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**10%**  
placement fee

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## Introduction

H&C Solutions Ltd specialises in permanent recruitment for hospitality professionals in the catering industry. Our initial consultation focuses on understanding each client's specific needs. Our aim is to establish a working relationship with clients, matching their company ethos and recruitment expectations with suitable candidates. H&C operates as a team-based model instead of using traditional KPI and commission-based targets. This approach ensures candidates are matched with appropriate jobs, promoting the achievement of career goals and meeting clients' needs with dedicated candidates.

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# Contingency Recruitment

Contingency recruitment is a recruitment model where an agency is only paid if they find and successfully place a candidate in a job. It's also known as "no win, no fee".

## How it works?

- We have a thorough conversation about the position/s that you are looking to fill.
- We begin shortlisting for your position - utilising internal database searches, advertising, head-hunting, e-shot/text-shot campaigns using our internal Applicant Tracking System (ATS)
- If we find a suitable candidate you would like to interview or trial, by introduction they are invited to attend.
- If you hire the candidate, then we charge a recruitment fee of 10% of annual salary.

## Why does this method benefit your business?

- As a no win, no fee recruitment model, there is no obligation to pay any fee/s upfront or incur any costs for marketing your role. With this model you can use multiple agencies, and or your own in-house recruitment, which can lead to faster placements.
- The competitive nature of contingency recruitment can lead to faster placements.
- Our team have the knowledge and motivation to hand-pick the right long-term candidate for your business.

## Fees and Rebate for successful hires?

We offer a full one month rebate. This means that you will have '30 days' with your new recruit, without the risk of paying a recruitment fee. This will allow your new recruit to settle in to their new role and for you to assess, if the role fits the candidate. We offer a sliding scale rebate for months 2 and 3;

- 0 - 1 month - 100% refund
- 1 - 2 months - 50% refund
- 2 - 3 months - 25% refund
- Over 3 months - rebate ends



‘Hiring the wrong people is the fastest way to compromise a sustainable operation’

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## Internal Database

Our fully searchable Candidate Relationship Management (CRM) and Applicant Tracking System (ATS) support our ability to scour the market for active and passive hospitality professionals. Every candidate is unique to us. Following manual interviews and building a relationship with our candidates, we build a matrix which maps out their perfect role. By performing regular branded email/text campaigns for our clients, we have continual candidate activity to boost candidate attraction.

01

## **Chefs - Main Kitchen**

46,874 registered London based chefs.

02

## **Pastry Chefs**

6,765 registered London based pastry chefs.

03

## **Front of House - All levels**

32,299 registered London based FOH professionals.

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# Our Methods of Recruitment

As a specialist perms agency we are continuously talking to like minded individuals about the world of hospitality. The hospitality industry faces many recruitment challenges including high turnover - which possesses significant challenges in a market that is already difficult to find qualified staff. Seasonal fluctuations with a surge of demand in peak seasons followed by times of the year where staff costs pose a risk to cashflow. Competition to hire talent with many hospitality business competing for the same pool of candidates. By promoting our clients businesses and marrying the expectations from candidates we represent, we can create a seamless recruitment funnel. With the use of a driven work force our day to day will include the likes of;

- Dealing with direct applications.

- Engaging with candidate referrals.
  - Utilising LinkedIn Recruiter - head-hunting.
  - Branded e-shot campaigns.
  - WhatsApp and Text Messaging 'Job Alerts'
  - Sifting through 1000's+ daily passive job seekers through advertising portals (cv databases).
  - Strategic advertising.
- 

## The Recruitment Process



We begin with a telephone, video, or in-person meeting to get to know your recruitment needs, your company culture, and the finer details of the role



The signed H&C Solutions terms and conditions are returned, confirming the contingency placement fee and the rebate period before any work begins.



Our team works together to understand the market and build a strategy that attracts the very best talent. The role is then promoted on external job boards as well as within our internal CRM



We actively scout for passive talent using text campaigns, head-hunting, and online CV platforms. Our consultants also tap into their hot-lists to brief engaged, active candidates who could be a strong match for the role.



Shortlisting starts with scheduled face-to-face, video, or telephone conversations, allowing us to understand how well each candidate aligns with the brief—their skills, goals, right-to-work checks, location, and preferred working conditions.



We ensure successful candidates receive a full briefing on the role—covering expectations, working environment, salary, commute, and long-term opportunities. We also send further details so they can do their own research and feel confident before agreeing to attend an interview.



Where possible, we obtain references on the candidate's behalf. Their CV is then shared with the client, who will decide whether to invite them for an interview/trial or not. We keep open communication with both parties at every step.



We arrange all interviews and trials, and we make sure candidates receive clear feedback afterwards, regardless of the outcome.



When a candidate receives an offer, we arrange a short consultation with one of our consultants. It's a chance to check in on how they truly feel about the role and make sure they're completely comfortable and excited to accept.



Once a candidate is successful, we pass their details to the client so they can begin onboarding, prepare contracts, arrange inductions, and agree on a confirmed start date



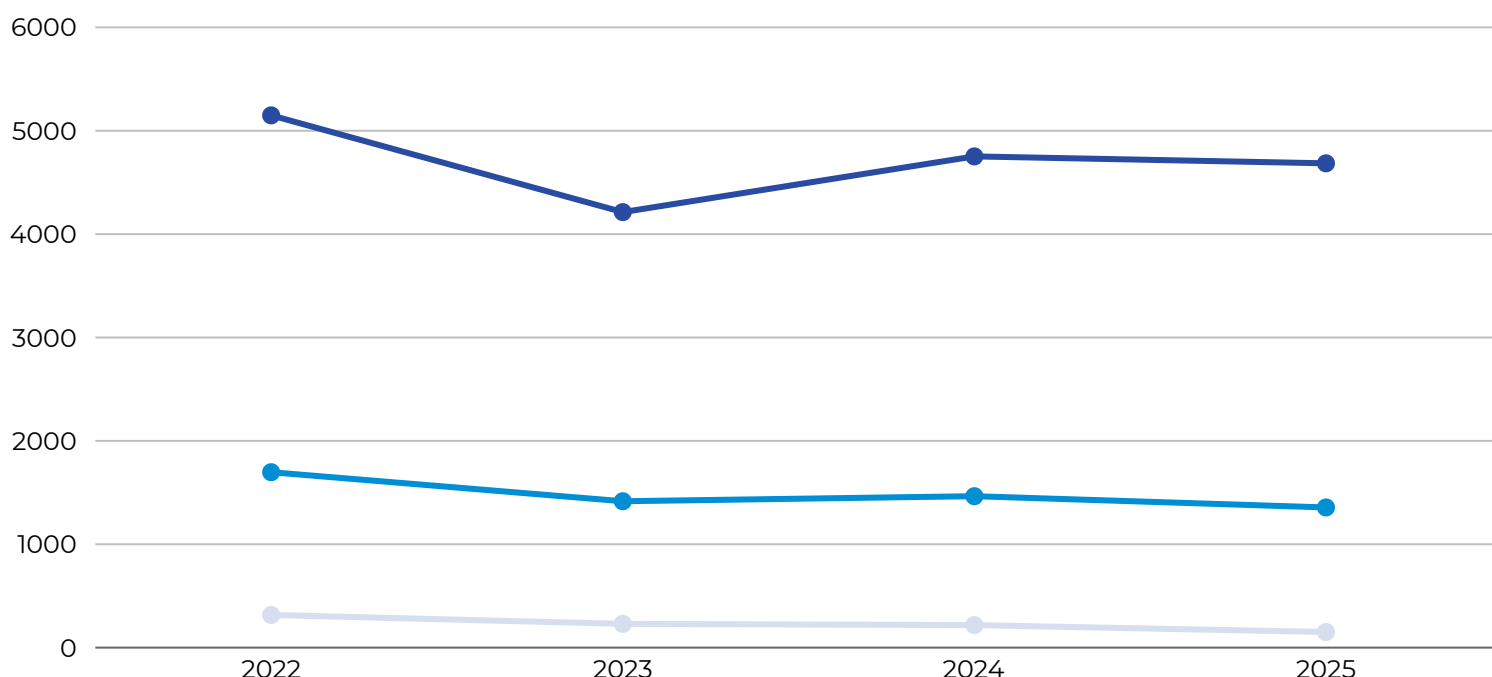
We stay in close contact with both the candidate and the client to make sure all right-to-work checks are completed and that the candidate has a fully agreed start date and rota.



Once a candidate has begun their new role, we step back unless the client asks us to carry out any follow-up check-ins.

## Recruitment Statistics

Below is a line chart to show the total amount of candidates that were **shortlisted** for our clients, formal **interviews scheduled** and **successful placements** made between 2022 and 2025.



## 5x Interviews

On average we schedule five interviews/trials per job before placing a successful candidate.

## 7% Drop Out

Of the 257 placements made in 2024 - 5 candidates left after 1 month (50% refund) and 12 left after two months (25% refund).

Here are a few of the facts highlighted in the graph above:

- In 2025 we scheduled a total of **1356** first stage **interviews/trials** with our clients.
- In 2025 we **shortlisted** a total of **4685** candidates for prospective job opportunities.
- In 2025 we **successfully placed** a total **151** candidates.

### Did you know?

We are able to break-down invoice payments over an extended period of time to support with your budgets.

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## CLIENT TESTIMONIALS

As devote recruiters to a variety of diverse hospitality operations, receiving endorsements from a happy client, makes the 360 hiring process evermore worthwhile.

Their positive experience makes for a very proud recruiter.

Jason and the H&C team have always delivered great candidates at all levels. I like their flexibility and approach to recruitment, always with a keen eye for quality and personally in candidates, together with listening to the clients brief. I have been rewarded and benefited in meeting some great stars of tomorrow.



I have been working with H&C Solutions since opening my new restaurant in November 2020 - Sams Riverside. I have always found them to be very helpful, efficient and knowledgeable on the industry. Chef recruitment has never been harder and you need someone to help push the best candidates your way.

Sam's  
RIVERSIDE

Over the past seven years, we've worked with H&C solutions on many different projects. Each time, they were successful in assisting us to explore the market and secure the right person for Roast Restaurant Ltd. H&C Solutions are always helpful and reachable, providing our company with top talent. The service, the prompt attention, the consistent follow up and the quality of candidates we get from them speaks well of their recruiting and screening process. I would definitely work with them again!

roast

Jason & Edward (and the whole team at H&C) are a trusted part of my PSL. In a tough market in London, finding quality chefs is extremely challenging, but the team consistently produce strong CVs. Their placement ratio vs dropouts is extremely low and I know that the work that happens behind the scenes before the CV is even sent to me, is a testament to the quality of their applications. I wouldn't hesitate in recommending the H&C team to anyone who is looking to source top talent into their hospitality group.

CAPRICE  
restaurants

When we need additional support, Edward and Jason become a natural extension of the Corbin & King recruitment team. Their approach to business and wanting the best for candidates is aligned to our values, creating an effortless and enjoyable working partnership. I'm sure there are others who echo this sentiment and it's why they've remained reputable since 2007.

**CORBIN & KING**

H&C are solid, reliable and trustworthy.

Jason, Edward and the team are fast, efficient and great to work with. For anyone needing hospitality staff from a trustworthy company I would definitely recommend H&C - they are definitely my first choice!

**CUBITT**  
HOUSE

## CANDIDATE REVIEWS

Marrying a candidates individual requirements, with one of our clients unique opportunity makes for a good old 'pat on the back'. The only way it gets better is when they leave a review to express their gratitude.

A happy candidate, makes for a long term placement!

The guys at H&C Solutions (Especially Edward) have helped a couple of times find a job, and I got to say was the best service! Always there when I needed and always jobs that had exactly the specs that I asked for! 10/10! If you are looking for a job in hospitality give them a call!

**Nikoloas** - Sous Chef

Great service offered by H&C solution .  
Jason took care of my case, which give me a great job opportunity in a high standard kitchen in about three day. I highly recommend their services: fast, professional, great jobs opportunities .

**Giacomo** - Junior Sous Chef

Thank you so much to Edward for helping me find my new job! He was extremely helpful and responded quickly to all my questions. I really appreciate everything they have done for me during this process and would definitely recommend H&C Solutions!

**Mirsad** - CDP

I was contacted by a lovely woman called Gemma from H&C solutions who came across my cv.

She gave me a call and spent some time with me on the phone asking me what type of job I was looking for and any other requirement that would best suit me in my job search. Later the same day she sent me some jobs to scroll through. After looking i found a really nice one that caught my eye. Gemma was super helpful at setting up interviews/trials. Overall the company did a great job at helping find a job that best suited me and I believe I'll be very happy.

**Reece** - Chef de Partie

A big thank you to H&C Solution and Jason for their outstanding support! Their professionalism, dedication, and guidance made all the difference. Jason was especially helpful, always responsive and genuinely committed to finding the best opportunity for me. I highly recommend H&C Solution for their excellent service and expertise. Truly a five-star experience!

**Konstantinos** - Bartender

I had a fantastic experience with Jason. He was professional and friendly throughout the process, making me feel comfortable right from the start. I truly appreciated his empathetic approach and willingness to help. Jason was attentive to my needs and ensured I was well-informed at every step. I highly recommend him for his excellent service and support!

**Pamela** - Assistant General Manager

I had a great experience with H&C solutions. Naomi and Jason went above and beyond to help me get my new job. They were very friendly, kind and helpful. I highly recommend H&C solutions for jobs.

**Rakesh** - CDP

This company has been very helpful and responsive. They found me multiple options for work in a very short time, and were a pleasure to work with

**Jack** - Commis Chef

A pleasure to work with H&C Solutions. Jason was a fantastic recruiter, he knew how to match the jobseeker with the right employer on a smooth and satisfactory process. Thank you!

**Eneko** - Restaurant Manager

Incredibly professional, Edward and his team were so communicative and informative about the roles they had available, very grateful to him and the team, would highly recommend H&C.

**Nat** - Chef de Partie

Thanks Jason for your professionalism and guidance throughout the process. You are very responsive and good communicator. Appreciate your help .

**Tony** - Sushi Chef

A big thanks H&C Solutions and Mr Jason. They are very helpful. I got a very good chef job in London within one week. Thank you again.

**Kumara** - Banqueting Chef

Thank you, Edward Notarianni, for such amazing help. He has been absolutely fantastic from the beginning, and I am truly grateful for everything he has done. I highly recommend him!!!

**Greg** - General Manager

Great recruitment agency. Excellent service. Edward helped me find exactly what I was looking for. He also helped me with the previous place, which was a brilliant match too. Thank you very much.

**Harrison** - Chef de Partie

Very efficient and helpful. Overall great experience working with them with a great outcome. Thank you guys so much would definitely recommend. Couldn't be happier.

**Oshan** - Chef de Partie Pastry

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## Contract Terms for Perms

- a)** These Terms and Conditions of Business (the “Terms”) shall form the entire agreement made between **H&C Solutions Limited** (the “Company”) and **TEMPLATE** (the “Client”) to whom H&C Solutions Ltd shall supply the Services.
- b)** The Company acts as an employment agency in the recruitment of permanent staff to roles specified by the Client (the “Service”).
- c)** These Terms and Conditions shall be deemed to be accepted by the Client by virtue of the interview or engagement of an applicant (the “Applicant”) (which includes the employment or use, whether under a contract of service or for services, or under an agency, licensee, franchise or partnership agreement) introduced by the Company.
- d)** The term Applicant may also include a member of the Company’s staff.
- e)** These Terms shall supersede any previous Terms for the Recruitment of Permanent Staff.
- f)** These Terms represent the entire agreement between the parties and shall prevail over any terms of business or purchase conditions proffered by the Client and shall not change, alter or supersede any other agreement for other services provided by the Company which may be the subject of a separate agreement between the Company and the Client

### 2. General Obligations

- a)** The Client agrees to provide to the Company all relevant details with regard to the position to be filled, including any risks to Health and Safety known to the Client and the steps taken to prevent or control such risks and the remuneration offered for the position.
- b)** Upon receipt of instructions from the Client, the Company shall take all reasonable steps to introduce a suitable Applicant to the Client.
- c)** The Company shall not be liable under any circumstances for any loss, expense, damage suffered or incurred by the Client arising from or in any way connected with the provision of the Service by the Company, save to the extent that the Company has been negligent.
- d)** The Company endeavours to take all such steps as are reasonable to ensure that it would not be detrimental to either the Client or the Applicant to work in the position the Client seeks to fill.

### **3. Period Rebate**

If an applicant's engagement is terminated within the period specified below, we will offer the following rebate terms.

- 1st Month 100% refund
- 2nd Month 50% refund
- 3rd Month 25% refund

Fees not settled within the specified payment term may disqualify the Client for a rebate. In the event that the Candidate's engagement be terminated for any reason and subsequently re-engaged on any basis whatsoever within 6 months of termination of the engagement, a further fee will be charged in accordance with the terms outlined in 4c) below. If after an offer of engagement has been made to the Applicant, the Client decides, for any reason to withdraw it, the Client shall be liable to pay the Agency a fee 10% of the annual remuneration, as relevant.

### **4. Fees and Payment Terms**

- a)** The Client shall notify the Company immediately an offer of employment or other offer of work is accepted by the Applicant, and confirm the date the Applicant will commence work (the "Start Date"). The Company shall then render a VAT invoice for the Services (the "Fees") and any other expenses. The Client shall pay the invoice, which shall become due upon receipt.

- b)** The Fees will be charged in relation to any Applicant engaged as a consequence of or resulting from an introduction by or through the Company, even though the introduction may be made indirectly by another party.
- c)** In respect of the engagement of a candidate Fees shall be calculated as 10% of first 12 months' salary payable exclusive of VAT
- d)** If the actual amount of the salary is not known, fees shall be calculated as follows: using an assumed salary of £35,000. VAT will be charged in addition to the relevant Fee.
- e)** A Fee calculated as above, shall be payable by the Client to the Company (with no entitlement to a refund under 6 below) where: i) The Client or any subsidiary or associated company of the Client subsequently engages or re-engages the Applicant within the period of 6 calendar months from the date of introduction of the Applicant, or ii) The introduction is passed to a third party, which results in an engagement of the Applicant.
- f)** Time of payment shall be of the essence and if any payment is more than 30 days overdue, the Company shall be entitled to:
- (i) Cancel the Client's entitlements detailed in 5 and 6 below, and/or
  - (ii) Charge interest on any overdue payments at the rate of 2% above the base rate from time to time of the Bank of England plc, and/or
  - (iii) Charge on an indemnity basis for all collection costs incurred as a result of instructing a solicitor or collection agency to recover the outstanding payment.

## **5. Replacement Guarantee**

- a)** This replacement guarantee is conditional upon:
- i) The invoice having been paid in accordance with 4c) above.
  - ii) The Client notifying the Company within 7 days of the Applicant leaving the Client's employ.
- b)** If the Applicant leaves the Client's employment within the first one month of the Start Date, the Company will use reasonable endeavours to introduce another Applicant to the Client as soon as practicable which will replace the original invoice fee. A similar replacement guarantee will apply in respect of the second Applicant failing to complete their first one month of employment.

## **6. Refunds**

**a)** If the Client does not want a replacement Applicant then a rebate will be given in accordance with the scale under section 'Period Rebate', based upon the elapse of time between the Start Date and the date the Company was notified that the Applicant had left the Client's employ. Provided that the fees have been paid within 30 days of the commencement of the candidate's engagement, the rebate scale will apply. If a candidate's engagement with the Client is lawfully terminated for any reason within the period specified and provided the Client informs H&C Solutions Ltd in writing of the fact within 7 days of such termination, the Client will receive a rebate against fees invoiced at the rebate scale, failure to do so will result in losing the proposed rebate terms.

## **7. Value Added Tax**

**a)** VAT will be charged where appropriate at the rate prevailing at the time of supply.

## **8. Jurisdiction**

**a)** The contract between the parties is governed by the Laws of England and Wales and subject to the exclusive jurisdiction of the English Courts.

**b)** If at any time any provision in this contract is or becomes invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not be impaired.

Print Name:

Signed:

Date:

0207 350 0403

[www.hcsolutions.org.uk](http://www.hcsolutions.org.uk)



**H&C  
SOLUTIONS**

HOSPITALITY & CATERING  
RECRUITMENT SPECIALISTS