

The Spirit of Service



Introduction to Prochoice



‘Established in 1999, Prochoice Recruitment offers employers and staff in the East Midlands a professional and committed recruitment service. From our years of experience, we know that it is essential for both staff and employers to place the right staff in the right position; we know we are *Providing People to People*.

To employers in the catering and hospitality industries we not only offer a dedicated service by recruitment professionals' but access to a large database of screened applicants. Whether you are looking for temporary or permanent staff, skilled or unskilled - we will be pleased to assist.

To those seeking work we have a large and varied selection of catering positions across a number of sectors. We give a tailored and professional service whilst maintaining the "family" atmosphere so appreciated by our staff.

We hope this is the start of a journey that will lead to a long and successful relationship”

Michael White



"It was reassuring that you visited our premises to check through the days itinerary in order that your staff were correctly briefed.

I was grateful that you kept in touch with us right up to the event, throughout and afterwards.

Alison Isaacs
Retail and Catering Manager
Crich Tramway Museum

Prochoice Recruitment is committed to the principle of everyone being allowed to play a full role in society. Wherever possible we promote diversity and eliminate social exclusion. We are committed to sustaining a recruitment policy, which actively encourages applicants from all sections of the community, who bring with them a wide variety of life and work experience. Monitoring, responding, and reporting is an integral part of our recruitment process.

Prochoice policies reflect all the areas of legislation that is required of a recruitment agency. Where we differ, is that for us, equal opportunity for all is not just a requirement, but a way of life.



Our Recruitment Policies

"From the initial meeting the standard of service that we have received has been excellent. The staff come fully prepared, dressed to the standards as requested, reliable and with good work ethics."

"Communication has been the key, and was an area that our other suppliers lacked; any issues have been promptly resolved, from last minute bookings to getting the right people for the tasking."

*Stuart Jacklin
Site Manager
Avenance*

Data Protection
Disciplinary/Grievance
Alcohol and Drugs
Website
Equal Opportunities
Complaints Procedure

Smoking
Health and Safety
Customer Service and
Quality
Temp Health and Safety
Environmental





Who uses Prochoice Catering

- Hotels
- Sports and Leisure Stadiums
- Country Inns
- Bars and Restaurants
- Golf Clubs
- Universities/Educational Establishments
- Care and Nursing Homes
- Conference Centres
- Company Restaurants/Cafes

- **Nottingham Trent University**
- **Ministry of Defence**
- **Manpower UK Limited**
- **Nottingham City Council**
- **Nottinghamshire Fire and Rescue**
- **Nottinghamshire Constabulary**
- **Nottingham County Council**
- **Nottingham Healthcare Trust**
- **Elior UK**
- **Newark Showground**
- **Nottingham Forest FC**
- **Doncaster & Southwell Race courses**





Our Present Contracts

- Elíor UK Ltd
1st August 2008 - 30th September 2009
Extended by one year to
September 2010
- Manpower UK limited
January 2010 on an ongoing basis
- Nottingham Trent University
1st November 2005 - 30th
September 2008
Two twelve month extensions to
November 2010
- Nottinghamshire Healthcare NHS Trust
1st May 2008 - 1st May 2009
Extended by one year to May 2010
Extended again by three years
To May 2013

Chefs and Cooks

We have a fine selection of Chefs available, offering both general or specialised skills.

With a range from Commis, Chef de Partie, Sous Chef, Head Chef and Chef Manager. We are confident we can find the right person for you.

Whether a nursing home looking for good home cooking or a high class venue where presentation, speed and taste must all be paramount. We have the Chefs who can make it count.

Our aim to work closely with your team, integrating our Chefs to work your way and to your standards.



"Their service is the best that I have ever encountered from any agency, always there to talk to (if not in person) and always ready to help.

Their staff are always turned out well and are good workers."

Jackie Sharpe

*Retail Catering Manager,
Azure Catering – Nottingham Forest Football Club*

Hospitality and Waiting Staff

Good Waiting Staff are the face of your establishment. Guests will sometimes return if the food they have eaten was not up to standard but rarely return if the service was Poor.

Our Waiting Staff demonstrate not only their serving skills but also their ability to know when to interact or not with guests. They go the extra mile to ensure that each guest has enjoyed both the event and the meal.

Ours staff as standard dress in black and whites, with a waistcoat and bow tie provided. Regular uniform checks are made on assignment and we are not afraid to send people home if they are not up to your standards.

Our waiting staff are generally skilled in silver service, plate service and bar work and all will put their hand to glass washing at the end of the night.



Since commencing the contract, Prochoice have provided a consistently high quality service, with a supportive and friendly approach.

The contract runs smoothly and Prochoice have built good relationships with colleagues within the Catering Function."

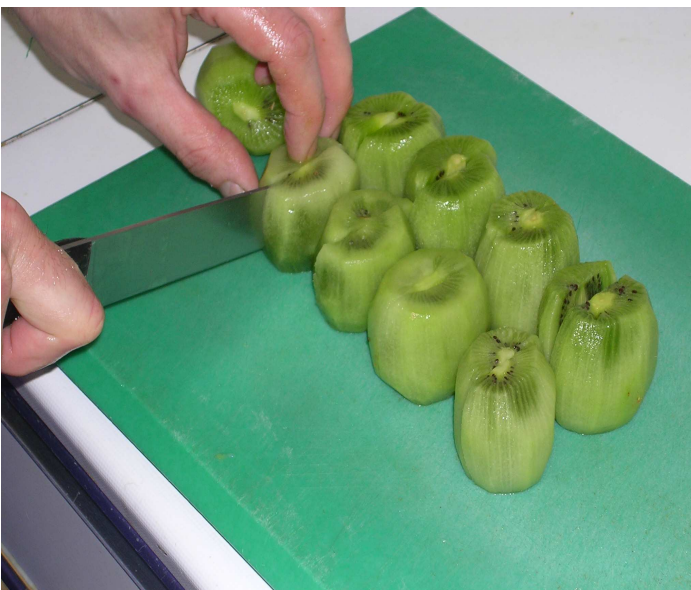
Sarah Cade
Senior Buyer
Nottingham Trent University

General Kitchen Staff

A good General Assistant is a vital part in the smooth running of any kitchen.

We have a variety of personalities all who make a welcome addition to a busy kitchen. We have people who day after day gain great satisfaction in ensuring a kitchen pan cleaning section is clear, and motivated individuals who are always seeking the next task.

Carrying out temporary work with Prochoice Catering isn't just a job, we expect our work force to focus on customer satisfaction with the aim - *always be asked to return.*



"The staff that you have provided have always been pleasant, professional and sympathetic to the service users individual needs and many have appeared to bond well with staff and service users.

They have also provided us with a high standard of kitchen cleanliness and taken on additional duties when required, for example ordering stock and stock rotation.

*Jenny Oldham
Assistant Manager
Elizabeth Fitzroy Support*

Cleaning Staff

We have an excellent selection of cleaning staff available.

Centring on reliability and presentation, our operatives work behind the scenes to ensure that your working environment is both clean and hygienic.

If you provide the tools and materials, we will provide the staff. From domestic, office, industrial or student accommodation we have the personalities who can get the job done.

Carrying out temporary work with Prochoice Catering isn't just a job, we expect our work force to focus on customer satisfaction with the aim - always be asked to return.



“Working in conjunction with Prochoice has ensured that the Hotel Services dept. of Nottinghamshire Healthcare NHS Trust is always able to deliver a comprehensive and professional cleaning service to its clients. All staff provided by Prochoice are trained to the highest standards and provide a reliable and proficient service at a realistic price.”

Louise Williams
Coordinator,
Hotel Services,
Lings Bar Hospital,

Nursing and Care Home Specialists

The modern care home offers their residents a professional service, will take pride in the meals they provide on a daily basis and will not expect a drop in standards when regular staff are not available.

The Cooks should be trained in nutrition and produce both appetising and appealing quality 'home cooked' style meals. No longer are establishments accepting care assistants or other untrained staff to 'fill in' for an absent cooks.

Prochoice Chefs and Cooks, are trained and experienced in arriving at an establishment, usually with no knowledge of what awaits them. They are adept at both producing meals from the ingredients which greet them or following the resident Cooks instructions and producing what is requested.



Whether fish and chips, a good home cooked roast or even ask for one of our Chefs for something special.

We can offer you an alternative at an affordable cost.

Prochoice pursue high standards of customer service, and all our staff will treat both you and your Clients with the utmost respect and courtesy.



Security Clearances and Checks

Our Catering and Cleaning staff are often called to work within environments where they could come in contact with children or vulnerable adults.

Prochoice also hold contracts where our workers are in the vicinity of sensitive information.

Our Clients expect a high degree of professionalism including background checks on the staff we send.

Working around children, vulnerable adults or in high security areas...

Our staff who possibly could come into contact with children or vulnerable adults, may be required to possess a CRB. In areas of higher security, our staff may also need to have a police check.

Prochoice are able to arrange for both CRB's and police checks to be carried out for our staff. If this is necessary for you please request this service and we shall ensure that you are suitably satisfied.

"Working in conjunction with Prochoice has ensured that the Hotel Services dept. of Nottinghamshire Healthcare NHS Trust is always able to deliver a comprehensive and professional cleaning service to its clients. All staff provided by Prochoice are trained to the highest standards and provide a reliable and proficient service at a realistic price."

*Louise Williams
Coordinator,
Hotel Services,
Lings Bar Hospital,*

Why use Prochoice Catering

We offer:

- An experienced Consultant with knowledge of your industry who will be your dedicated point of contact.
- A friendly approach
- Competitive pricing, with high standards of service
- The reassurance that you are working with a company that cares for both its clients and its work force.
- An ability to search over 4000 records of potential permanent and temporary staff.
- An efficient pay and invoicing scheme where invoices and payslips are produced either electronically or in a paper format.
- Staff correctly dressed and regularly checked whilst on assignment.
- For larger bookings, company transport to ensure staff arrive punctually and in pristine condition.
- 24 hours call 7 days a week each day every day.



"I have worked with Prochoice Recruitment for five years and have found them to be an excellent agency that has delivered a consistent service over this period."

"Prochoice is my first port of call when requiring staff and feel that some of my other agencies are way behind on the quality of service that they offer."

*Paul Lilicrap
General Manager
Newark & Nottinghamshire Agricultural Society*

'We aim to offer our clients a simple, smooth and 'stress free' professional service'

**Mark Barton
Prochoice Catering Manager**

How to Find us



Our offices are conveniently located in the heart of Nottingham only 20 minutes away from the M1 and 30 minutes away from the A1.

We are 30 minutes away from Derby and 45 minutes away from Leicester.

If you would like to visit us to discuss your requirements in confidence, which sometimes can be more appropriate then we will email you additional directions if required.



3rd Floor
Century House
Chapel Bar
Nottingham
NG1 6JQ

Tel: 0115 9501150
Fax: 0115 9508850

Email:
Sales@Prochoicerecruitment.com