

FAQ'S

This page is here to offer you general guidance on working for CTM, for information related to any individual event please contact our office.

What happens once I have filled in my details on the database?

The database form on the recruitment page allows us to pull people details up quickly and acts as a first point of reference when we are staffing events. Even if you have filled in an application form or have worked for us before please fill in your details online and which events you would like to work at. We will then contact you with regards to working at your chosen event or area.

What about tax?

To ensure that you are on the correct tax code you must complete and return the relevant tax form to our offices before commencing work. If you have a p45 please send it to us. Otherwise you will need to complete a p46. If you are a student and are working for CTM only during the holiday period you can complete a p38. Download the relevant tax form from www.hmrc.gov.uk/forms/p46.pdf or a www.hmrc.gov.uk/forms/p38s.pdf. Please only complete 1 form.

When and how do I get paid?

- Payday falls on the 15th of the month, if it falls on a weekend or bank holiday your payment will go into the bank on a Monday or the next working day.
- Work from the 1st of a month falls under the next month's pay, for example if you work an event that falls on the 1st and 2nd of January you will be paid on the 15th February.
- The payroll only happens ONCE a month. If paperwork is not submitted on time payment will be delayed until the following month's payroll.

How much do I get paid?

Pay rates depend on the event and your job role.

- The minimum pay rate for stewards, cashiers and traffic marshals at festivals is £6.21 per hour and £6.25 for all other events (this includes holiday pay).

What happens if my pay is not right?

- Firstly check directly with the bank that your account has not been credited. ATM's often do not show funds immediately
- If you have a building society account please allow at least two additional working days after the 15th for your payment to show. Building societies take longer than banks to clear payments.
- If you are due to receive a cheque please allow a couple of days to reach you and remember that you will be charged £4 for admin purposes.

If you still have received no pay

- Phone the Coventry office and have your payslip to hand. Note your employee number, which can be found at the top of the right hand corner of your pay slip?
- Be sure that you understand the problem and that you have done everything possible to find out what has happened-i.e. contacted bank etc
- We will then take your details and investigate your query.
- We aim to resolve your query as quickly as possible, however you need to allow at least 48 hours before expecting a return phone call.
- Once resolved, if you are due a payment, please allow a minimum of 7 working days, for

your payment to be processed and to reach you.

All employee information is totally confidential, and we cannot accept queries or calls on behalf of an employee.

I have been taxed too much?

If you have been taxed too much, please contact your tax office, we cannot do this for you.

Can I camp on site?

If you are working at an event that runs for more than a day there is usually camping available. You need to bring your own camping gear, such as a tent, sleeping bag, and other necessities. Staying on site can be a great way to meet with other members of the team. Always check with the office about camping.

Is there work available for my friends?

Yes. We always encourage people to bring pals with them to work as it makes the job even more fun. All you need to do is get them to apply and book in with our office. Please note, it may not always be possible to work together whilst on duty.

When and how do I get an event list for 2009?

We do a mass mail out of the 2009 event list and this year it will be out by the end of February. If you have not received one by early March please call the office to request one.

Alternatively if you would like to be removed from our mailing list contact the Coventry office.

When we have your returned events list, we will keep your information on file and contact you nearer the event date (usually three weeks in advance)

Remember that there are often alterations to the list, i.e. additional events and cancellations so please contact the office to confirm events and check for any additions.

How do I become a supervisor?

We choose our supervisors based on a number of factors including:

- Reliability, enthusiasm and work ethic
- the ability to deal fairly with other staff, the public and clients
- effective organisation skills
- how long you are likely to work with us

Talk to the other supervisors and or managers on site about potential opportunities.

If you want to apply before the summer starts just contact the office and we can discuss your requirements in more detail.

What's the uniform?

For men, it is black trousers, white shirt, black tie and black shoes. For women, it is black skirt or trousers, white shirt or blouse, black tie and black shoes. Make sure you wear comfortable black shoes, as you maybe on your feet for much of the day. Please don't wear sandals or flip-flops as you will not be allowed to work.

Anything else I might need?

Bring a black jumper and waterproofs in case of bad weather or anything else that you may need to keep warm and dry. Bring a hat, suncream and water incase of hot weather.

You may also want to bring food and drinks as these can be very expensive on site.

If you cannot find the answer to your question on the web site, please call our offices and Someone will be happy to help you.