



## **FAQ**

**Sometimes the answer you are looking for can be found right here. Take a look at our most frequently asked questions.**

### **Q. How do I apply for a vacancy?**

**A.** All of our vacancies are advertised on Indeed and Universal Job Match, and also at our 'TTS FM' Facebook page.

### **Q. What can I expect in the interview?**

**A.** We have minimum two staged process during the interview in which the first stage is standard for all vacancies. Candidates are expected to run through their CV, past experience, their version of suitability to position. Further, all candidates are run through Customer service skill attitude questionnaire, examples whereby they delivered exceptional customer service in their previous job role or any form of environment where they succeeded to provide exceptional service in case they do not have prior experience, role play suited to their job role under certain specific environment and general exchange of their expectancy from the company.

### **Q. How soon after my interview can I start work?**

**A.** As an Approved Contractor, all our new security employees are vetted to BS7858, however, we can start a potential candidate once they have been provisionally screened. You must then be fully screened during your first 12 weeks of employment. For the cleaning division, certain contracts require the company to screen candidates to the basic vetting and again this could lead to a slight delay before a start date is confirmed.

### **Q. Do I get provided with uniform?**

**A.** Yes, TTS FM will provide you with TTS FM branded corporate uniform with complete protective equipment required for you to carry out your job role.

### **Q. Do I have a probationary period?**

**A.** All TTS FM employee's have a 6 month probationary period, during this period you will be expected to complete company forms and declarations and be screened successfully to BS7858 Standards within first 12 weeks.

### **Q. When will I get paid?**

[www.TTSFM.co.uk](http://www.TTSFM.co.uk)

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#### **TTS FM**

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**A.** Hourly paid employees receive payment fortnightly with one week in hand. You will be provided with pay day cycle and depending upon your start date, you will be able to work out your first pay day. Management employees get paid monthly on the last Friday of each month.

**Q. How many holidays will I receive?**

**A.** All staff members are entitled to 5.6 weeks holiday (pro rata). The holiday year will run from the date you commence your employment.

**Q. How will I know when I am working?**

**A.** TTS FM have an online mobile application in partnership with PARIM for all of our employees, which you will login to using your personal login details to view your future duties, request or volunteer your name for any potential overtime. You can also use this portal to order more uniform, book annual leave and review the employee handbook and all company policies and procedures, Assignment instructions, risk assessments and any other form of company communication.

**Q. What about training?**

**A.** All new starters will undergo company and site inductions and will be given site appropriate training. Refresher training will be ongoing as and when required.

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