



Letheby and Christopher profile

Letheby & Christopher have been working with Cheltenham Race Course to supply a quality catering service since 1926. Customer care is the most important part of Letheby & Christopher's work.

As a temp on site your priority at all times will be Customer Service. Always make sure you are professional, friendly and helpful.

Always wear a smile!



Racing Ahead Cheltenham Racing Season 2008/2009

The Showcase	Fri 17 th , Sat 18 th Oct
The Open	Fri 14 th , Sat 15 th , Sun 16 th Nov
The Boylesports International	Fri 12 th , Sat 13 th Dec
New Years Day	Thurs 1 st Jan
Festival Trials Day	Sat 24 th Jan
The Festival	Tues 10 th – Fri 13 th Mar
The April Meeting	Wed 15 th , Thurs 16 th , Fri 17 th Apr
Hunter Chase Evening	Wed 6 th May eve

contact us

t: 01242 224 488
m: 07970 817 061 (24 hrs)

info@regency-recruitment.com
www.regency-recruitment.com

**If for any reason you may be late or ill
When you are meant to be working you
must contact Regency Recruitment
immediately.**

orientation guide

Cheltenham Racecourse

**You have been chosen to work with
Regency Recruitment and Letheby &
Christopher at Cheltenham Race
Course.**

Please take the time to read this guide for
information on the following:

- Check-in
- Hours
- Dress code
- Letheby and Christopher Profile
- Cheltenham Race Dates

*Regency
Recruitment*



check – in

race days

(always read the Cheltenham Racecourse handbook, which is specific to each race meeting)

Please meet at the front of the Centaur, where Regency Recruitment will issue you with a Letheby and Christopher work card, which details your job title, the location in which you will be working, and hours.

Also you will be issued with a Regency Recruitment timesheet, which is really important for you to keep safe, completing your hours and any changes that happen during the day. This timesheet must be handed into Regency Recruitment no later than the day after a race meeting in order to ensure your pay is calculated correctly.

Then go to the Persian War Bar, (which is located down the steps by the Festival Bowl sign) to collect your uniform and lunch.

Letheby & Christopher will provide you with a cold packed lunch – sandwich crisps, fruit, chocolate & a drink.

hours of work

Race days vary, you may be booked for a 4/5 or 9/10 hour shift. There is no guarantee of finish times.

remember at the end of each shift you must go to the Persian war bar and swipe your green slip out. If you are booked into a short shift you must report to the staffing office to check out.



banqueting (non-race days, conferences parties and other functions)

Please meet at the Hall of Fame where you will be met by a Regency Recruitment or Letheby and Christopher representative. Your name will be added to a multi timesheet. Please phone the Regency Recruitment office the day after a shift to confirm the hours you have worked.

hours of work

Banqueting hours of work vary, however an estimated finishing time for each shift will be given at the time of booking. You must be flexible.

bar staff

Please take a cork screw & bottle opener with you.

waiting staff

Please take pen/pencil and waiters friend with you.

confidentiality

Whilst on site working for Letheby & Christopher/Compass Group any information gleaned from/about the company must not be discussed with any person after leaving site.

dress code

girls

- Black knee length skirt, barely black tights up to 15 denier (not opaque)
- Smart black tailored trousers & black socks. (no jeans or leggings)
- Black closed toe shoes (not sling backs)

boys

- Smart black trousers & black socks. (no jeans or leggings)
- Black closed toe shoes

Letheby & Christopher will issue you with appropriate uniform depending in which area you are working:

- Your shirt must be tucked in
- Sleeves must be kept down at all times

You will be required to return the uniform at the end of each day. Any uniform not returned you will be charged for.

Do not wear trainers to work. They will not protect your feet and do not form part of the uniform required.

Do not wear facial piercings.

Do not wear nail varnish or heavy make up or you will be required to remove it before you commence work.

Do not wear jewellery apart from one pair of stud earrings for girls (none for boys) a plain wedding ring may be worn if applicable.

Do not take large amounts of cash or any valuables with you.

Mobile phones must be switched off at all times.

Letheby & Christopher will ask anyone not adhering to these standards to leave site immediately.