

SHIFT COVERAGE POLICY

Purpose of the policy:

- To provide a structure for all Front of House Staff to follow regarding getting coverage for shifts they are no longer available to work
- To ensure ALL shift changes are communicated in a clear manner, to all relevant people
- To avoid possible gaps in shift coverage due to mis-communication
- To ensure the needs of the client are fully met

Policy:

- If a member of the FOH team's availability has been submitted but has changed **prior** to the schedule being locked and distributed, the Bookings Coordinator must be called/emailed as soon as possible to ensure the schedule can be adjusted before distribution.
- If a member of the FOH team's availability has been submitted but has changed **after** the schedule has been locked and distributed, it is the responsibility of that staff member to find a replacement. If that staff member is unable to find a replacement they will be expected to work the shift as scheduled. Failure to appear for scheduled shifts may result in disciplinary action.

Procedure:

If a member of the FOH team is unable to work their shift as scheduled, they must take the following steps:

- Communicate directly with the Bookings Coordinator by email no later than 48 hours in advance.
- In the event of a family or other emergency **only**, less than 48 hours' notice is acceptable. Please inform the Bookings Coordinator directly by phone.
- Requests for time off or shift changes **must** be approved by the Bookings Coordinator **prior** to a call going out to co-workers. In your request please include the following information:
 - i. Shift (including both date and times) requested off
 - ii. Reason for request
 - iii. Acknowledgement that the inability to find coverage for your shift means you will be responsible for working as originally scheduled.
- Once, and only when, **the request has been approved** by the Bookings Coordinator, an all-FOH staff email can be sent out requesting shift coverage.
- **Please remember that an Usher can only seek coverage from a fellow Usher, and Supervisors can only seek coverage by another Supervisor. These positions are not interchangeable.**
- When a suitable replacement is found the FOH team member seeking coverage must communicate this change via email **with both the Bookings Coordinator and the staff member who has agreed to cover the shift**. The Bookings Coordinator will then reply to both parties confirming receipt of the email and **if** the switch has been approved.

Please note: You are often paired with clients or events that best reflect your abilities and unique skill sets. The Bookings Coordinator therefore, within reason, reserves the right to refuse to approve a switch for these or other reasons of timeliness and fairness to fellow staffers.