

Service Is Us, Inc.

D. Todd Armbruster, President tarmbruster@serviceisus.com
Lee Guzman, Booking Manager lguzman@serviceisus.com
John Tamayo, Director, Human Resources jtamayo@serviceisus.com
Anthony Myers, Office Manager amyers@serviceisus.com



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.

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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 : _____.