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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 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

Clothes


- Team members should always appear crisp, clean, polished, smart and fresh at all times.
- Clothes should be well fitted. Ladies skirts will be knee length or longer.
- Clothing should be suitable professional attire in appropriate colours.
- Shoes should be well polished, not torn, scuffed or scratched and should be the correct standard style.
- 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.
- Females will wear tights of natural or black colour at all times when wearing a skirt, 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.

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.
- 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 touching food.

Jewellery

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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.
- 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. Sales people who have mobile phones provided by the hotel may carry them whilst on duty.
- Smoking is only permitted in the designated smoking area.
- Team members will keep a straight posture and not use walls to lean on.
- Team members will not ‘gather together’ during quiet periods.
- 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.
- A professional image should be projected at all times.