

CONVENTION/EVENT STAFFING FACT SHEET 2025





Firm History:

Since 1969, **JOHNLEONARD** has been headquartered in Boston's Financial District. Our team of experienced Staffing Consultants, many of whom have been with us more than ten years, some more than twenty, is committed to servicing the needs of our client organizations as well as our client candidates and Temporary Representatives.

When our doors first opened over 55 years ago, our core business emphasized direct hire placement within the legal industry. Over the years, **JOHNLEONARD** expanded to meet the needs of our client organizations and client candidates, adding a temporary division in the early 1970's and expanding our footprint to service our ever-growing client base across all industries, as well as a broad range of skills.

JOHNLEONARD has earned a sterling reputation for Temporary/Contract and Direct Hire Staffing as reflected in our current rankings locally and nationally: Top 50 Women and Diversity Businesses in Massachusetts, Top 500 Women-Owned Businesses in the U.S. (Diversity Business), ASA Certified Staffing Professional (American Staffing Association, 2018), Best Places to Work (BBJ, 2019-2023), Best Staffing Firm to Work For (Staffing Industry Analysts, 2022-2024), Small Business of the Year for Community Impact (Greater Boston Chamber of Commerce, 2022), Best Employment Agencies in Boston (Expertise.com, 2020-2023), and Best of Staffing Client and Talent Awards (ClearlyRated, 2021 & 2023).

Diversity:

JOHNLEONARD believes that diversity and inclusion are a key part of the way we do business. This fundamental belief allows us to positively influence and support the diverse community we serve. We strive to grow awareness of the cultural benefits that come from a diverse and inclusive workplace amongst all of our constituents; Employers, Temporary Representatives/Candidates, Employees and Suppliers.

EEOC/AA:

As a Woman Business Enterprise National Council (WBENC) certified company and Supplier Diversity Office (SDO) certified Minority and Women Business Enterprise (M/WBE), **JOHNLEONARD** defines diversity as differences of race, color, religion, sex, national origin, sexual orientation, gender identity, marital status, age, disability and veteran status. Each individual with whom we interact comes from differing backgrounds and possess unique characteristics, attributes and experiences that contribute to our collective success. As an organization and as a supplier of staffing services to our client organizations, **JOHNLEONARD** is committed to EEOC/AA and as such, ensures that all relevant laws, regulations and executive orders are complied with.



Professional Affiliations & Certifications

At JOHNLEONARD, we understand that networking and nurturing new connections is essential to the way we do business. But more importantly, we recognize the importance of increasing the visibility of key roles throughout the industries we serve. Each organization/affiliation has been carefully chosen to help us meet the goals of our employers and candidates as well as provide professional growth, educational opportunities, and networking experiences.

American Staffing Association

Association of Legal Administrators

Boston College Career Center

Career Collaborative

City of Boston, Certified Small Business

Commonwealth of MA, Workforce Training Council

Greater Boston Chamber of Commerce

Greater Boston Convention & Visitors Bureau

Jewish Vocational Services

Massachusetts Paralegal Association

Massachusetts Staffing Association

Northeast Human Resources Association

Commonwealth of MA, Supplier Diversity Office

Woman Business Enterprise National Council

YMCA Education & Training Branch

Employer Services:

JOHNLEONARD's primary source of quality candidates is referrals. Additionally, candidates are sourced through various job boards, social media platforms (Indeed, Instagram, LinkedIn, X, Facebook, etc.) as well as the open web (Google, Bing, Yahoo, etc.). **JOHNLEONARD** also maintains an extensive database of highly qualified candidates.

Once identified, regardless of source, every potential candidate undergoes a comprehensive evaluation process before they are presented to our clients. This includes:

- **Interview:** **JOHNLEONARD** conducts an extensive in person interview with every direct hire and/or temporary candidate allowing our Staffing Consultants to develop a strong knowledge of the candidate's ability, attitude, previous duties, industry exposure, stability, and computer software expertise. The knowledge gained through the interview is then confirmed by performing, prior to representation to the Client, a thorough reference check and, where applicable, skills testing. It is of paramount importance to us that we understand our clients' workplace environment and through our site visits, we gather important "soft-skills" information which is integral in ensuring that only candidates who will work well within a specific environment are presented. All Temporary Representatives and/or direct hire candidates verified as being suited to the specific Client's working environment, will maintain standards of employee conduct, adhere to dress codes, follow procedures, and appropriately handle confidential data.
- **Skill Evaluation:** **JOHNLEONARD's** skill evaluating protocol utilizes **Prove it!** the industry-leading automated skills testing application. Each of the software application tests provides a four-part score of Beginner, Intermediate, Advanced, as well as a rating of Overall knowledge. All test scores are entered into the candidate's Applicant Tracking System (ATS) file and become searchable fields. For example, should a Client require a candidate with advanced Excel skills, we would "tag" this search field to only display candidates with test-verified advanced knowledge. This allows us to home in on required core competencies. Combining this with the assessment of "soft-skills" based on our interview and reference checks allows us to build a comprehensive profile for every individual presented to the Client. We have the ability to evaluate a wide array of skills including,
 - Extensive Range of Microsoft Applications
 - Proofreading & editing
 - Typing Skills
 - Business Math
 - Legal Office Skills
 - Filing – Numerical & Alpha
 - Accounting Processes
 - IT Skills
- **Screening:** Upon request, specialized screening, including background and credit checks, as well as drug testing, all form part of the array of tools available to ensure top quality talent is presented within a short time-frame.
- **Reference Checks:** **JOHNLEONARD** checks references on all direct hire and temporary candidates. What differentiates us from many other staffing service companies is our commitment to check references *PRIOR* to assigning a Temporary Worker to the Client or before setting up a direct hire interview. This is just one more step **JOHNLEONARD** takes to ensure the quality of the talent presented.
- **Background Checks:** If required, **JOHNLEONARD** has the ability to arrange background checks on every Temporary Representative or Direct Hire candidate assigned to the Client. A third-party service, First Advantage, Inc., is recognized as an industry leader in providing fast and efficient results allowing more effective and timely placements.



Employee Services:

In addition to offering free resume critique/review, interview preparation and coaching, JOHNLEONARD provides a competitive and extensive benefit package to all Temporary Staff Representatives:

- Pay Day: Quick turn-around time: we pay Wednesday for the previous week's work.
- Health Insurance: Temporary Staff are eligible to participate in a *subsidized* HMO Blue (Blue Cross Blue Shield) health plan which is in compliance of State and Federal Laws.
- Earned Sick Time: Temporary Staff earn 1 hour of paid sick time for each 30 hours worked.
- Introductory Bonus: Temporary Staff receive \$50.00 upon completion of their first 480 hours of work.
- Free Software Training: on the latest and most in demand software.
- Tuition Scholarship: \$1,000 each year.
- 401K Plan: Temporary Staff must work 1,000 hours to be eligible for participation.
- Vacation: Temporary Staff receive \$350.00 paid vacation upon completion of each 950 hours of work.
- Holiday Bonus: Temporary Staff are eligible for four \$50 bonus checks- one per calendar quarter.
- Temporary of the Month: \$100 is awarded to an outstanding temporary staff representative each month.
- Temporary of the Year: \$500 is awarded to one temporary staff representative who has received the most positive client testimonials/feedback.
- Referral Bonus: \$150 for each successfully placed referral



Convention Staffing:

Primary Contact:

Jennifer DeLucia - Director of Staffing, Temporary Division & Convention Services

Since joining **JOHNLEONARD** in 1989, Jennifer's passion has been helping her client companies find the best talent available while helping her client candidates find challenging, fun and rewarding temporary jobs. Over a decade ago, Jennifer started to focus on building **JOHNLEONARD**'s convention business when she recognized that event staffing is a great way to keep her top talent busy while waiting for their next opportunity.

History:

John Leonard Employment Services, Inc. has been an active member of The Greater Boston Convention and Visitor's Bureau for greater than 25 years and over that span of time has supplied convention staff to hundreds of out-of-town clients both large and small. We pride ourselves on our ability to source the highest caliber of temporary staff to represent you. We know that **JOHNLEONARD** Temporary Staff Representatives are a direct reflection on your company and will be the face and voice of your organization during your conference. Therefore, the candidates we select for your conference will be always be highly presentable and confident. They will also be outgoing and friendly, professional, reliable and helpful. **JOHNLEONARD** recognizes that it takes time to train event staff, and therefore, we will only assign individuals *who can commit to the entire conference schedule*. Whenever possible, we also try to assign individuals who have worked similar events for us in the past.

Cost Estimate and Factors:

Additional cost factors:

- Temporary Staff Representatives are not paid for meal break times
- Temporary Staff Representatives are paid over time only if they work greater than 40 hours within our work week. Our work week runs from Sunday-Saturday.
- By law, over time is paid at time and ½ and you will be billed time and ½.
- **JOHNLEONARD** has a 4 hour minimum (per shift/per day) requirement.
- Temporary Staff Representatives are responsible for their own meal costs.
- Temporary Staff Representatives are responsible for their own transportation costs unless very early start times and/or very late finish times are requested.
- **JOHNLEONARD** requires 24 hour notice for schedule changes. If 24 hour notice is not granted, temporary staff will be paid and you will be billed for the original request.

Convention Facts:

- **JOHNLEONARD** convention staff come from a wide range of backgrounds and experience levels. This includes recent college graduates, candidates with several years of experience who are in between jobs, creative individuals (artists/musicians/actors, etc) who look to do temporary work in order to supplement earnings, mothers returning to work and retirees looking to keep active. We also have a large bench of dedicated convention staff professionals who prefer to only work conventions. Our dedicated convention staff have been trained on (and have been exposed to) many different convention specific software programs and positions.
- At any given time throughout the year, **JOHNLEONARD** maintains a roster of 3 fully trained temporary On-Site Supervisors. One of the on site supervisors is an internal **JOHNLEONARD** staffing consultant.



- **JOHNLEONARD** does not require that any specific amount of breaks and/or lunch time be given to temporary staff. However, Massachusetts State Law requires that an employee must be offered a ½ hour unpaid meal break time after six consecutive hours of work.
- **JOHNLEONARD** fills every position with the most qualified individuals available. For instance, we will only send candidates with intermediate-advanced computer skills and typing of at least 45wpm to positions that require strong computer skills.
- **JOHNLEONARD** requires that all temporary staff be professional, punctual, have a good attitude, and complete all designated work. We require cell phones to be turned off unless otherwise noted. In our orientation process, convention staff members are coached to be flexible, upbeat, energetic and on time and they are rewarded with a “successful completion bonus” if they are on time/present for all of their shifts while receiving positive feedback.
- **JOHNLEONARD** double (and very often triple) confirms all temporary staff in order to minimize “no show” and mitigate attendance issues. In the rare event of an emergency, however, we have our PPOD (Project Professionals on Demand) team in place. For very large conventions, we slightly “over staff” critical areas. There is no charge to you for this on site back up service unless the convention staff are dispatched/utilized.
- **JOHNLEONARD** temporary staff will wear professional attire as per your request. Our standard convention attire is black pants/ skirt and a white collared shirt.
- **JOHNLEONARD** does not outsource or “sub contract” with any other staffing agency or vendor. This way we retain complete control of the quality of staff that is sent to represent you.

Event Cancellation:

JOHNLEONARD requires a 75% deposit 30 business days in advance of all events from clients located within the USA. For clients located outside of the USA, full payment will be required and due a minimum of 30 business days prior to the start of the event.

JOHNLEONARD’s cancellation and refund policy is as follows:

<u>Cancellation Notice Period</u>	<u>Refund Entitlement</u>
10 Business Days or greater	85% Refund
9 – 5 Business Days	50% Refund
Less than 5 Business Days	Zero Refund

All cancellation requests must be made in writing.

Event Staffing Changes:

JOHNLEONARD convention temporaries are paid for hours worked. If your needs should change over the course of your event you can let temporary staff go early and/or ask temporary staff to stay late. However, a minimum of **24 hour notice is required for extensive staffing changes.** However, should a **JOHNLEONARD** Temporary Staff Representative be on-site (and not needed), or in transit when notice of cancellation is received, you will be charged for the original schedule.

Billing and Payment Policy:

JOHNLEONARD requires a 75% deposit at least 30 business days in advance of all events from clients located within the USA. For clients located outside of the USA, full payment will be required and due a minimum of 30 business days prior to the start of the event. We accept check and/or American Express/Visa/MasterCard. Proper credit information will be required in advance.



Client Protection:

JOHNLEONARD maintains all insurance and/or bonds required by law. We are happy to provide a certificate of insurance upon request.

Our policies, to protect you, as our client are as follows:

- | | |
|---|---|
| * Worker's Compensation
Statutory | * Employer's General Liability
\$1,000,000 |
| * Comprehensive Automobile Liability
\$1,000,000 | * Excess Liability Umbrella Form
\$5,000,000 |
| * Comprehensive Automobile Liability
\$1,000,000 | * Errors & Omissions
\$3,000,000 |
| * Fidelity Bond
\$1,000,000 | |

License:

For greater than four decades, the Commonwealth of Massachusetts Department of Labor and Industries has provided a **Registration to Establish and Conduct a Service Firm**.

References:

JOHNLEONARD is pleased to provide recent convention references as follows.

Kathleen Sullivan Senior Meeting Planner Conventions
American College of Physicians
Phone: 215-351-2543
Email: ksullivan@acponline.org

Marisol Aquino Meeting Manager
American College of Chest Physicians
Phone: 773-447-3390
Email: maquino@chestnet.org

Christian Faulkner Manager, Member Services
International Association of Chiefs of Police
Phone : 703-647-7307
Email: faulkner@theiacp.org

Pamela Hendrickson, CMP, DES Manager, Meetings & Events
Heart Rhythm Society
Phone: 202-464-3454
Email: PHendrickson@hrsonline.org

Jennifer Marino Senior Event Manager
DBC Pri-Med
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Meleena Patel Regional Delivery Director | Life Sciences
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Large and notable shows staffed recently in Boston:

1/2023 American Mathematical Society
4/2023 American Academy of Neurology
5/2023 ISPOR
6/2023 BIO International Convention
6/2023 ISAKOS
6/2023 Drug Information Association
6/2023 American Society of Mechanical Engineers
7/2023 Academy for Nutrition
8/2023 Academy of Management
11/2023 American Association for the Study of Liver Diseases
12/2023 The American Society for Cell Biology
2/2024 American Physical Therapy Association
3/2024 Seafood North America Expo
4/2024 American Society for Cataract & Refractive Surgery
4/2024 American College of Physicians
5/2024 Heart Rhythm Society
5/2024 Endocrine Society
7/2024 Veterinary Dermatology
9/2024 DBC Pri-Med
9/2024 Cystic Fibrosis Foundation
10/2024 American College of Chest Physicians
10/2024 International Chiefs of Police
10/2024 American College of Allergy, Asthma & Immunology
11/2024 National Association of Realtors

Conclusion:

JOHNLEONARD is committed to working closely with our clients to build a mutually beneficial, lasting partnership, facilitating exceptional staffing solutions.

Our commitment begins with carefully listening to your needs and understanding your objectives. Because of your evolving needs, we continually refine our processes so we can respond rapidly, effectively, and with greater efficiency.

Our success is based on the fundamental principle...***Actions Speak Louder Than Words™!***

Hourly Rate Ranges:

***Rates will vary depending upon the number of staff needed/hours needed, time of year and skills required.**

Gift Bag Stuffers	\$36.75/hr-\$42.78/hr
Lead Retrieval	\$36.75/hr-\$42.78/hr
Ticket Takers/Badges	\$36.75/hr-\$42.78/hr
Room/Line Monitors	\$36.75/hr-\$42.78/hr
Runners	\$36.75/hr-\$42.78/hr
Administrative Help	\$37.20/hr-\$43.75/hr
Booth Attendants	\$43.20/hr-\$52.08/hr
Computer Operators	\$37.20/hr-\$43.75/hr
Registration/Cashier Help	\$37.20/hr-\$43.75/hr
Supervisor	\$43.20/hr-\$52.08/hr



**Temporary Convention Staff
TESTIMONIAL**

“ Everything went really well. Your team did a great job and I really enjoyed working with them. They were all **very professional and friendly** and were **very adaptable** to all the changes that come with a large meeting. I appreciate all they did and they were a **pleasure to work with.** ”

- Lisa C., Registration Specialist



