

## **HANDBOOK BUFF BODY BUTLERS LTD**

Congratulations on being accepted into Buff Body Butlers! Please read the following information read and accepted the handbook via email.

You are now part of the world's fastest growing entertainment company – to get you settled and on your first job as quickly as possible, we have put together a short handbook which will cover every topic from our booking process, to guidelines on personal appearance, and hen party tips! Please make sure that you read this thoroughly, and don't hesitate to get in touch if there's anything you don't understand or feel that we've missed.

When you begin working for us you do so in accordance with all the points listed in this handbook and by accepting our offer of work we also presume you agree to all these points. This handbook is for the following acts. Buff butlers, Male stripper and life drawing models.

### **1) GETTING BOOKED**

First of all, if you are new to butlering, stripper or life drawing, then you will need to successfully complete a training/shadowing booking with another experienced team member. After that if you and ourselves feel that you are ready to work alone. We can offer more shadowing if required. You will be given a choice of different dates and locations based on what we have near to you on the coming weekend. This may be a little further out than what you have stated you are willing to travel and you will always be given the option to wait until the following weekend when we may have something closer, however the sooner we have you trained, the sooner we can start to book in jobs close to your home address, which we know you will be able to work on alone and more importantly get paid for!

If you feel that you would be more comfortable doing another training job before working on your own, we can happily organise this for you.

Following completion of a training job we will call for a chat, just to see how you got on and to give you a chance to bring up any questions or issues. If we both agree that you're able to start working alone, then we will add you to our Active Staff database.

From now on this means that you will receive Job Alerts, which are specific to your working area. These are usually sent via text message but we may also call you at times. When you receive a Job Alert from us please reply as soon as possible stating whether you can or cannot work. If you do not reply, we will assume that you have not seen the message yet and still consider you as an option for the job.

Do not accept jobs if you are unsure – often we check availability with you before we confirm to a client that we can cover that job and take payment from them, so if you agree to work and then cancel at a later date, this means that we then have to go back and cancel the job on the client, and refund their money. Needless to say this results in an unhappy customer and a negative impact on the business, as well as a lot of wasted time! Of course there may be occasions where you simply can no longer work, but we will cover this at a later stage.

Once you have accepted a job, we will book you onto the job on our system and further job details will follow in due course which include: full address, start time and contact number for the client.

The vast majority of our work is on a Friday and Saturday evening – if you know you are going to be away/are unable to work for any other reason then please just let us

know with plenty of notice so that we know not to send you job alerts for that time. Being unavailable for work at other times is also fine, but please bear in mind that if you are frequently turning down jobs we will eventually offer you less work until you contact us with your availability.

## 2) JOB CONFIRMATIONS

You'll be sent a text reminder for each of your jobs 3 days before the event with clients details for you to check in.. If there are any issues at this point you must let us know immediately – if you haven't already.

The day of your event you'll be sent a text at before 11am asking you to confirm is set your your event. You can check in easily with the click of a button through the text message and we require you to check in by 11.30am. If you know you will not be able to check in for any reason then you must let the team know as if you haven't checked in by 12:30pm (This is depending on time of your booking) the team will then be required to call you to get a verbal check in. Repeated failure to check in by 1pm, resulting in the team needing to chase you, will result in dismissal.

If the team cannot contact you for a verbal check in by 1.30pm you will be removed from the event and it will be recorded as a NO SHOW – please refer to the NO SHOW section below. If you're working but haven't received a text by 11:30am the day then please contact the team immediately to check in.

## 3) YOUR UNIFORM

All new Hunks are sent a full uniform before their first training job. The value of this uniform is **£25.00** it is mandatory our full kit it worn on all bookings then representing US.

**Apron – £10**

**White Collar – £5**

**Bow Tie – £5**

**White Cuffs – £5 per pair**

*All items are also subject to a delivery charge.*

Looking after your kit is your responsibility and this includes keeping it clean. You will often be working around drinks and food so your trunks will need to be washed as soon as they get dirty. Please don't ever put your bow tie in the washing machine as it will be ruined! Collar and cuffs should be cleaned on a more regular basis, and can go in the wash, so no excuses!

## 4) YOUR APPEARANCE

We at Buff Body Butlers are very proud to say that we have what we feel are the most aesthetically pleasing, handsome and hunky butlers! Your physique is what enables you to do the job that you do, and therefore looking after it is essential. We have taken you onto our books based on the photos that you have sent in, and these are sometimes sent to clients for selection so please be aware that they will be expecting you to look as you do in your photos! We encourage you to update us with new photos from time to time – these can be from jobs, smiling or neutral head and shoulders, or simple topless photos on a plain background. Please no over the top posing, we don't do blue steel here!

Before you go to a job we also remind you to check the following:

Have you got clean hands and feet, and neatly trimmed nails? Women are incredibly observant and will notice a long toenail or dirty fingernails at 40 paces.

Have you dehaired? We don't expect you to go for a full body wax but nobody likes a caveman – keep stubble short and tidy, chest and buttock hair shaved/trimmed. If

you don't have clippers and are a little wary of taking a razor to your behind, hair removal cream is always an option!

Does your breath smell like roses? You will be spending the majority of the job chatting to guests, so please make sure you carry mints, and brush your teeth or use mouthwash if you've had a smelly dinner!

Last but not least, there is no excuse for greasy hair or smelly armpits! We would suggest taking deodorant to the job in case you get sweaty on your travels – always check that you're looking and smelling fresh when you arrive at the job! You will normally be given a bathroom to change in, so please take this opportunity to give yourself a quick armpit check, and freshen up if need be.

## **5) JOB ETIQUETTE**

### **– Before the Job**

You will always be given a contact number for the client ahead of time, and we ask that you send them a quick courtesy text on the day of the booking just to introduce yourself and so that they have your number in case they need to contact you for any last minute changes. You should also take this opportunity to confirm the start time and address with them to avoid any hiccups later!

We always expect you to arrive for a job no later than 15 minutes before the start time. This allows time for you to call the client, get snuck in and change into your kit.

If you start work later than your start time, the client will expect you to make up this time at the end, and you may have other jobs booked in afterwards which will subsequently suffer as a result. At times the party will also have pre booked plans to head out into town/have dinner etc straight after your finish time, so please do not rely on being able to make up time if you are late to a job – always plan ahead and leave plenty of time for traffic/parking/finding the right house number or venue.

**CHARGE YOUR PHONE!** If you rely on your phone heavily and can't function without it then make sure it's charged before attending work with us. We suggest writing your job details and our emergency contact number (+44 7871 588494) on a piece of paper as your phone running out of battery isn't an excuse for not showing up for work.

**NEVER RING THE DOORBELL!** 95% of the time you are booked as a surprise, so you must never go up to the front door of the building. When you are at the venue, wait around the corner out of sight, and call the contact number which you have been given for the job. Your contact will find a way to get you snuck into the building, and give you somewhere to change and keep your clothes. Whilst you are with the client, ask her how she would like you to come into the party – suggest coming into the room with a glass of bubbly or surprising the hen or birthday girl with a kiss on the cheek if she leaves it up to you.

### **– During the Job**

During your shift, there will often be food and drink served which the girls will usually offer to you. By all means you are welcome to discreetly nibble as you are preparing the drinks or out of the way, but please do not take it as an opportunity to have a free dinner!

Drinking alcohol and smoking are strictly prohibited on the job. It goes without saying that getting drunk on your shift is not acceptable and anyone proven doing so will no longer be offered work.

Please do not use your phone at work unless a client is happy for you to take photo for our promo us! You are usually only there for a couple of hours – replying to messages can wait, and you shouldn't have time to be doing this anyway; if you feel like you have run out of things to do, suggest more drinks/food, playing some games,

or even helping to clean the kitchen. By offering to do these small things, you will leave the whole group with a great impression and be much more likely to receive great feedback and/or a tip at the end!

## **6) PARTY GAMES – Please learn**

All games and instructions are on our website linked games.

## **7) INAPPROPRIATE BEHAVIOUR**

If any member of the party at which you are working makes you feel uncomfortable by acting inappropriately in any way, either physically or verbally, politely request that they refrain from this behaviour or speak to the person who you have been dealing with. If the behaviour continues, warn the client that you are within your rights to leave if no action is taken. Contact us if you find yourself in this position and we will personally speak to the client on your behalf.

To clarify, guests should not:

- Make sexual advances/speak to you in a sexual manner
- Use abusive or derogatory language towards you
- Attempt to remove/lift your apron
- Attempt to touch you anywhere inappropriately

Likewise, we also expect the highest standards of behaviour from our staff. We are a sophisticated company who provide well mannered butlers as eye candy and a bit of light entertainment. Your roll is not to fully strip. You are expected to chat to guests but please keep this professional and do not give personal contact details or engage in anything beyond flirtatious conversation. If we hear of anyone doing otherwise we will immediately remove you from our books. **Under no circumstances** must you remain at an event whether by invitation or otherwise unless the client wants to book additional time they need book direct via our booking system.

## **8) LATENESS**

As previously discussed, lateness will not be tolerated as you are booked for a specific time and although you will sometimes have clients who are slightly more flexible, there are also occasions where your clients have made plans that rely on you starting and finishing at your allocated time. We expect you to call to let us and the client know if you are going to be late for any reason. Clients will often contact us if they cannot reach you, and it looks incredibly unprofessional if we have no idea where you are or why you are late.

- Arrive at least 15 minutes before your event start time

Remember arriving less than 15 minutes before your event is considered late so if you're going to be late please let the client know and inform them of your expected time of arrival. If you're going to be later than the start time of the job then you must also inform the events team. If we receive a complaint from the client after your event informing us that you arrived later than your start time and our events team weren't informed then it can result in your wage being reduced if we have to refund the client for time not served.

It is absolutely imperative that you allow enough time to travel to jobs and unfortunately failing to do this will result in wages being docked if you are late or do not show. The reason we have to do this is that if the client has been inconvenienced

or had their booking cut short due to your lateness, they will contact us expecting reimbursement, and ultimately this will fall down to you.

However, sometimes you may find that it's the client that is late and not you! Be patient, contact them and then wait.

If you have arrived at a job ready for your planned start time and they are not ready for you to come in yet, politely remind them that you are only able to stay until your booked time as we will not be able to pay you extra if you are kept waiting and end up finishing late. You may also have jobs booked straight afterwards and so we cannot allow this to impact on other people's bookings.

## 9) CANCELLING WORK

You **MUST CALL** to let us know as soon as possible. We ask that you give us 14 days notice for any jobs you can't work and cancelling work less than 7 days before the event will result in the forfeiting of any bonuses you've earned in the last 2 weeks.

If you have to pull out of an event you have committed to less than 14 days before an event then please let us know as soon as possible. However do note that we do still record this as what we call a 'sick day'. You are permitted 3 of these each year. After this stage we will contact you to let you know you have reached 3 and to check you are still 100% happy with the job. If you then take more 'sick days' then we will have to move you to our reserve butler list which means you will only be offered work that other butlers can't do.

– Cancelling work with less than 48hrs notice

Cancelling work with less than 48hrs notice is not acceptable. Telling us that you cannot work one or two days before the job makes things very difficult for us as we will often not be able to replace you as all other butlers will be booked out already. This means that we have to cancel the job on the client, leaving them without a butler and with a very slim chance of finding another elsewhere. Bearing in mind that most hen parties have been planned months in advance and that you are usually booked as the highlight of the evening, we simply cannot afford the negative impact that cancelling on the client last minute has on our business.

If you cancel work with less than 48 hours notice with no sick note or proven emergency you will be fined the value of your pay for that job from either monies owed or monies earned on future work. If you do have an emergency or sickness that is preventing you from working then you **MUST CALL** ([07871 588494](tel:07871588494)).

Texting is strictly prohibited when cancelling work as there is no guarantee the text has been received.

Any butler cancelling work in this way more than once in 6 months, will be removed from our books.

## 10) EMERGENCIES

In the event of an emergency, which may prevent you from attending your event such as an 'act of god', accident, delay, breakdown or other incident such as losing your phone then please call the main **Number** on( [07871 588494](tel:07871588494)). If someone doesn't answer straight away then keep trying and text along with the lead guest.



## **11) NO SHOW**

Needless to say, extreme lateness without a valid excuse, or not turning up for work at all will result in immediate dismissal, and you will also be fined the full value of the booking and any damages. We will deduct this from any monies owed to you or if none are owed the accounts department will invoice you to your home address and by signing this agreement you are legally bound to pay that invoice.

**PLEASE NOTE!** Your phone running out of battery isn't an excuse for a no show. Fully charge your phone and write down our emergency contact number in advance (07871 588494) if for any reason it dies. We suggest writing down your event address too so if you're in a remote area and can't find a phone to call us from you can still get there.

## **12) CRIMINAL CONVICTIONS**

Whilst having a criminal record will not necessary prevent you from joining our team we do require you to disclose any/all convictions you may have. The team will then decide on a case by case basis if they are happy for you to work on our events based on the type of conviction you may have.

If you fail to disclose any convictions then you are in breach of your agreement with us and this will result in an immediate dismissal if we are notified otherwise as we can request you to do random CRB checks. .

## **13) WAGES AND GETTING PAID**

Basic pay & Travel is paid outside 10 mile radius at a fixed fee rate.

Wages are paid with in a week of your event

## **14) BONUS INCENTIVES**

If you refer a new butler to us we will pay you £25! They can be based anywhere in the country and you will be paid as soon as they have completed their first solo job. There is no limit on how many butlers you can refer. Don't worry that you will lose work if you refer a friend, we are growing extremely fast and a lot of the time we have more work than we do butlers. We also believe in loyalty and will prioritise job allocation based on reliability and time with the company, so a new butler is not going to be given work over a butler who has been with us a long time and always does a good job; it will be filtered down.

## **15) WELCOME**

Last but not least, a warm welcome to Buff Body Butlers – we're really excited to start working with you and hope that you will enjoy being a part of our team!

Best wishes from all at Buff Body Butlers LTD

## **16) USEFUL NUMBERS/EMAILS:**

( 07871 588494 or [info@buffbodybutlers.co.uk](mailto:info@buffbodybutlers.co.uk))

## **OUR AGREEMENT**

**Please respond on email to confirm you agree to the terms of the handbook. Also, email us the following details.**

**First Name**

**Last Name**

**Phone Number**

**Emergency Contact Number**

**Current Address:**

**Account Name:**

**Account Number:**

**Sort Code:**

**By responding to this email format handbook I am agreeing to abide by the standards and rules presented to me above in the handbook/agreement. I understand that failure to follow these rules could result in my immediate dismissal and a forfeit of any monies owed to me. You are work with us at Buff Body Butlers on a self employed basis, you are responsible for your own tax and liability insurance**

**Thanks,**

**Buff Body Butlers**