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GROOMING



# Grooming — *“People Business 2”*

## Agenda



- ✿ The importance of first impressions
- ✿ Company uniform standards
- ✿ Company grooming standards
- ✿ Hygiene standards

## Objectives



By the end of this session you will be able to:

- ✿ Explain the importance and benefits of first impressions for you and your guest
- ✿ List Company grooming standards
- ✿ Identify the difference between regular grooming and immaculate presentation
- ✿ Avoid image-harming habits

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## Icebreaker





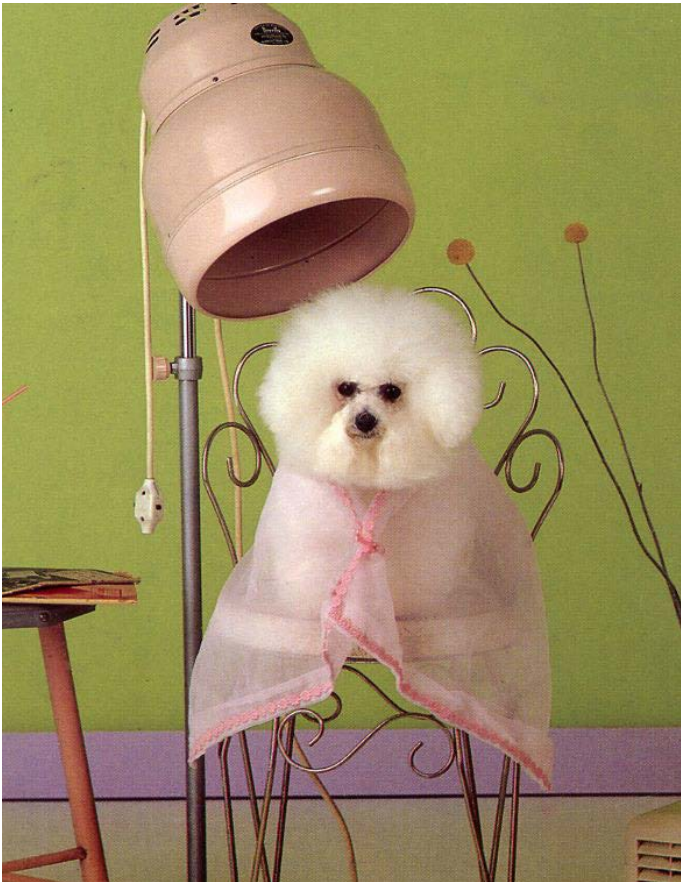
## Good enough?





GROOMING

## Did you know?



### Studies have shown that:

- ✿ **More than 60%** of what is believed about us is **based upon visual messages**
- ✿ Great first impressions happen in **the first 20** seconds
- ✿ Bad first impression take **20 additional contacts** to **correct** that **bad first impression**
- ✿ **First** impressions are **lasting** impressions

## The Professional Image

- \* Present a **polished professional image**
- \* Make use of the **power of your appearance**
- \* Your **image speaks volumes** about you
- \* Your **professional image & appearance** is **reflected** not only **through** your capabilities, but as well through your **grooming habits**, attitude and body language





## Uniform



- \* Must be **worn properly** and maintained clean and neat
- \* Must not be worn off duty
- \* Must be **stainless** (incl. gloves, aprons, neck scarf)
- \* Must **be complete**
- \* Must **not be altered by staff member**
  
- \* Plain **socks** and **hosiery** must be worn
- \* Skirt hems **max. 5 cm** above knee
- \* Blouses & shirts must be **changed on a daily basis**
- \* Jackets should be worn **while on duty** and buttoned

## Name Badge

- \* Name badge is **part of your uniform**
- \* Wear them **on the left** at chest-height  
(where your heart is 😊)
- \* **Name** should be **visible** and **not faded**



## Shoes & Footwear

- \* All footwear must be **clean**, polished, free of ornaments and **in good repair**
- \* Heels must be max. 5 cm (for **safety** & **comfort** reasons)
- \* **No open toe footwear** unless approved as part of the uniform
- \* Sandals and stilettos are **prohibited**



## Jewellery



- ✿ **No jewellery** which creates **safety hazards** for guests or staff members
- ✿ No **visible piercing**
- ✿ No **ankle bracelets**, thumb ring, toe rings
- ✿ No bracelets (Indian Kadas, religious wrist strings, **bracelets should be hidden**)
  
- ✿ **One** (1) ring and/or wedding band per hand on ring or middle finger **is allowed**
- ✿ Ring must be of **plain design**
  
- ✿ **No earrings for men**
- ✿ Ladies may wear **small studs**, one (1) per ear



## Accessories



- \* No **visible** adornments (tooth gems, tattoos, body paint)
- \* **Sunglasses** are not to be worn **indoors**
- \* Glasses must not be placed **in hair**
- \* **Extreme** colored lenses or flamboyant spectacles-frames are to be avoided
- \* No **proprietary or political** insignias
- \* No **propaganda/commercial** cufflinks, pins, ties
- \* No **tikkas** on forehead (unless part of uniform)
- \* Headscarf has to **match uniform** or be of neutral design
- \* Belts must be **plain leather** with a classic or **unadorned buckle**
- \* Gloves, aprons and other accessories must be clean, **spotless** and **free of holes** and tears



HYGIENE

## Did you know?

- ✿ Half of men and a quarter of women do not wash their hands after using the toilet
- ✿ The number of germs on fingertips doubles after using the toilet
- ✿ A 1mm hair follicle can harbour up to 50,000 germs
- ✿ 1,000 times as many germs spread from damp hands than from dry hands





## Personal Hygiene

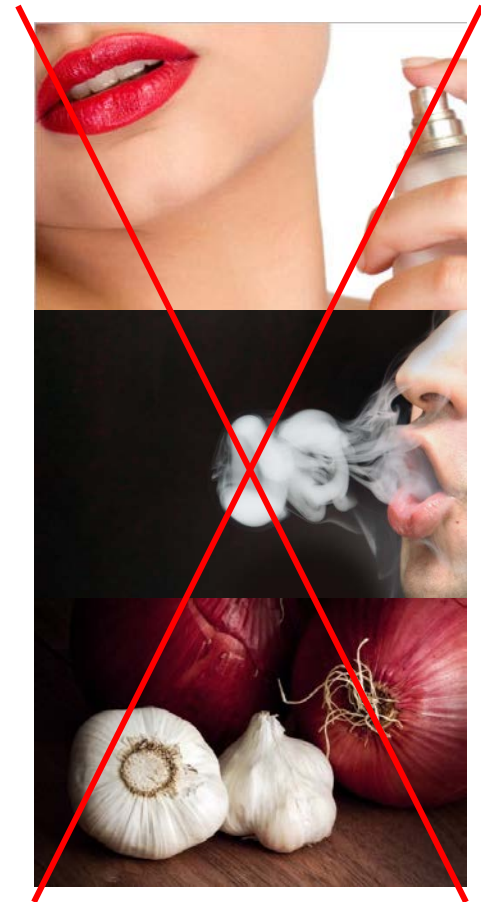


- ✿ A **daily shower with soap** is required (before duty)
- ✿ **Deodorant** has effect only on a **clean underarm** skin
- ✿ Pay attention to **dental hygiene** and fresh breath
- ✿ Chewing gum is **forbidden**
- ✿ **Nails** should **not inhibit performance** of duties
- ✿ **Wash** hands **frequently**, after using the toilet and **always before serving** or eating food & beverages



## Scents and fresh breath

- \* **Avoid** using **heavy/strong fragrances**
- \* Light perfumes and after shave are permitted
- \* Fragrances must be **applied on clean skin**
- \* **Avoid cigarettes on duty** (smoke penetrates skin, uniform, hair)
- \* **Avoid** eating **onion, garlic** and **very spicy food** while or before duty (bad breathe and body odour)
- \* **Brush teeth** after meals on duty



## Body Language



**Natural Smile.**  
Many facial muscle groups move involuntarily. The forehead muscles will "push down", cheeks and jaw move, and the nose may wrinkle.  
The easiest way to spot a real smile is to look at the eyes. In natural smile the eyes become "squished" and may cause "crows feet". Only a small % of people can voluntarily move these eye muscles to "fake" a "real" smile :)



**Forced or "polite" smile.**  
Only muscles directly around the mouth are involved.

- Make eye-contact
- Read eye-signals & anticipate
- Open body posture
- Show interest, respect & response

- ✿ Smile
- ✿ Walk straight & stand upright
- ✿ Project poise & confidence



## Women – Hair



- ✿ Hair should be **clean** and **shampooed regularly**



- ✿ Hair should be **neatly combed** and groomed

- ✿ **No extreme hairstyles** or hair sculptures

- ✿ **Hair color**, streaks & roots must be **maintained**

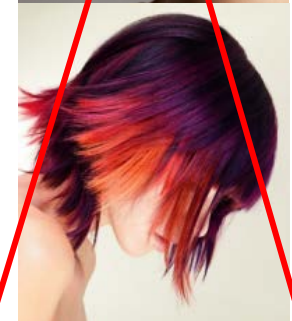
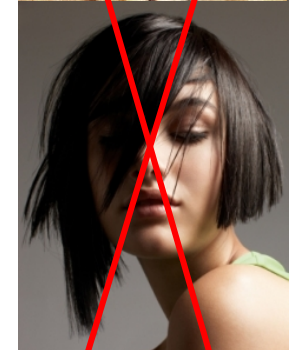
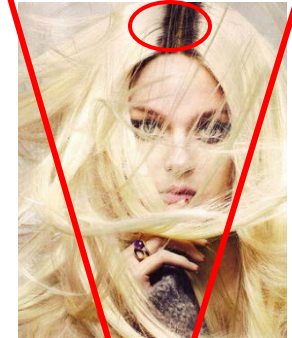
- ✿ **Extreme hair color** is not permitted

- ✿ Hair should be **restrained from falling into face**



- ✿ Hair **ribbons** must be **color coordinated** with the uniform

- ✿ **Avoid extreme hair accessories**



## Women – Skin



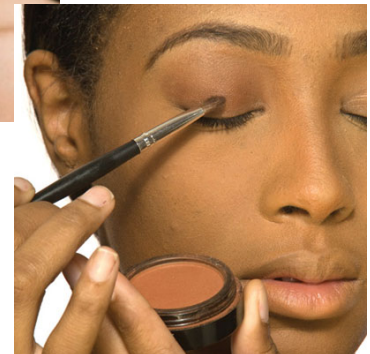
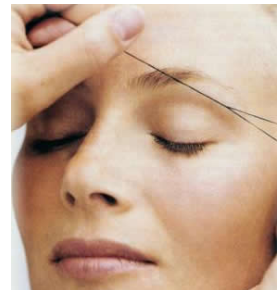
### Complexion:

- \* Use **skin care products** and moisturiser
- \* **Remove make-up** daily before going to bed
- \* Drink **enough water** (2 litres per day)



### Make-up:

- \* **Light make-up** application is required
- \* Make-up should be kept **fresh looking** throughout the day
- \* Lipsticks, mascara & eyeliners are to be in **neutral shades**
- \* **Maintain eyebrows** in shape





## Women – Hands and Feet



\* Ladies nails must **be manicured**

\* Nail **colour must be neutral** (no bright or metallic colours)

\* **No chipped nail polish**

\* **No nail decorations** (rhinestones, airbrush designs, decals,....)

\* Food handlers may **not wear** nail **enhancement** (acrylic/gel)

\* Moisturise hands with **hand lotion** to avoid dryness

\* **Nails** and cuticles **must be clean** (no biting)

\* **Bare feet** that are visible **must have pedicures**



## Men – Hair

- \* Must be **shampooed daily**
- \* Is **trimmed regularly** and **neatly groomed**  
(gel or wax to tame unruly hair)
- \* **Short hairstyles only**  
(may not touch shirt collar)
- \* No “**extreme**” hair styles (spikes, bleach)
- \* **Natural** looking colour



## Men – Skin



### Complexion:

- \* Use **skin care products** and moisturiser
- \* **Drink** enough **water** (2 litres per day)

### Shaving:

- \* **Shave daily** before duty
- \* Always **use shaving foam**
- \* A **clean and sharp** razor will avoid cuts and pimples
- \* Use **aftershave** to disinfect and **for complete freshness**



## Men – Facial Hair

- \* Beards and goatees are **prohibited**
- \* **Sideburns** must be **mid ear**
- \* Where moustaches are permitted, they must be **groomed neatly & trimmed**; upper lip line must be visible



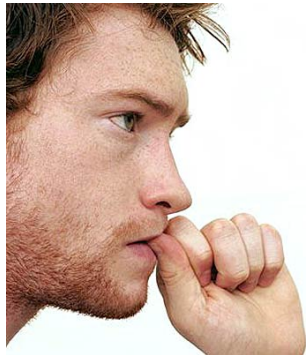


## Men – Hands and Feet

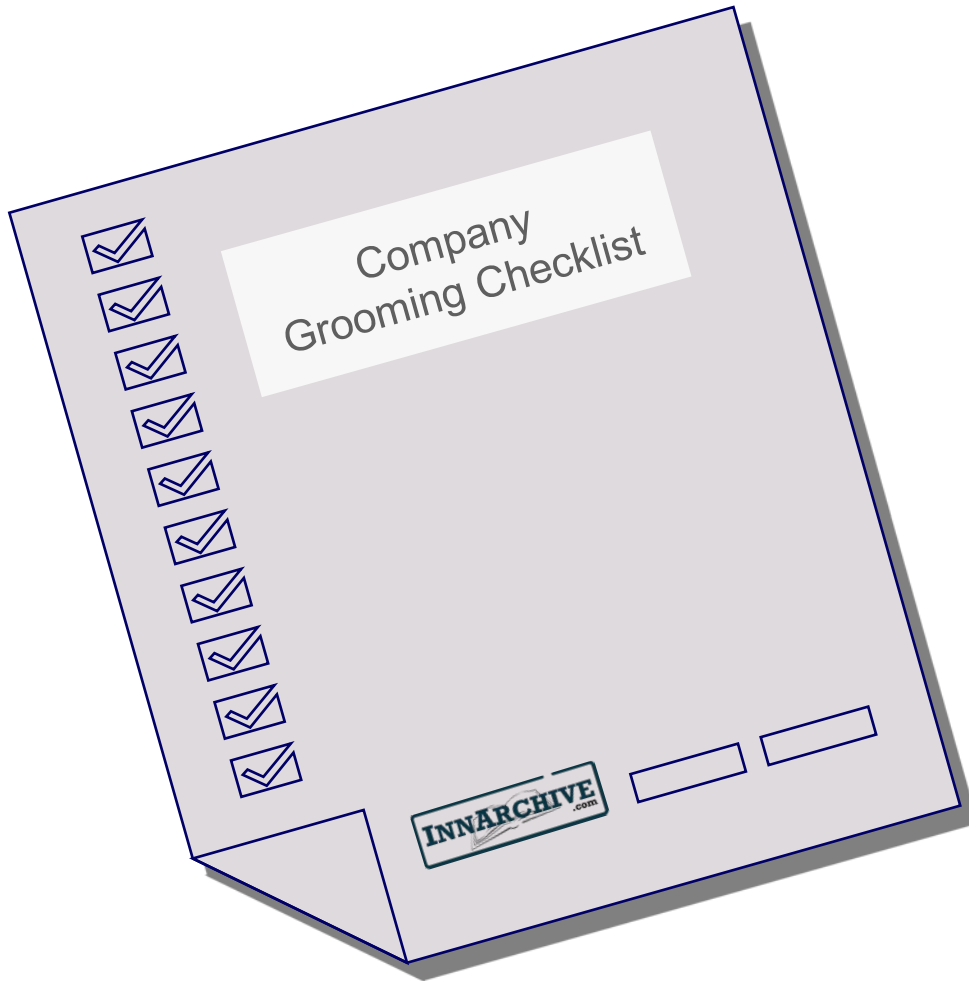
- \* Nails must be **short and filed**
- \* **Moisturise hands** with **hand lotion** to avoid dryness
- \* **Nails and cuticles** must be **clean** (no biting)
- \* **Bare feet** that are visible **must have pedicures** (short nails, free of calluses)



## Bad habits



## Grooming Checklist



- \* Each department should have a **grooming checklist**
- \* Grooming checks **prior to** briefing & **duty by the manager**
- \* Grooming-**correction**-kit (hand lotion, nail polish remover, hair band etc.)

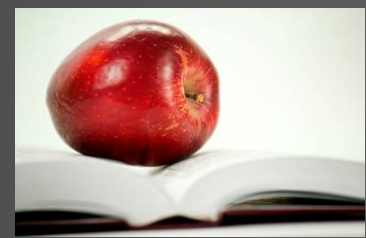
## Re-cap

What is the **difference** between **good grooming** and **impeccable grooming**?





**TRAINING** DEPARTMENT



**FUNDAMENTAL!** - GROOMING

thank  You