

## Section 5: Personal Presentation Guidelines

### Punctuality



Being late for work increases the workload on other staff so all employees are required to be properly attired and ready to work at their workstation at the rostered commencing time.

Where an employee is not ready to commence work when required, at the discretion of the Supervisor, the employee will not be permitted to commence work until fifteen minutes after the rostered starting time. Where employees are later than fifteen minutes, the employees may have their shift shortened or cancelled. Payment for time lost shall be forfeited.

An employee who is running late must contact the Supervisor and seek instructions. Failure to do so could lead to another employee being allocated to the shift in which case there may be none available on that day.

Employees who are constantly late, or absent, will be required to attend a counseling session with management and where the problem continues to re-occur, counseling and disciplinary procedures will be adopted.

### Uniform

All staff are issued with a uniform to wear during their shift.

If your uniform is deemed no longer presentable by your Supervisor you will be required to obtain a replacement and at the discretion of management, you may be charged a fee.

The uniform requirements of staff are as follows;

- Issued staff shirt (tucked into pants)
- Black tailored pants
- Non-slip black footwear
- Name badge (issued by the office)



Where possible wearing of uniform to and from work should be avoided to assist in hygiene and food safety compliance.

Under no circumstances is any part of the uniform displaying the venue logo is to be worn outside of the venue off duty.

### Care of Staff Uniforms



It is the responsibility of all staff to ensure that their uniform is kept in a presentable state.

As a guide, uniform shirts should be washed in cold water and never placed in a dryer to avoid shrinking. They should be hung inside on a line to avoid fading and if hung on a clothes hanger as soon as they come off the line, they shouldn't need much ironing.

### Name Badges

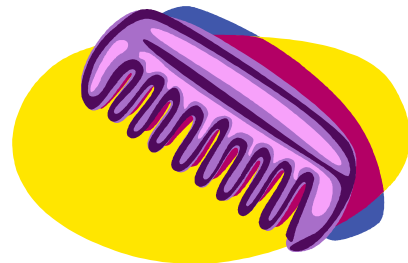
As an employee of Gold Rush Golf, you are part of a team working to deliver consistent excellent customer service to our patrons. Name badges help ensure your service is professional and personalized. By being aware of your name, patrons are likely to feel more comfortable with you. As a result they will have an enhanced customer service experience.

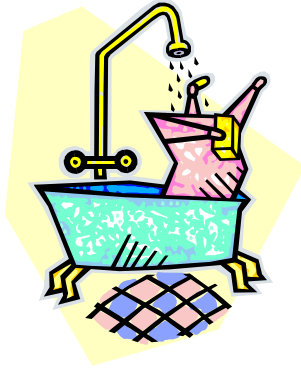
Your name badge will be supplied by the office.

### Personal Appearance, Dress and Hygiene

A high standard of hygiene is expected, as the venue is also in the food and beverage handling industry. Personal appearance and dress is a matter of common sense and personal taste. Important guidelines in determining the appropriate dress and appearance are:

- The work you do
- The public with whom you are dealing
- General standards of neatness, tidiness, cleanliness and safety





Your appearance is a customer's first impression of you as well as the venue. Therefore all staff are to be neat and tidy at all times and are to wear the clothing specified.

We have taken the liberty of mentioning some key points in grooming - they are common sense and no doubt you practice them already.

- Shower regularly, clean your teeth and use deodorant.
- Keep hands and fingernails clean at all times.
- Pay close attention to your person, any strong odors may offend.
- Never apply make-up, comb hair, apply perfume or hand cream in your designated workplace.
- All hair must be clean and neatly combed. Long hair should be pulled back off the face. Beards and moustaches are to be trimmed and neat. Clean-shaven staff are to arrive at work clean-shaven.
- Tattoos must be covered.
- Footwear must be in good repair.
- Only subtle-styled earrings and no other facial jewelry.
- No excessive or bulky jewelry.
- Open sores, cuts and wounds are to be covered by an appropriate water proof dressing and foodservice glove if appropriate.

Staff must inform management if they have or are carrying a disease that might be passed on and contaminate food (eg hep A, typhoid, staphylococcal or streptococcal infections). Food handlers must also ensure that any infected skin lesions or discharges from eyes, ears or nose does not contaminate food.

Staff who present themselves inappropriately for work may be asked to leave and return in a better presented state.

### **Care of Venue & Personal Property**

It is expected that you will safeguard all Gold Rush Golf property issued and used by you, as well as the property of the employer and your fellow employees, against improper use or damage. It is also expected that you will assist in keeping your workplace and equipment on which you work clean and safe.