

Standard Operating Procedure



Department:	Front Office		
Task:	Grooming Standards		
Issued By:	Katie Willison	Date:	June 2016 Updated Feb 2020

Purpose:

- To ensure the front office team look smart and presentable in line with company policy
- To represent the company in a positive light as the first point of contact for guests

Responsibility:

- Front Office Manager
- Front Office Team Members

The Process:

Uniforms create a professional identity for both the wearer and the guest to associate with.

Whilst wearing the company uniform, you represent the hotel and your actions and appearance influence the impression that the guest has about the hotel, staff and service.

First impressions are vital; therefore, it is essential that the uniform is clean, in good repair and presentable at all times.

Essential Uniform Requirements

- Full company uniform should be worn when on duty – no cardigans, jumpers etc. over the top.
- Scarves should be ironed and tied neatly at the back in a “cowboy” style
- Name badges should be worn at all times
- Jackets should be worn whilst in public areas, during summer jackets are allowed not be worn but everyone has to look the same.
- Shirts must be ironed before wearing
- Use of deodorants, aftershaves and perfumes are encouraged, but should not be overpowering
- Earrings and Jewelry should be discreet, only 1 set of earrings and 1 or 2 rings (wedding/engagement)
- Nail Polish should be well maintained (not chipped)
- Hair below the shoulders should be tied back in a ponytail or a bun, short hair should be clean and tidy.
- Black shoes should be worn, they must be polished and in good repair
- Smile – it’s the best part of your uniform!