumstances

Where an applicant has specified a particular location, we will endeavour to assist but applicants must be aware that we are unable to guarantee placement in the location of their choice. Many applicants request placement in London. We do not work with any hotels in Central London. Hotels in London and other city centres do not generally offer accommodation to their employees, purely because there are enough employable staff living in the area. If applicants have family or friends in a given area please include this information on their file and we will take it into consideration when seeking a placement. We reiterate that choice of location can by no means be guaranteed.

Hotels are always on the look out for well qualified staff, those applicants with hotel school training or management experience will be snapped up by keen hoteliers. If applicants are looking for a four or five star establishment they will have to be prepared to commit for at least a year. Whilst such establishments value good experience, applicants may have to be prepared to go in at a junior level. The reasons behind this being that such graded hotels have rigorous in house training programmes that they expect all staff to complete. Once applicants have undergone training the establishment will offer good positions to those staff they feel are worthy. Training costs hotels time and money, they will not be prepared to offer training to applicants only willing to commit for six months. Hotels will commit to an applicant, investing time and money, if an applicant is willing to reciprocate the commitment.

Goodwill Bond

Anglo Continental asks that agents take a £50.00 Goodwill Bond from applicants when they enroll with your agency. This sum of money will be returned to applicants on the successful completion of their contract. We will invoice you every quarter for the money your agents have collected, and then pay the bond back to the applicants when they contact us after their contract has expired. This agreement between Anglo Continental and your agency is essential to our successful working relationship. In the past we have experienced problems with applicants failing to turn up for jobs, or failing to meet their contractual obligations. In this event we do not get paid, yet have spent time effort and money securing a job. We need to cover our costs in the event of errant applicants breaking their contract.

We propose that if applicants stay the full duration of their contract, once they have contacted us, we will return the goodwill bond in full. If applicants do not stay the contracted number of months we will retain the full £50.00 to cover our administration costs.