



TO BE RETAINED BY EMPLOYEE

EXCEEDING IN APPEARANCES

To ensure we keep our good reputation, we have put together guidelines on how to look and feel our best whilst at work.

These guidelines have been created for all our employees, taking into account cultural dress and behaviours. If you feel that we could do more or that your needs have not been met, please contact either the Personnel Administrator or General Manager who will do their best to help you.

Above all, these guidelines exist to make sure you look good in your uniform, so we ask you to follow them at all times when you are on duty.

UNIFORM

Wear the correct, undamaged uniform and be well groomed, checking your personal appearance throughout the shift:

Jacket/Waistcoat

- Clean and press your jacket/waistcoat regularly following the care guidelines and, if necessary, repair any damage to professional standards.
- Request a new jacket/waistcoat if it begins to look worn or ill-fitting.

Ties

- To be worn at all times.

Blouses/Shirts

- Must be white, ironed, clean, no buttons missing and must be fully buttoned up.
- If long sleeves, sleeves must be rolled down and fastened.
- Short-sleeved shirts/blouses are acceptable providing there are no tattoos on your arms.
- Shirts/blouses to be tucked into trousers/skirts i.e. no flesh showing.

Skirts/Trousers

- Must be black, pressed and clean.
- Skirts to be on or below knee length.

Shoes

- Black, polished and in good repair.
- No stilettos, sling-backs, slip-on, open-toed shoes or trainers allowed, low court shoes are acceptable.

Socks/Tights/Stockings

- Socks must be black.
- Bare legs are not permitted. Black, brown or neutral coloured tights or stockings must be worn at all times.
- Patterned, fishnet, seamed or any kind of "fancy" tights are not allowed.

Badge

- Wear on your left lapel/side.

BODY ODOUR

- Wash/bath regularly, use a deodorant.
- Perfume/aftershave to be subtle and not overpowering (strong fragrances can taint the taste of food and drink).

FACE

- Clean-shaven (any facial hair i.e. beards or moustache should be kept neat and tidy)
- Make-up fresh, natural looking and not overpowering (avoid bright or garish colours).

HAIR

- Washed, clean and dry before you start work.
- Long hair to be tied back or worn up at all times.
- Hair colour should be kept to natural shades. Rainbow coloured locks are not appropriate.
- Shaved symbols or patterns on your scalp are not appropriate for work (while respecting cultural differences).

NAILS

- No nail polish to be worn.
- No false nails to be worn.
- Nails to be clean and neatly trimmed at all times.

JEWELLERY

- Minimum amount to be worn at all times and must be discreet.
- Food handlers, no rings with the exception of a wedding or engagement ring or chains.
- You should not wear more than one set of earrings. Any earrings worn must be small and unobtrusive.
- Do not wear items which may offend other staff or guests e.g. political symbols.
- Where cultural or ethnic significant is attached, body piercing is acceptable otherwise it is not appropriate for work.

TATTOOS

- Must be covered up at all times.

HYGIENE

Maintain scrupulous personal hygiene:

- Pay attention to body odour and remember to wash your hands frequently throughout the shift – not only for appearance but also for safety reasons.
- Be aware that garlic and spicy/highly flavoured food can make your breath unpleasant for customers (and colleagues).

If you report for a period at work failing to meet standards of appearance, which are unacceptable to company standards:

Casual staff will be sent home and will not be given any further hours or paid (for the time they have turned up inappropriately dressed) until they report for work properly presented.

Contracted staff that persistently turn up for duty in an inappropriate manner will face disciplinary proceedings.