



Maximising the Success of Your Temporary Staff

Temporary staff can make a big difference to your event. A little planning helps them perform at their best — and keeps things stress-free for you.

Here are 8 quick tips to get it right.

1. Give Clear Instructions from the Start



- **Idea:** Temporary staff work best when they know exactly what's expected.
- **Example:** A short, focused brief helps avoid constant questions later.
- **To Do:**
 - Share key duties in simple bullet points
 - Confirm timings, breaks, and main contacts
 - Highlight any “must-do” or “must-avoid” points

2. Provide a Point of Contact



- **Idea:** One person they can check in with avoids mixed messages.
- **Example:** Staff wandering between managers looking for answers creates delays.
- **To Do:**
 - Assign a single on-site lead or supervisor
 - Make sure all staff know who that is
 - Keep lines of communication simple

3. Make Them Feel Part of the Team



- **Idea:** A quick welcome sets the tone and boosts motivation.
- **Example:** Staff who feel included are more engaged and proactive.
- **To Do:**
 - Introduce them to permanent team members
 - Explain how their role contributes to the bigger picture
 - Use first names and be approachable

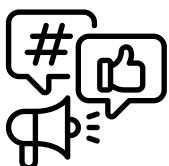
4. Share Venue Basics Early



- **Idea:** Simple details save time and reduce stress on the day.
- **Example:** Directions, What3Words, and where to sign in or store belongings.
- **To Do:**
 - Send travel and access details in advance
 - Mark clear meeting points on site maps
 - Let staff know about facilities (toilets, break areas)

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Tel: 0844 800 0071 (Mon to Fri) Out of office hours contact : 07810 550 202



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5. Set Realistic Expectations ☐

- **Idea:** Staff will give their best if they know the boundaries.
- **Example:** Expecting temporary staff to make senior decisions leads to stress.
- **To Do:**
 - Match duties to the role they've been hired for
 - Clarify where responsibility ends
 - Escalate bigger issues to permanent staff

6. Keep Energy Levels in Mind ☐

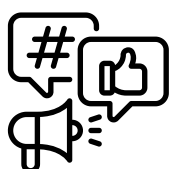
- **Idea:** Long shifts and high-energy roles need breaks and refreshment.
- **Example:** A short, timed pause can prevent mistakes later.
- **To Do:**
 - Schedule proper breaks into the day
 - Remind staff where to find water or snacks
 - Rotate roles if possible to avoid fatigue

7. Provide Quick Feedback on the Spot ☐

- **Idea:** Small corrections early prevent problems growing later.
- **Example:** A quiet word on positioning or information can sharpen performance instantly.
- **To Do:**
 - Walk the floor and check in regularly
 - Praise good work as much as correcting issues
 - Encourage questions if something isn't clear

8. Wrap Up with Thanks and Next Steps ☐

- **Idea:** A good finish makes future work smoother and leaves everyone positive.
- **Example:** Staff who leave feeling appreciated are more reliable if hired again.
- **To Do:**
 - Thank staff personally at the end of their shift
 - Gather quick feedback on how it went
 - Note stand-out performers for future events



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