STANDARD OPERATING PROCEDURE

FOOD AND BEVERAGE OPERATIONS

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OBJECTIVE:

First impressions are important. The employees working in (ORGANIZATION) Food and Beverage outlets should represent a hygienic environment.

POLICY:

Food and Beverage staff are to be clean, neat and professional in appearance at all times.

PROCEDURE:

Uniform
- To be worn as per (ORGANIZATION) grooming standards
- Uniforms must be clean and freshly pressed.
- Name badge must be worn at all times

Footwear
- Non slip shoes with toes covered
- Clean and polished shoes
- Colour must be appropriate to uniform

Hair
- Clean and well kept
- If hair is longer than collar length it is to be tied back away from face and eyes

Jewelry
- Earrings are to be discreet and not pose a potential hygiene hazard
- Necklaces are to be worn under the uniform shirt and are not to be visible
- No bracelets (unless for religious reasons, upon local specifications).
- Wedding rings only.

Nails
- No nail polish
- Nails must be short, trimmed and clean
- If using hand cream, it needs to be of a non-grease nature
## Personal Hygiene
- Bath/wash daily
- Use deodorant to avoid body odour
- Wear socks and change socks daily
- Uniform to be clean, free from dirt and odour
- Mild perfume and aftershave only
- Fresh breath, with no smell of smoke
- No eating or chewing gum in guest areas

## Mobile Phones
- Personal mobile phones should not be carried with employees during working hours
- Exception can be granted by the manager only. If so –
  - The mobile phone must be on silent mode.
  - Calls can only be made and answered in the back of house. At no time can a call be picked up within the public area.
  - Mobile phones have to be carried so that they are invisible to guests and therefore never on a belt.

## KEY POINTS:
- Don't wear your uniform outside the hotel
- No smoking except in designated area
- No abusive or offensive language
- No sitting in work area
- No dragging of shoes, sloppy or tired looking attitude
- No running inside the work place