



Grooming Standards

To maintain the Mission Inn Hotel and Spa's quality image, it is important that all associates project a fresh, professional, conservative, and well-groomed appearance at all times maintaining the highest standards of personal hygiene. As a representative of the Hotel; dress, grooming, and hygiene decisions must reflect concern for our guests and associates. Indeed it is essential if we are to provide outstanding service to our guests. Styles and fashions that may be acceptable in social settings may be completely inappropriate at a place of business. Avoiding the extreme and the excessive in all areas of dress and grooming is the key to complying with this policy.

Where Hotel policy designates the use of uniforms, all associates are required to follow the mandatory attire. In other behind-the-scenes positions, specifically those positions that require the handling of food, the Hotel is required to comply with the Department of Health's Codes and Regulations.

During business hours, anyone working at the hotel is expected to present a clean and neat appearance and to dress according to the requirements of their positions.

Associates who are inappropriately dressed or groomed will be sent home and directed to return to work in proper attire. Such associates will not be compensated for the time away from work. Associates will also be subject to disciplinary action up to and including termination for violating the grooming standard policy.

Hair:

- Hair must be clean, well-groomed, styled away from face.
- Hair colors must be of natural hues and appear professional (black, brown, blonde, gray or natural red). Other colors will not be allowed.
- Ombre, two tones or thick highlights will not be allowed. Hair roots must be maintained and covered.

Women:

- Food & Beverage staff must have their hair tied back if longer than shoulder length by more than 2 inches.
- Pigtails, messy buns, double buns are not allowed, nor are dreadlocks of any kind in hair.
- Chignon or tight buns are preferred.
- Culinary must wear hair in a hair net or hats.

Men:

- Man Buns, Ponytails and rattails, Faux-Hawk, Mo-Hawk and/or completely shaved heads are not allowed, nor are initials, lettering or designs of any kind in hair.
- Hair must not extend past the top of the shirt collar and must be away from the face presenting a well-groomed appearance at all times.
- Culinary must wear hair in a hair net or hats.

Facial Hair:

Men:

- Men are required to shave every day. No 5 o'clock shadows.
- Sideburns must be neatly trimmed and not extend below the bottom of the earlobe.
- Moustaches must be neat and well-groomed and must not extend beyond the corners of the mouth. Beards, goatees, soul patch, Fu-man-chu, handlebar moustaches, are not allowed.
- Moustaches must be grown during vacation or leave of absence to avoid a "scruffy" appearance.

Fingernails for Men and Women

- Nails must be clean, trimmed and well-manicured.
- Nails must be in moderate in length (no longer than ¼ inches), and neatly shaped at all times. The nail should not be so long that it is distracting and unprofessional. (Nail Shapes permitted – square, square oval or squoval, rounded and oval. No other shapes are acceptable)
- Nail polish colors must be conservative neutral and natural tones without any chips or peeling. Unnatural colored nail polish is not allowed (blues, black, purple, etc.)
- Decals, nail designs or ornaments are not permitted.

Food & Beverage

All associate working in a direct food & beverage role (regardless if you are assigned to the Heart of the house) are not permitted, due to Health Code requirements.

- NO acrylic, fake nails, or nail polish

Personal Hygiene

- Makeup and cologne/perfume must be lightly applied.
- Perfumes, colognes and aftershave may be used moderately.
- The use of cosmetics, when applied, must be moderate and natural in appearance; no extreme colors or applications are permitted. The associate must present a polished, professional and five-star image.
- Lipstick must be natural, neutral or a moderate red color.
- Associates are recommended to brush their teeth or use mouth freshener after having cigarettes.
- Chewing of gum is not allowed.
- Food & Beverage are not permitted to wear false eyelashes.

Jewelry:

- Name Tags are part of the uniform and must be worn, except for Kitchen associates. It is to be worn at all times during the work shift, and is to be worn on the left-hand side. This name tag also identifies you as an associate to our guests should they need help or assistance.
- Jewelry must be conservative in nature, kept to a minimum, and compliment your attire in color and design.
- Face, nose, tongue or other visible body piercing must be removed before commencing every shift.

- A watch band is permitted.
- Earrings must be appropriate in size no larger than a nickle and design and only one earring per ear is permitted for women. Men are not allowed to wear earrings.
- Eye glasses or contact lenses must be conservative in color and style. No shocking or radical colors or styles are permitted.
- Belts must be plain and simple. Black belt to coordinate with shoes is preferred

Tattoos:

Tattoos must be covered at all time during working hours.

UNIFORMS

Uniformed associates for Men and Women

All associates who are provided with a uniform must wear properly at all times.

- All uniforms must be clean, ironed and presentable.
- They must be in good condition and fit properly.
- Uniforms should not be altered in any way and worn properly. If alternations need to be made please see housekeeping.
- Hats, or hairnets are required at all times for the culinary team.
- No type of head covering (i.e., scarves, hats, etc.) may be worn unless part of the uniform.

Socks and Hosiery for Uniform Men and Women

- Socks must coordinate with the uniform, suit and shoe color.
- Socks must be of solid color with no design for non-uniformed associates.
- White socks allowed for culinary staff only.
- Restaurant and Banquet Staff must wear black socks with their uniform.
- Black Hosiery may be worn and should be a solid, opaque color with no design or pattern. Hosiery must coordinate with attire (sheer colored, neutral, black and nude color stockings are deemed appropriate).
- Fishnet stockings, seamed hosiery, and leggings are not permitted.

Shoes for Uniformed Men and Women

- Shoes must be well polished and in good condition at all times.
- Shoes must be non-slip sole and non-skid to avoid injury.
- Clogs are only permitted for the culinary team and white socks must be worn.
- Tennis shoes, Sandals, thongs, platform shoes, moccasins and other similar footwear are unsafe and not permitted.

NON-UNIFORM

Associate who wear their own clothes should ensure that they are suitable for work purposes: are clean and in a good state of repair, and should look professional at all times. The following should be avoided:

Males Attire:

- Attire must be clean, ironed and presentable.
- Crisp collar shirts with coordinating ties are required.
- Slacks must be neatly pressed. Slacks should be a formal flat-front designs and pleated styles are both appropriate. Suggested colors; blue, black, grey, or brown. Skinny pants or low ride pants are not permitted.
- Formal dress shoes must be polish with dress socks that match shoe color.
- Collar shirts should be white, pale light, cream, pinstriped or a formal light color shirt. (No bright or dark colors)
- A suit jacket is to be worn at all times in public areas

Female Attire:

- Attire must be clean, ironed and presentable.
- We encourage dresses, suits, skirts and pantsuits, when they are a well-matched ensemble.
- Skirts and dresses may not be shorter than two inches above the top part of the knee.
- Slacks must be neatly pressed. They should be straight leg, classic leg, boot leg, or wide leg. Skinny pants, low ride pants, culottes, leggings or jeggings are not permitted. Ankles must be covered when standing.
- Sweaters or cardigans may be worn.
- Jackets are to be worn at all times in public areas.
- Sleeveless blouses or dresses may be worn during the summer, however, a jacket or sweater must be worn when in the public areas of the Hotel.
- Peekaboo shoes are permitted if toes are maintained. Heels should not exceed 2.5 inches. Platform shoes are not permitted.

Shoes for Non Uniformed Men and Women

- Shoes should be well polished and scuff free.
- Tennis shoes, Sandals, thongs, platform shoes, moccasins and other similar footwear are unsafe and not permitted.

Unacceptable attire for Men and Women:

- Jumpsuits, Leather pants, corduroy, denim, spandex, chinos, stirrup pants and leggings.
- Short-sleeved shirts, jeans, yoga pants, suede, leather or corduroy material, leather or string ties, hoodies, patches on jacket sleeves or ski/sport jackets are not permitted
- Midriffs may not be exposed.
- T-shirts, shorts, short culottes, and similar casual apparel are not acceptable office apparel.
- T-shirts must be white or prints and match the uniform color.
- Hats or T-shirts with decals or logos other than the Mission Inn are not permitted.
- Sweatshirts are not to be worn under the uniform.
- Assigned uniform jackets will and must coordinate with the uniform

RESPONSIBILITY/ACCOUNTABILITY

Human Resources

The Human Resources department will provide guidance to Managers and associate on the Policy and Procedures.

Associates

It is an associate's responsibility to:

- Inform their managers in a timely manner should their uniforms need replacing.
- Comply with this and any other associate policies and procedures.

Managers

Managers must ensure that the associate's Grooming Standards is implemented within his/her area of responsibility and to ensure that associate are aware of the policy and any other departmental guidance relevant to their area.

Managers must also ensure the following;

- To maintain a safe and healthy working environment where dress code, appearance or uniform is appropriate to the duties being undertaken.
- Ensure that associate are aware of and have access to the correct uniforms for their area of work.
- Take actions where an associate does not comply with the dress code, appearance or uniform requirement set out in this policy.
- Any uniform changes must be approved by the General Manager and Human Resource.

Directors

All Directors have a responsibility to ensure that the policy is consistently applied.

I acknowledge that I have read and understand the above Grooming Standards.

Associate's Signature

Date

Manager's Signature

Date

Department