



INFORMATION PACKAGE 2023

Welcome!

DGS Events Staffing Agency is one of Toronto's leading suppliers of Hospitality Staff and Promotional Staff to the finest caterers, event planners, hotels, restaurants, event venues and private parties.



Mission Statement.

At DGS we pride ourselves on our exceptional **presentation and service**.

DGS expects all staff to **uphold our reputation** every time you are working with us.

You will be representing both the **Client, DGS Brand and yourself**.

Thank you! We look forward to working with you!

Contact Information.

Staffing Care

info@dgsevents.com
416-457-8422

Client Care

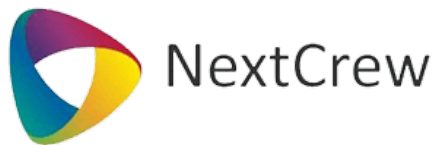
reception@dgsevents.com
416-270-2292

Finance | Payroll

accounting@dgsevents.com
416-270-2292

All staff and jobs at DGS Events are managed through **NextCrew** mobile app.

www.dgsevents.com



Getting Started.

Now that you've joined the team. Let's get you registered on our staffing portal, **NextCrew Mobile App**. Below you will find links to get you started, from registering to navigating on the mobile app; if you have any questions, don't hesitate to contact **Staffing Care at info@dgsevents.com**.

Overview of NextCrew App

Announcing the new and improved NextCrew mobile app available for download on iOS and Android. Just tap your operating system to download the app and discover how easy it is to express interest in jobs and clock in/out with or without internet! What's new? Here are a few bullet points of new and updated app features!

<https://nextcrew.freshdesk.com/support/solutions/articles/11000061892-overview-of-nextcrew-app>

How to Register

Please click this link to learn how to how to register.

<https://nextcrew.freshdesk.com/support/solutions/articles/11000093278-register>

NextCrew Mobile App How-To

Please click this link to learn how to navigate the app.

<https://nextcrew.freshdesk.com/support/solutions/folders/11000014679>

IMPORTANT - Certifications and Documents

Please upload your **Smart Serve** and **Food Handlers Certificate** along with your **Workplace Hazardous Materials Information System (WHMIS) Policy number** to your profile. These are required for you to work with DGS. We also require you upload your **Proof of Vaccination** to your documents.

Showtime vs. Start time

Be on time! Allow plenty of time to find your venue. We request that you sign in at least 15 minutes before the start of your shift.

Also, please allow time to fill out venue Covid Screening forms. **If you are running late, call your supervisor.**

*All Replacements must go through DGS office

Cancellation

At least 2 full days (48hrs) prior to the event.

Last-minute cancellations by **phone** — **not** by text or email. Last-minute cancellations reflect **poorly** on your profile.

Avoid no-shows at all costs.

Uniform + Grooming.

DGS is very strict with our Standard Uniform Policy. It is very important that you follow these standards and reinforce them with your staff. **The requirements are the same for male and female uniform:**



White Bistro



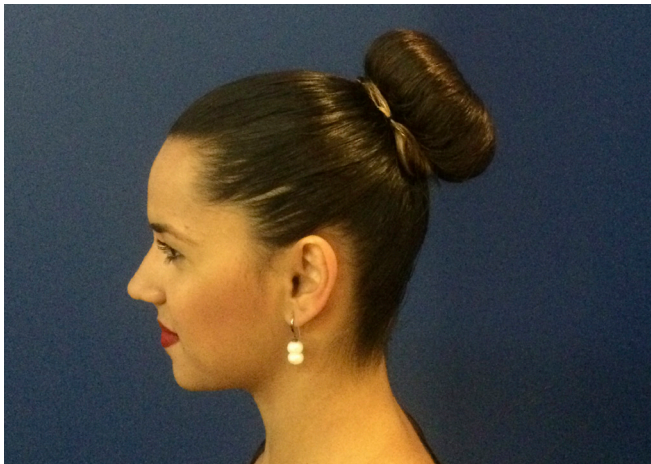
Black Bistro



Black Cocktail Dress



White Bistro with Apron



- Black Dress Pants (No stripes, no denim, no cords, no skinny leg)
- Black belt
- Black Long Sleeve Shirt with Top Buttons (No $\frac{3}{4}$ sleeve shirts), sleeves rolled down.
- Plain Black Polished Shoes (No sneakers, large bows, large buckles or studs)
- Black Socks or Tights (Not wearing socks is not accepted!)
- Black Tie (Plain without details or stripes)
- Black Vest (males and females)
- Plain Black Mask
- You may also be asked to wear a Plain White Long Sleeve Shirt with top button (White Bistro)
- Clean shaven and well groomed
- Minimal jewelry (no facial piercings, bracelets)
- Tattoos need to be covered
- All staff must have a wine opener, lighter, pen and paper
- All clothes must be pressed!

Grooming - Women

- On occasion, cocktail dress will be requested
- Light and polished make-up
- Minimal jewelry (No facial piercings, bracelets or necklaces)
- Nail polish of a neutral shade or preferably none.
- Comfortable shoes.
- Hair- Tied in an elegant bun with the aid of a hair doughnut if possible – No loose hair
- All hair accessories, such as hairpins and hair bands should be black or brown in colour.

Grooming - Men

- Hair combed and neat. Long hair must be tied in a ponytail.

Grooming - All

- Trimmed and well-groomed,
- Minimal jewellery (no facial piercings, bracelets);
- Tattoos need to be covered.

DGS Code of Conduct

1. **Be on time!** Late arrivals will not be tolerated, show time is 15 minutes before your start time.
2. **Dress Code** - staff must be well groomed and arrive fully dressed to start work in a clean, pressed uniform and polished shoes.
3. Cell phone use is **not allowed** by staff members. Store personal belongings away in the space provided.
4. Do not eat the food you are serving or ask for food. Never eat in front of guests.
5. Do not take unauthorized breaks without approval.
6. **Teamwork.** Be proactive and productive on site.
7. English is the mandatory language during events, towards supervisors and other staff members.
8. **Hygiene.** Never touch food with bare hands; wear plastic gloves. Hairnets are mandatory for kitchen staff. Band-aids must be worn on cuts and wounds.
9. No smoking unless on designated breaks and always out of sight of clients. Please wash your hands and use mint for your breath. Gum chewing is prohibited.
10. **No drinking alcohol while working or in uniform.** Any staff found to be under the influence of drugs or alcohol will be dismissed immediately from the Company.
11. Good posture. No hands in pockets, yawning or crossed arms.
12. **Ask questions only to your supervisor** (not to clients, event planners, chefs or guests.)
13. Physical engagement is not allowed. Excessive hugging, touching and explicit language leads to sexual harassment issues in the workplace.
14. Be friendly and polite to all guests and remember to **be always professional.**
15. **Gratuity distribution policy:** If a client has provided a gratuity after the event, DGS will distribute it to all members who worked the event. It is DGS policy to distribute compensation among all staff engaged in the event in the proportion of the number of hours worked by each staff member compared with total hours worked by all the team.
16. **Payroll Policy:** DGS follows the bi-weekly pay period. Therefore, upon signing your contract, the payment schedule will be provided to you.
17. **Your NextCrew Profile:** As a DGS staff member, your profile must be complete and verified by Head Office. Any incomplete profiles will not be considered valid and will not be assigned until thoroughly completed.
18. **Staff Violations:** If you have violated any DGS Code of Conduct and are reported to Human Resources, you will be issued a violation that HR will apply to your profile.

Mandatory Bartender Kit.



All Bartenders must bring a complete bar kit for every shift assigned.

Bar kit includes:

- Knife
- Cutting board
- Measuring shot glass
- Measured pourer
- Non-measured pourer
- Shaker with strainer
- Bottle opener with corkscrew
- Pen and paper
- Lighter

Mandatory Server kit.



All Servers must bring the following for every shift assigned.

Server kit includes:

- Bottle opener with corkscrew
- Pen and paper
- Lighter