



## **DRESS CODE**

To meet the industry expectations, employees and student practitioners should maintain the highest standard of personal appearance and will be required to observe the following personal presentation standards:

### **Personal hygiene**

Wivenhoe House Hotel has a responsibility to serve food that has been prepared under strict hygienic conditions. To ensure that its customers are confident these conditions have been met, all staff should take great care in their appearance and personal hygiene. Even clean skin has a lot of bacteria living on it. You must wash regularly to remove these bacteria.

### **Hair**

- Hair must be clean and neatly combed. It must allow for eye contact at all times.
- Coloured or tinted hair must appear natural and be well maintained.
- Hair must be conservatively styled. Extreme (e.g. asymmetrical, bi-level, etc.) styles are unacceptable. The height of the hair above one's head should not exceed two inches.
- Heads partially shaven and/or fashioned in logos, geometric patterns or designs are not permitted.
- Gels, sprays and hair mousse may be used conservatively.
- Student Practitioners in food service areas must comply with health department regulations.
- Short hair must not extend over the collar and must be neatly trimmed around the collar and ears. Shaved heads are permitted and should be maintained daily, with no stubble. Brush cuts may be no shorter than a #2 clipper.
- Long hair must be restrained. Conservative hair slides, combs, headbands, clips and bow/ribbons may be worn if they are complimentary to the hair and uniform. Neatly groomed braids are acceptable.
- Wigs may be worn if the above conditions are met.

Hair contains bacteria. It falls out naturally and this makes your head a likely source of contamination. Therefore in areas where food is prepared and served make sure you:

- never touch your hair whilst handling food;
- never comb your hair whilst you are wearing your work clothes and never in a food preparation area;
- never scratch your head when there is food around.

### **Facial Hair**

- Neatly trimmed beards are permitted if fully grown; no new beards are to be grown on the job. Beards must be no longer than a #2 clipper.
- Moustaches are permitted but must not extend beyond the corner of the mouth or top of the lip.
- Sideburns must be neatly trimmed and must not extend beyond mid-ear. They must be of a conservative style; flares or mutton chops are unacceptable.

### **Jewellery**

- Bacteria can live on watch straps and under rings so jewellery, especially bracelets and rings (except plain wedding rings) should not be worn at work. Long earrings are also not permitted.
- Necklaces should not be visible.

- Jewellery will not be permitted where it might cause a safety hazard, for example around mechanical equipment.
- Ankle bracelets and visible body piercing (e.g. tongue, nose, eyebrow, etc.), or multiple rings on one hand are not permitted.
- Small studs worn close to the ear may be worn. One pair is permitted – with one earring in each ear in the lower lobe.

### **Accessories**

- Only accessories issued as part of the uniform may be worn. Items such as belts with designs, hats, headbands and bandannas are not permitted.
- Sunglasses are not to be worn indoors, in dark areas or at night. Prescription sunglasses may be worn only when necessary, and must not be mirrored, silver-coated or opaque.
- Hats must be worn if they are required for health and safety reasons, or if they are part of a prescribed uniform.
- A maximum number of two pins may be worn with the uniform. No unauthorised pins are allowed.
- Tattoos must not be visible.
- Combs, wallets and other large objects should not be visible or carried in pockets.
- Tights must be in good repair, of a neutral colour (sheer or opaque) and coordinated with the uniform or business attire. Extreme colours, patterned or textured hose, or tights trimmed with decorations are unacceptable.
- Socks must be colour-coordinated.

### **Cosmetics**

- Hands and nails should be clean at all times. Nails should be neatly trimmed and should not extend more than ¼ inch beyond the end of the finger. Nail varnish is not permitted.
- Perfumes and eau de cologne must be discreet and worn in moderation.

### **Uniforms**

- Uniforms should be clean, neatly pressed and in good repair.
- Uniforms should be kept in the condition as issued.
- Uniforms are not to be worn when not on duty and are not to be worn off Wivenhoe House property unless on Wivenhoe House or Edge Hotel School business.

### **Shoes**

- Shoes should be closed-in at both the toe and the heel and must be clean, well polished, in good condition and appropriate for business attire.
- For safety reasons, “mules,” open-toed shoes, tennis shoes and shoes with multiple straps are not permitted.
- Colleagues who work in the Housekeeping, Stewarding, Engineering, Banquets and Food & Beverage departments must wear rubber-soled shoes.
- Footwear standards may vary based on specific departmental needs and your manager will notify you of these.

### **Shirts**

- Shirts should be white polyester/cotton, plain