



# MANAGEMENT – STAFF APPEARANCE

## **DELIVERING GREAT SERVICE**

We are constantly striving to improve service that we offer to our customers. The Chicken Cottage goal is to provide the best service on the High Street. This means doing everything we can to ensure our customers are treated well and enjoy their experience with Chicken Cottage. We would expect you to offer a warm, welcome, and friendly smile in all customer facing situations, colleagues should always be available to help visitors to our stores. In addition to these behaviours, you are expected to present a professional image whilst maintaining health and safety standards within store. Your appearance must be in accordance with the policy laid down below.

## **STORE MANAGERS PLEASE NOTE**

If an employee makes a request to wear an item of clothing that does not comply with this policy or may have implications for Health & Safety or customer service standards, you must ask employee to get a Doctor's Note to enforce the demand.

Exceptions to the guidelines may be agreed for medical or other compelling reasons. However, this must first be approved and considered through the Franchisee or Operations Team. If an employee reports to work failing to meet acceptable standards including but not limited to cleanliness or inappropriate dress, the employee must be sent home or asked to address the short comings.

## **INCONSISTENT DRESS**

If you report to work and your attire does not meet acceptable standards or is not in accordance with the uniform policy, you will be sent home or requested to remedy any issues. Reasons for such action include but are not limited to cleanliness and inappropriate dress.

## **CHICKEN COTTAGE UNIFORM**

When you commence employment at Chicken Cottage you will be issued with a uniform relating to your job role. This must be worn throughout your working hours and kept in a neat and tidy condition. We will replace uniforms as necessary due to normal wear and tear. Failure to wear your uniform or to keep it in proper condition (it must be washed and ironed regularly) may be treated as misconduct. Your uniform must not be altered without permission from your manager.

The company reserves the right to change staff uniforms as necessary, so that they conform to the Chicken Cottage corporate image. The style of the uniform may also alter from time to time. Colleagues will be issued with new uniforms when such changes are introduced.

The minimum standards required are that:

- Must be washed and ironed regularly.
- No other clothing should show at the neckline, cuff, or hemline.
- Cardigans/jumpers must NOT be worn on top of uniforms.
- Suitable dark shoes are to be worn, heels should not be excessively high, backless/toe shoes are not acceptable as these present a safety risk and training shoes/plimsolls are not acceptable. Protective footwear must be worn as it ensures your safety.
- Name badges are to be worn by all employees.
- Head office staff will arrive to any shop wearing an ID lanyard.



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- Only bodywarmers are permitted in the kitchen/service area at any time given they have no sleeves. Although they must be removed when cooking or preparing products.
- Coats must be removed when entering the kitchen or service areas.

## **ACCESSORIES**

- Socks must be worn with trousers and must be plain and dark.
- Excessive jewellery is not acceptable. Only one pair of small stud/hoop earrings may be worn and one ring per hand besides wedding and engagement rings. Rings must be of a design that will not catch on anything and cause damage or a health & safety risk.
- No other facial jewellery is allowed to be worn, including jewellery worn in the mouth. Exceptions will be made for jewellery worn for religious reasons providing that it doesn't break Health and Safety rules.
- The Company reserves the right to request that inappropriate nose or tongue rings/studs or earrings are removed.
- Employees may be asked to remove jewellery items if they are deemed to be too large or inappropriate and give an unprofessional image or are offensive to customers.

## **PRIDE IN YOUR APPEARANCE**

Nails should be clean, a sensible length and neatly manicured. Nail varnish should be discreet.

Hair must be clean and neat - long hair must be always tied back.

It will be at the Store Manager's discretion to decide if you are adhering with the corporate image. In special circumstances such as company-approved charity events, should you wish to dye your hair in bright colours for the event, permission must be obtained from your Store Manager prior to changing your hair colour. Male employees must shave regularly or keep beards or moustaches neatly trimmed. Make up and perfume must be kept to a minimum. Tattoos are acceptable but must not be offensive. If such are deemed as offensive, they must be covered.

If you as an employee, manager or franchisee have any questions please refer to the Operations Team for advice.