

	<p style="text-align: center;"><b>RESOURCE LIBRARY</b>  <b>HOTEL OPERATIONS - HOUSEKEEPING</b>  <b>Grooming Standards</b></p>	<i>CODE:</i> 03.05.065
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**Policy & Procedure:**

**Hair**

Hair is a breeding ground for the bacteria that can contaminate food, and dirty or untidy hair looks unpleasant.

- Hair should be neat and clean
- Hair should be of a natural colour
- Excessive use of gel/mousse should be avoided
- Men - Hair to be above collar length and out of the face.
- Female – Hair should not fall over the eyes. Hair shoulder or longer to be tied back with conservative clip or band.
- Men will be clean shaven at all times, no beards and moustaches are allowed
- Sideburns to be no longer than halfway down the ear

**Uniform**

If you have a uniform it must be worn while on duty.

- Uniform should be looking clean, smart and fresh at all times.
- Uniforms should be well fitted
- Shoes should be well polished, not torn, scuffed or scratched and should be the correct standard style.
- Shoes should protect the feet from falling liquid or objects and have non-slip soles.
- Females will wear shoes with a heel no more than 3” no sling backs allowed, shoes should have closed toes.
- Dark socks to be worn with dark trousers, white socks with light trousers
- Females will wear tights of natural or black colour at all times, tights should be ladder free.
- A name badge will always be worn on the team members left lapel, with their name on it and not scratched.
- Uniform should be changed frequently – if it is stained, dirty or wrinkled change it.

**Hands**

Hand hygiene is important in all areas of the hotel, not only the kitchen, so hands must be kept clean.

- Hands will be clean, with short clean-cut nails.
- Avoid touching surfaces that will come in contact with food, e.g. Handle glasses by the stem not the rim and cutlery should be picked up by the handle.
- Cuts or sores should be covered with a waterproof dressing.
- Food handlers should not wear nail polish- it can flake into food.

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- Food handlers must always wash their hands when they arrive at work and after handling vegetables, raw meat, having a break, coughing, sneezing and using a handkerchief, visiting the toilet, touching your hair, ears or mouth, cleaning and handling rubbish.
- Hands should not be kept in pockets whilst in guest contact areas and team members will refrain from touching their hair or face in guest contact areas.
- Appropriate equipment to be used when toughing food.

### **Jewellery**

Germs breed rapidly in the warm crevices of rings, bracelets, necklaces and earrings. Jewellery can easily fall into food or get caught up in equipment.

- A maximum of 2 rings can be worn (wedding and engagement), together with a non-obtrusive watch.
- One non-obtrusive bangle and necklace can be worn.
- Earrings are allowed for female team members, a maximum of 1 earring per ear, and they should be identical. Earrings should not be dangling style.
- Visible piercings will be removed and visible tattoos should be covered.
- Make-up will be conservative in nature and colour.
- Food handlers may only wear a wedding ring and plain sleeper earrings.

### **General**

- No gum will be chewed at any time on hotel premises.
- Personal mobile phones and pagers will not be carried whilst on duty, unless as part of hotel equipment for example Sales people.
- Team members will keep a straight posture and not use walls to lean on.
- Team members will not 'gather together' during quiet periods.
- Smoking is only permitted in the designated smoking area.
- Colognes, perfume, hair tonics and aftershave should be used in moderation.
- Team members should bathe/shower with soap daily. A mild aroma deodorant or antiperspirant should be used.
- Hands should always be washed after using the toilet, after touching the face, after coughing or sneezing, after eating/drinking and after smoking.
- Teeth should be brushed a minimum of twice a day, and should be brushed after eating.

### **Posture/Department**

- Team members will maintain a good posture at all times by standing and walking erect, back straight up.
- Team members will always bend from the knees when getting supplies from low shelves or lifting heavy items.
- Team members will always project a concerned and confident manner when talking to guests.
- Team members will never lean, sit or stand on any guest furniture.

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- A professional image should be projected at all times.