

Grooming, Uniform & Standards of Appearance Policy



Introduction

All associates are expected to take pride and care in their personal appearance, dress, and grooming. This is essential for presenting a professional image at all times. Good personal hygiene standards are required. Your fellow associates, as well as our guests, have a right to expect general cleanliness from you, as you do from them.

This document outlines the general grooming and appearance policies; policy for uniformed and non-uniformed associates; and for male and female associates. Management reserves the right to enhance/update this policy as needed. Associates failing to adhere to this policy are subject to disciplinary action, up to and including termination of employment.

Process

All pre-shift standups will include a uniform inspection. Any associate found lacking a full uniform, or not meeting grooming standards, will be asked to correct the issue. If the employee is sent home for correction, the employee will not be paid for that time away from work.

General Grooming & Appearance

Associates are required to exercise care in personal hygiene, such as daily bathing, shaving, use of deodorant, cleaning of teeth, and maintaining clean and neatly trimmed fingernails. Jewelry should be discrete and kept to a minimum. It should not contrast with or attach to the associate's uniform, interfere with the associate's performance or create a safety hazard (i.e., dangling necklaces or bracelets). One ring per hand, small bracelet, small necklace and watch are acceptable. An engagement ring and wedding band will be considered to be one (1) ring.

Sunglasses may be worn for outside, daytime use when approved by a supervisor. Only sunglasses in conservative colors and style will be permitted (black or brown). Jeweled or designed/mirrored sunglasses will not be permitted and should not be worn as a fashion accessory.

Name Tags & Company Sponsored Promotions

Name tags are a part of every associate's uniform, including non-uniformed associates. Nametags will be worn on the right side. No other pins, buttons or ribbons may be worn without the approval of the General Manager.

On Property, but Not Working

If an associate is not working but is attending a meeting or coming on property for another reason (picking up check, training, staff meeting, etc.) the wearing of uniform is not necessary, however, appropriate resort casual attire is expected (similar to the non-uniformed standards listed in this document).

Uniformed Associates

Each uniformed associate must wear his/her assigned uniform in its entirety at all times while on duty. Uniforms must be clean and neatly pressed at all times. Tailoring uniforms for a better fit is permitted with prior approval from a supervisor. The standardized style of the uniform may not be altered, however.

Non-Uniformed Associates

All non-uniformed associates must wear tasteful, business-like attire that is conservative in color and design at all times. The style of all clothing should be conservative and tailored so not to over-expose, or attract unnecessary attention. Casual attire is not permitted. Casual clothing and recognized sportswear such as sundresses, jeans/denim, cargo pants, tank tops and warm-up suits are not permitted.

Male Associates

Males shall be clean shaven prior to every shift. Mustaches will be permitted as long as they are clean and well-groomed and do not extend beyond the corners of the mouth. Beards and goatees are permitted as long as they are clean and well-groomed; less than a half inch in length. A tuft of hair on the tip of the chin is not a goatee.

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Additionally, associates cannot grow their moustache, beard or goatee while working. Sideburns must be short and well-groomed. Hair should be neat and clean, and natural cut. Hair is not permitted to extend beyond the shirt collar.

Dress shirts shall be collared, and conventional in color. Dress socks must be color coordinated with suits or shoes. Well polished business or dress-style footwear should be worn. No earrings are permitted for male associates.

Female Associates

Non-uniformed female associates may wear tailored suits, pant suits, skirts, dresses and blouses. Skirt lengths (including uniform) should fall at a reasonable length (cannot fall higher than the length of the middle fingertip when placing hand down leg). Matching dress slacks with jackets of the same fabric (pantsuits) are acceptable; however, pants may not be extreme in style. Leggings, jeggings, spandex or stretch pants are not permitted. Sweaters should be designed as conservative business wear. Oversized, wide knit, or revealing sweaters are unacceptable.

Evening clothes are acceptable only when attending to business that dictates that style (i.e., formal catering and banquet functions). Hosiery is preferred, however, extreme colors, textures or designs are not allowed.

Female associates may only wear nail enamels in pastel and conservative colors without designs, extreme colors or excessive nail polish. In addition, make-up should be conservative and tastefully applied. No bright colors or heavy eyeliner.

Jewelry

Jewelry for females shall be conservative in style; appropriately sized earrings (no larger than a quarter) are allowed for female associates. Ankle bracelets and toe-rings are not permitted. Necklaces should not contrast with or attach to the associate's uniform, interfere with the associate's performance or create a safety hazard (i.e., dangling necklaces or bracelets). One ring per hand, small bracelet, small necklace and watch are acceptable. An engagement ring and wedding band will be considered to be one (1) ring.

Footwear

Shoes should conform to all safety standards, per department requirement, and be well-maintained and business-like in appearance. Closed toed and closed heel shoes are to be worn, per department requirements. Socks or hosiery must be worn, per department requirements. Shoes must be neat and clean at all times.

Tattoos/Piercings

Visible tattoos are not permitted in any front of the house area. Body piercing, facial ornaments, tongue piercing, ear clips, and nose rings/studs are not permitted and should not be visible.

Hair

Hair should be clean, combed and conservative in style and color and should not fall on the face or obstruct eye- to-eye contact.

Females- Hair may be required to be pulled or tied back (or in the case of some food and beverage positions, a hair net or hat may be required). Hats or headbands are not permitted unless they are part of the issued uniform. To maintain a professional appearance, ornate hair accessories (i.e., clips, ribbons, beads, glitter, etc.) are not permitted.

Males- Hair is not permitted to extend beyond the shirt collar.

I understand the Standards of Appearance and I agree to comply with these guidelines.

Associate Signature

Date

Print Name