

APPEARANCE STANDARDS

Because we are committed to presenting our clients and customers a professional appearance in which we can all take pride in, the following appearance standards must be followed at all times:

Hair

For Men:

- Hair must be clean and groomed in a conservative style.
- Sideburns must not extend below the ear.

Facial Hair:

- Employees must be clean-shaven before they come to work.
- Beards and mustaches must be well trimmed and maintained.
- Clean-shaven men who decide to grow a beard or mustache must do so during a time when they are not working.

For Women:

- Hair must be clean and groomed in a conservative style.

Hands

- Hands and Nails must be clean.
- Fingernails must be clean and of a reasonable length.
- Polish, if worn by females, must be a neutral color and may not be chipped or peeling.

Jewelry

- Employees are permitted to wear only: one ring on each hand and one bracelet and one wristwatch.
- Necklaces, if worn, may not be visible.
- Earrings may be worn with the following restrictions: dangle type earrings must not be longer than one inch; small hoop earrings must be no larger than 1 inch in diameter; one earring per ear is permitted.
- No piercing, other than ear lobes are permitted. (i.e. nose, tongue, eyebrow)
- Men are not permitted to wear earrings.

Perfume/Cologne

- Perfume or cologne may be worn in moderation.
- No musk-based products may be used at any times.

Personal Hygiene

Special attention must be paid to personal hygiene; employees are expected to:

- Brush their teeth daily.
- Shower / Bathe daily.
- Use Deodorant daily.

For women, make-up should be minimal and used only to enhance an employee's natural appearance.

Body Art

No tattoo that interferes with effective customer service or is deemed offensive by management may be displayed or made visible during work hours.

Uniforms

Employees are required to wear their complete uniform as it is intended to be worn; this includes hats, aprons, jackets, nametags, etc. Employees are not permitted to wear buttons, pins or other adornments on their uniform that may interfere with effective customer service or a professional appearance. The only exception to this is a company-issued service award pin.