



Service Is Us, Inc. ...your one phone call solution!

...Who We Are

Service Is Us, Inc. is a "Hospitality Industry" staffing agency founded in Chicago in June 1989. Since that time *Service Is Us, Inc.* has grown into Chicago's premier staffing agency serving hotels, corporate dining rooms, catering firms and private residences. Specializing in waitstaff, bartenders and culinary professionals- *Service Is Us, Inc.* offers Chicago's finest servers supported by an experienced staff of administrators.

Service Is Us, Inc. maintains its position in the Chicago marketplace by consistently fulfilling and exceeding client's needs and expectations.

The *Service Is Us, Inc.* staff is available to you during the slow months when you are not able to keep a full contingent of staff-AND-*Service Is Us, Inc.* is also there to supplement your staff during peak times when there is a demand for additional professional servers.

Service Is Us, Inc. staff arrive clad in full tuxedo with the sense of urgency which gets the job done right. Trained to step in and follow your instructions- *Service Is Us, Inc.* service professionals are your resource for getting the results that you need.

...What We Do

Service Is Us, Inc. creates and maintains a close and active working relationship with all of its clients. All *Service Is Us, Inc.* staff members are trained to identify themselves as employees of our client's- not as *Service Is Us, Inc.* employees.

Our employees are Your employees.

Trained for specific client, site and party requirements- all of our staff are ready, willing and able to do all that is necessary to create a successful event.

Service Is Us, Inc. maintains a staff pool of approximately 350 employees and is confident in its ability to supply “last minute” servers. However we are not able to guarantee large events without minimum notice, especially during peak periods.

We encourage our clients to reserve staff as far in advance as possible and to then make adjustments as the event draws nearer.

Most changes are perfectly fine 48 hours prior to an event and we promise to always do our utmost to have all the staff that you need when you need them.

...Quality Control

All *Service Is Us, Inc.* employees are attired in a full traditional style tuxedo consisting of a single-breasted jacket, a wing tipped pleated shirt, black tux pants and black polishable shoes.

All *Service Is Us, Inc.* Supervisors are required to write “Event Recaps” for every event that they work. We also encourage our clients to give feed back from all events.

Annual performance evaluations are held every January for each and every employee and there are additional programs, which enhance and maintain morale through the year.

New applicants are evaluated through each phase of the hiring process. Only those with the highest standards in work experience are allowed to attend our orientations.

***Service Is Us, Inc.* strives to achieve absolute reliability for all clients. We understand the nature of the business (i.e. ‘the numbers went down’ etc..) and the regular need for adjustments to times and to your staffing levels.**

Canceling staff less than 24 hours in advance presents a problem if the staff member can not be contacted and ends up traveling to the party site. In this instance *Service Is Us, Inc.* is obligated to pay that employee their minimum rate. *Service Is Us, Inc.* will always endeavor to do its very best to fulfill all of your orders and changes to those orders. *Service Is Us, Inc. REQUIRES ALL CLIENTS TO AGREE TO NOT PURSUE IN ANY WAY ANY Service Is Us, Inc. EMPLOYEE FOR EMPLOYMENT FOR THEIR LOCATION OR COMPANY.*

...At a Glance

Features

- **Recruitment**
- **Training**
- **Scheduling**
- **Service Coordinators**
- **Employee Programs**
- **Complete Payroll Administration**
- **Unemployment Insurance**
- **General Liability Insurance**
- **Uniform Standards**
- **SIU Representatives**
- **Significant Resource**

Benefits

- Time/cost savings on advertising, interviewing and screening of applicants
- Client provided with professional staff trained in the highest industry standards and service procedures
- Time/cost savings on phone time to staff for initial scheduling as well as for changes
- Consultation provided for realizing proper staff levels, recommendations concerning service styles and involvement in every phase of party planning
- Solid, professional and consistent staff
- Reduction of in-house staff required for amassing hours and executing payroll computation and posting
- Our clients enjoy low rates due to low claims- You save time fighting and processing claims
- Reduces the risk of costly law suits
- Professional appearance of all staff
- Monitoring and evaluation of all events
- Wide and varied experiences of large *Service Is Us, Inc.* staff contributes to our ability to fill "special" orders

**Service Is Us also offers complete party planning services!
Let us help you plan your menus and organize all rentals and linens.**

...What You Need

Our detail-oriented crew of bookers take the time to find out all your requirements and the specifics for each event. We want to place the right staff for you every time you order.

Service Is Us, Inc. staff arrive clad in full tuxedo with the sense of urgency that gets the job done right. Trained to step in and follow your instructions- *Service Is Us, Inc.* service professionals are your resource for getting the results that you need.

Service Is Us, Inc. offers site-specific training to ensure that all your unique situations can be addressed at the highest level of efficiency and professionalism. Requests for specific staff members are always treated as the highest priority and we make every attempt to fulfill those requests with respect to that employee's availability.

Service Is Us, Inc. creates a list of employees who have experienced working at your site and we continually update this list with all feed back from you to provide you with our very best.

Part-Time Need, Full-Time Staff

The cost of maintaining full-time employees has become prohibitive. Wages, taxes and benefits is only the beginning. The recruiting, training and scheduling of permanent staff is no longer a cost effective option for most operations.

Service Is Us, Inc. steps in to remedy these expensive woes.

Service Is Us, Inc. provides you with trained, experienced staff of the highest caliber. We hire only fully experienced applicants who have references that check out. All applicants must attend a rigorous training program which places them in several practical hands on situations that they may encounter in the field. *Service Is Us, Inc.* includes specific location requirements for a number of our exclusive clients.

Service Is Us, Inc. staff are our EMPLOYEES, not sub-contracted help.

Cutting Your Costs

Service Is Us, Inc. is in the business of supplying its clients with Chicago's finest service staff. To accomplish this *Service Is Us, Inc.* is recruiting prospective employees on an ongoing basis.

The costs of keeping ads in the newspaper are out of hand, and then add these costs to the time and expense of moving an applicant through the hiring process. *Service Is Us, Inc.* goes through exhaustive processes so that you don't have to. *Service Is Us, Inc.* training sessions are always well attended and the newly hired employees are added to our master schedule.

Supervision

Service Is Us, Inc. will fax a list of the staff's names a day or two prior to your event, which can be used as a sign in/out sheet for the staff. *Service Is Us, Inc.* will include at no cost to you a supervisory type individual for all orders of twelve staff or more. This Lead person will check in our staff and can be utilized as a Captain if that is your preference. *Service Is Us, Inc.* offers this service to ensure success at all events as well as to enhance our image to our clients.

Our staff of bookers work closely with you to provide the right amount of staff that fits your budget in the correct uniform at the most advantageous time. This may include filling in for your chef while they are on vacation or that last minute server who called in sick.

Service Is Us, Inc. is available via a 24 Hour paging system that puts you in contact with a *Service Is Us, Inc.* manager who will sort out a solution to fit your predicament.

All phases of our hiring process are handled with the highest degree of professionalism and thoroughness. Amassing and sorting applications and resumes, interviewing, checking references, scheduling a second interview or an orientation- *Service Is Us, Inc.* evaluates and approves the applicant at every level or they do not move forward.

Service Is Us, Inc. handles all your scheduling...

5457-5459 North Broadway ~ Chicago, IL 60640 ~ Phone 773-784-2225 ~ Fax 773-784-6128

Website: www.ServiceIsUs.com

Email: info@serviceisus.com

Our Office Is Your Office

Service Is Us, Inc. handles payroll administration. When you use *Service Is Us, Inc.* all of the paperwork is taken care of. Please allow *SIU* to be your office staff. We do the payroll, pay the taxes and do all the quarterly and year-end reports that you would end up doing.

Service Is Us, Inc. makes the Workers Compensation payments for all of our employees. This cost cutting measure alone makes *Service Is Us, Inc.* an even more attractive alternative to a full-time staff. *Service Is Us, Inc.* pays the unemployment insurance on every server we hire.

“If you were to downsize during your off-peak times you would be vulnerable to unemployment claims from laid off employees.”

***Service Is Us, Inc.* can make you
immune to this situation.**

Service Is Us, Inc. maintains all necessary insurance policies. Of course there are no guarantees in this area but, *Service Is Us, Inc.* shares your exposure to liability. Consider that insurance rates are calculated according to your total payroll.

Service Is Us, Inc. provides a program whereby an employee can engage a comprehensive health insurance policy by meeting simple criteria.

Service Is Us, Inc. provides this benefit as an encouragement to our employees to remain on staff with us and continue to be of service to all of our valued clientele.

Service Is Us, Inc. staff members are available for short as well as long term assignments. *Service Is Us, Inc.* requires our clients to agree not to recruit any *Service Is Us, Inc.* employee directly. Contact SIU management to discuss our buyout policies.

...Service Is Us, Inc. is confident in its ability to supply our clients with the very best available staff all the while saving each client significant energy, time and money...

The High Cost of Employees

Service Is Us, Inc. provides for our clients in a way that none of our clients are able to provide for themselves.

Where a business owner or site manager is obligated to fulfill all federal and state governmental responsibilities on a specific timetable without hesitation nor complaint, *Service Is Us, Inc.* relieves you of these burdens by doing all this tedious work for you.

Take for example one part-time hypothetical employee.....

Let us say that this employee works 20 hours per week and earns \$12.00 per hour.

• Monthly payroll	\$1008.00
• Employer's payroll taxes	\$ 171.36
• Workman's Compensation Insurance	\$ 44.35
• Unemployment Insurance	<u>\$ 37.80</u>
	\$1,261.51

Immediately "RED FLAGS" are going up! This simple dollar total wage is equal to over \$15.00 per hour and we have only begun to investigate the most obvious avenues of expenditure. How much is your time worth in all this? How can you off-set these spiraling costs? Have you ever been late with a federal tax remittance? Who ends up doing all this extra work?

Recent a canvassing of "exclusive" clients *Service Is Us, Inc.* found that significant savings were realized when *Service Is Us, Inc.* was allowed to step in and remove:

- the need to employ a part-time booker, often supplemented by a second during peak times- Many times these are field supervisors who end up burning the candle at both ends- closing down a party at midnight only to be needed in the office first thing in the morning to sort out the next day.

- the need to have a person to take constant phone enquiries from staff looking for work- thus keeping good part-timers in work when you have it.
- the need to have a very competent person to amass, tabulate and process payroll -when there are so many other things to do, some of which actually generate (rather than dissipate) dollars.

THIS LIST CAN GO ON AND ON.....BUT THE POINT IS OBVIOUS FROM VERY EARLY ON
 ******Service Is Us, Inc.****** PROVIDES A VALUABLE SERVICE IF YOU CAN USE IT!

Let's look again at our hypothetical employee...

The cost of maintaining an employee on one's payroll continues to rise due to many of the following factors:

- **Recruiting-** This not only involves the cost of print advertising in daily and weekly newspapers, but also the cost of screening phone calls and mailed or faxed resumes. Add to this the interviewing process- checking references- and always the hope that you are going to get what you seem to be bargaining for.
- **Training-** New hires must be given orientation and training. Someone has to take charge of these raw recruits. Time and energies invested in these still unknown commodities makes this a very important period of growth for developing permanent employees. Are we always willing (and able !?) to give everything necessary to make this part of the process a success?
- **Monitoring-** When you use *Service Is Us, Inc.* employees you are assured of having tried and true workers who have the background and experience in YOUR field. *Service Is Us, Inc.* employees arrive at your site ready and willing to get the job done.
- **Liability Insurance-** *Service Is Us, Inc.* carries the insurance policies that cover our responsibilities in this area. When you use *Service Is Us, Inc.* employees you don't have the need for basic coverage required for full-time employees.
- **Payroll Administration-** From the actual cost of each payroll check to the time spent computing wages and year-end reports... it all takes time and costs you money.
- **Administrative Functions-** Scheduling, scheduling, scheduling... the simple fact that you can make just one call to order those staff for your big days next week - and then have the time to do the things you really need to do - makes *Service Is Us, Inc.* the right choice.

***Service Is Us, Inc.* wants you to give us the opportunity to show you how can make things happen for you that you cannot do for yourself.**

Standard Rates

- All rates listed below are per hour charges; 4-hour minimum shift applies.
- Rates as of 4-1-2007 ~ All figures are subject to change.
- New utility staff category added 4-27-2009



◆ Corporate dining rooms, Catering firms, Country Clubs and Business functions

Lead Supervisors- \$29.75*	Lead Waiters- \$23.75
Captains, Supervisors- \$27.75	Chef-\$27.75
Waitstaff, Bartenders & Barbacks- \$19.75	Prep & Plate Cooks-\$20.75
Utility: Porters & Dishwashers-\$15.00	Executive Chef- \$35.75
Coat Check Staff- \$19.75	

*(For complex events and parties of 500 or more)

◆ Private & Residential Functions

Supervisors- \$29.75
Waitstaff and Bartenders- \$23.25
Culinary staff available- rates begin at \$27.75 per hour, 4-hour minimum

SERVICE IS US ACCEPTS ALL MAJOR CREDIT CARDS

◆ Holidays

Time and a half is charged for the following Holidays:

*Christmas Eve
Christmas Day
New Years Eve*

*New Years Day
Easter Sunday
Memorial Day*

*Independence Day
Labor Day
Thanksgiving*

◆ Travel Charge

Drive Charge : 1.5 Hour per driver

Travel Charge: *Varies by location* Per Hour \$16.50

The SIU drive / travel policy is as follows.

Drive Time: This is charged when a client orders staff to go to any location, which requires a driver due to insufficient public transportation. SIU will carpool up to 4 staff persons per car. The SIU client is charged \$24.75 for each driver. (or 1.5 hrs)

Travel Time: This is charged in addition to the driver charge, a specific "hour charge" is billed for each staff person going to a party site, contact SIU management for specific "Standard Travel Times" by location, or see <http://www.serviceisus.com/stt.html> for a full listing.

BASSET

Why should your staff be BASSET trained and certified?

- ✘ Lower Insurance rates and risk.*
- ✘ Compliance with potential City of Chicago, mandate to required certification by all bartenders within City Limits-before it becomes LAW.*
- ✘ Give your staff the tools they need to serve alcohol responsibly.*
- ✘ State of Illinois- Licensed BASSET Training and certification site.*

Training Options...

- ✘ 1 Full Day of training and testing (6 Hours)*
- ✘ 2 Days of training and testing (3 Hours each day)*

Tuition \$75.00 per. attendee ...Includes;

- ✘ Instruction and training materials*
- ✘ Certification testing*
- ✘ 8" X 11"Certificate to frame and display*
- ✘ Laminated 'Mini-Certificate / Picture ID*



*5459 North Broadway, Chicago, IL 60640
Phone: 773-784-2225/Fax: 773-784-6128*

Food Safety & Sanitation Training

Why should your staff be trained and certified?

- ✘ Lower Insurance rates and risk.*
- ✘ Compliance with City of Chicago & State of Illinois Dept. of Public Health as required by law*
- ✘ Give your staff the knowledge they need to prepare & serve food responsibly.*
- ✘ National Restaurant Association ServSafe Training and certification site.*

Training Options...

✘ 1 Full Day for re-certification and testing (6 Hours)

Tuition \$125.00

✘ 2 Days of initial training and testing (8 Hours each day)

Tuition \$250.00 per. attendee ...Includes:

✘ Instruction and training materials

✘ Certification testing

✘ 8" X 11" Certificate to frame and display

✘ Laminated 'Mini-Certificate'



5459 North Broadway, Chicago, IL 60640
Phone: 773-784-2225/Fax: 773-784-6128



SERVICE IS US, INC.
ADMINISTRATIVE POLICY
Revised 04/01/2007

Payment Terms

Service Is Us, Inc. (SIU) maintains the following payment terms: All invoices for corporate clients with approved credit applications on file are payable net 30 days from the date of the invoice. Finance charge of 18% annually (1.5% or \$10.00 minimum monthly) will be applied to all past due accounts. Credit approval may require credit application or credit card guarantee at the discretion of **SIU**. The payment due date is printed on the invoice. Unpaid invoices after the due date will be charged to the guarantee credit card where applicable.

Scheduling

SIU Requests that orders are placed for **SIU** staff as far in advance as possible. Large orders of more than fifteen (15) staff cannot be guaranteed if ordered less than ten (10) working days in advance. **SIU** is obligated to give ample notice to in the unlikely event that **SIU** is unable to fill any order. **SIU** will fax confirmed staff names to corporate and catering clients the day prior to a scheduled event. On Friday, **SIU** will fax confirmed names for Saturday, Sunday and Monday. Private residence clients will be called with the names of the staff assigned to their event.

Start time and End Time

SIU will bill from the time an employee begins to work until that employee is sent home at the end of the shift (4-hour minimum applies). The staff of **SIU** is instructed to make every attempt to arrive early at the event site; all staff that is started earlier than the scheduled report time will be paid from the earlier time. **SIU** clients will be billed accordingly. In the event of a late-arrival, the 4-hour minimum is forfeited, and the client reserves the right to send home the person at any time. **It is highly suggested for all corporate and catered events, to insure correct billing, that completed staff sign in sheets be faxed to the SIU office Fax #773-784-6128 immediately at the conclusion of an event.**

Uniforms/Discipline

Every **SIU** employee is required to have a clean and pressed uniform at all times. The **SIU** uniform is a Single Breasted Black Tuxedo Jacket, Black Tuxedo pants, White Tuxedo Shirt, Black Bow Tie, Black Cummerbund, Black Socks and Polished Black Shoes.

At the **SIU** orientation each employee is notified that if they arrive to a party site, late, out of uniform, or not professionally groomed, they forfeit the 4-hour minimum guarantee of hours. We ask that in the event an employee of **SIU** is not in compliance with our uniform policy **or** any policy you may have, please notify our office the next business day, **or** in an extreme situation feel free to call our 24-hour pager. It is your prerogative to either send that employee home or only work them as long as you need them.

Cancellation / Change Policy

All cancellations and changes must be handled by the *SIU* office. Canceling staff less than 24 hours in advance presents a problem if the staff member cannot be contacted and ends up traveling to the party site. If staff is canceled or report time is changed less than 24 hours prior to the event and *SIU* is unable to contact the staff member, *SIU* is obligated to pay our staff, therefore *SIU* will bill for the four (4) hour minimum shift. *SIU* will always endeavor to do its very best to fulfill all orders and any changes to those orders. If staff reports to a party site, and are sent home for reasons other than disciplinary, *SIU* reserves the option to bill for the four (4) hour minimum shift.

Employee Buyout Option

As a *SIU* client it is imperative that no solicitation of *SIU* staff for direct employment takes place. If it is desired to hire an *SIU* employee, that option exists through negotiation with *SIU* management. The terms of this agreement would be through either a flat rate or by scheduling the said staff through *SIU* for a period of 300 hours. ALL BUYOUT ARRANGEMENTS MUST BE APPROVED BY *SIU* MANAGEMENT PRIOR TO STAFF BEING NOTIFIED OF THIS REQUEST.

SIU agrees not to solicit any staff of its clients for employment with *SIU*. In the event that a employee of its client’s approaches *SIU* for supplemental employment, *SIU* agrees not to employ said employee without prior approval from a representative of said client.

Travel Policy

Based on location, *SIU* may assess a travel / driver charge. The *SIU* travel / driver policy is as follows:

Driver Time:

This is charged when a client orders staff to go to a site outside the city limits or any location that requires a driver due to safety or insufficient public transportation. *SIU* will carpool up to 4 staff persons per car. The *SIU* client is charged 1.5 hours @ \$16.50 for each driver: total of \$24.75(*SIU* cost).

Travel Time:

This is charged in addition to the driver charge, a specific “Standard Travel Time” is billed for each person going to a party site outside the city limits. This charge varies by location, and is billed out at \$16.50 per hour (*SIU* cost). A list of the Standard Travel Times by city is available upon request or at <http://www.serviceisus.com/stt.html>.

Please sign and date below and return to Service Is Us, Inc. by fax or mail:

Client Signature : _____ Date : _____

Company : _____.



Contact Information

SIU-Chicago Office # 773-784-2225

SIU-Chicago Fax # 773-784-6128

24-Hour Emergencies:

Contact the Manager-On-Duty via the office voicemail system

Email and Sales Information:

Todd Armbruster, Owner/President

tarmbruster@serviceisus.com

www.ServiceIsUs.com