



## GENERAL INSTRUCTIONS

**Accountability:** When you receive a call from Houston City Temporaries, please be sure you can commit to completing the assignment before you accept.

**Dress for Success:** Please wear standard business-appropriate clothing on the first day of your assignment unless otherwise instructed. If you are unsure about what is considered “appropriate,” make sure you discuss this subject with your temporary representative BEFORE you go on the assignment. For example, capris and sandals are never appropriate business attire, even in the summer. Once you have arrived for the assignment, you may discuss any appropriate alternative attire with the person to whom you report. Refrain from wearing colognes or scented lotions. Many offices have a “no perfume” policy.

**Time:** Arrive 10-15 minutes early each day of your assignment. Allow as much extra time as necessary in order to ensure promptness.

**First Day:** On the first day of a new assignment, please call your temp rep within the first 30 minutes to confirm you have arrived, if time permits.

**Tardiness:** If you anticipate being late to an assignment or are sick, you must relay a message informing Houston City no later than 7:30 a.m. If you call before or after office hours, leave a message on our main voice mail.

On your message, state the following:

1. Your full name
2. The name of your company to which you have been assigned.
3. The reason for your call, i.e. tardiness, give the reason why, and the estimated time of your arrival; if you are ill, explain how long you think you will be sick, and leave a number where we can reach you.

**Liability:** In accordance with current workers compensation policies, our employees are not permitted to lift over 20 lbs. or do errands involving the use of an automobile. Should a request like this arise, please call your representative, or have the client call us.

**Problems:** If you encounter any problems on an assignment, call and discuss the problem with us. We

will do our best to correct any problems on your behalf with the client. Do not attempt to resolve the problem yourself. Remember, you are an employee of Houston City Personnel, and we are here to help you!

**Assignment Completion:** You must notify us after completing each assignment. If you do not do so, we will assume you are unavailable forwork. Failure to notify Houston City of your availability may jeopardize your unemployment benefits.

**Appreciation:** Do the best possible job you can. You are a reflection of us in our clients' eyes! We are counting on you to be dependable, positive, helpful, friendly, and to do a good job. We know we can count on you!

## HOUSTON CITY PAYROLL PROCEDURES

Please review all payroll procedures to ensure you receive your paycheck on time.

1. We must receive timesheets on Friday but, no later than 12 noon on Monday to ensure that you receive your check on Thursday.
2. All timesheets MUST BE SIGNED and any OVERTIME must have a SEPARATE AUTHORIZATION. Timesheets without the necessary approval may be delayed up to a week.
3. Timesheets should be emailed to Pam Kruger, at [pkruiger@houcity.com](mailto:pkruiger@houcity.com)

# Welcome Aboard