

Policy & Procedure:

Guests judge us by our grooming and cleanliness. If we look untidy or smell bad our guests will be seriously affected. It is important to have the highest standards of grooming and personal hygiene and it should be checked before team members start work. Grooming and hygiene are very personal but affect everyone; therefore all team members must comply with the Hotels standards.

- Bad personal hygiene is:
 - Dirty hair or hands
 - Noticeable body odour
 - Strong smelling perfume or aftershave
 - Badly shaven
 - Ladies wearing very bright makeup or too much makeup
 - Bad breath
- Team members should bathe or shower with soap before starting work. A mild aroma deodorant or antiperspirant should be used.
- Always wash hands after using the toilet, after touching your face, after coughing or sneezing, after eating/drinking and after smoking.
- All cuts, burns, scratches will be covered with waterproof dressings.
- Colognes, perfume, hair tonics and aftershave will be used moderation.
- Ladies – Hair must not fall over the eyes. Long hair should be neatly tied back using hair bands or clips. Hair items should be plain and match the uniform.
- Men – Hair should be short in the back and not hide the forehead or ears.
- Men must always be clean-shaven. There should be no sign of a beard or moustache growth.
- Ladies should wear moderate makeup and subdued colours.
- Teeth should be brushed a minimum of twice a day, and should be brushed after eating.
- A professional image should be projected at all times.