

# *Grooming Policy*

6/1/2021



1

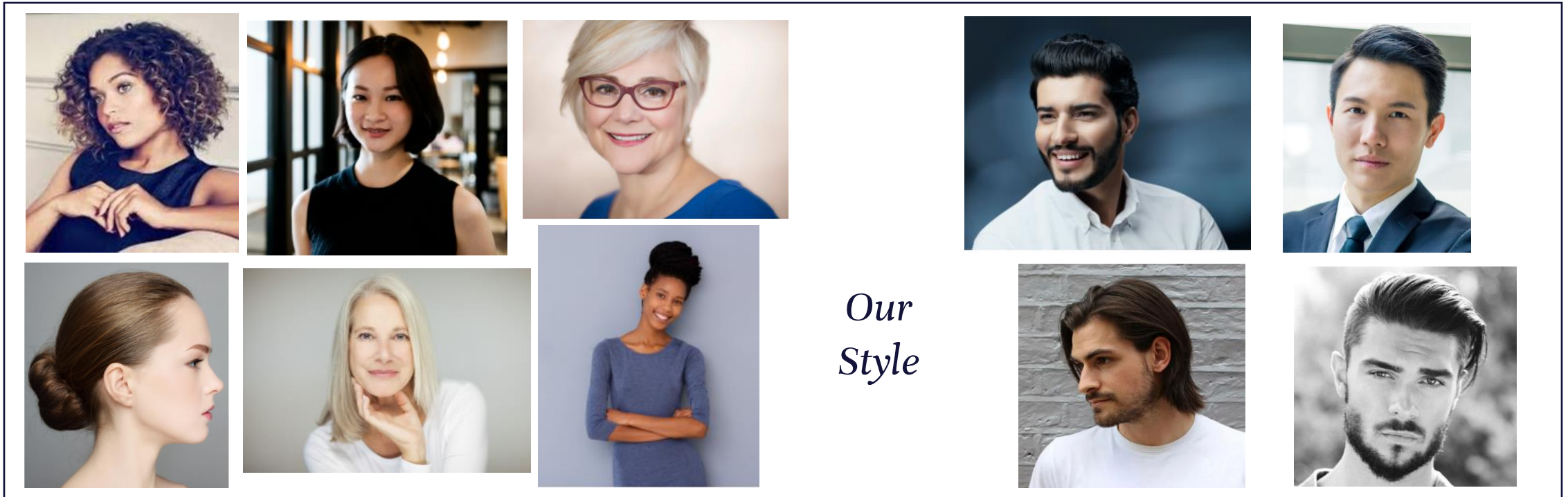
*Grooming  
& Make-up*



# Hair

## Our Style

- Clean and neatly styled, allowing for eye contact at all times
- Natural-colored or tinted hair that complements and is well maintained
- Conservative use of styling products
- When hair is tied back, accessories must be suited to a professional environment, coordinate with hair style, color, and uniform/business attire
- Wigs may be worn if the above conditions are met
- Employees in food service areas must comply with health department regulations



# Hair

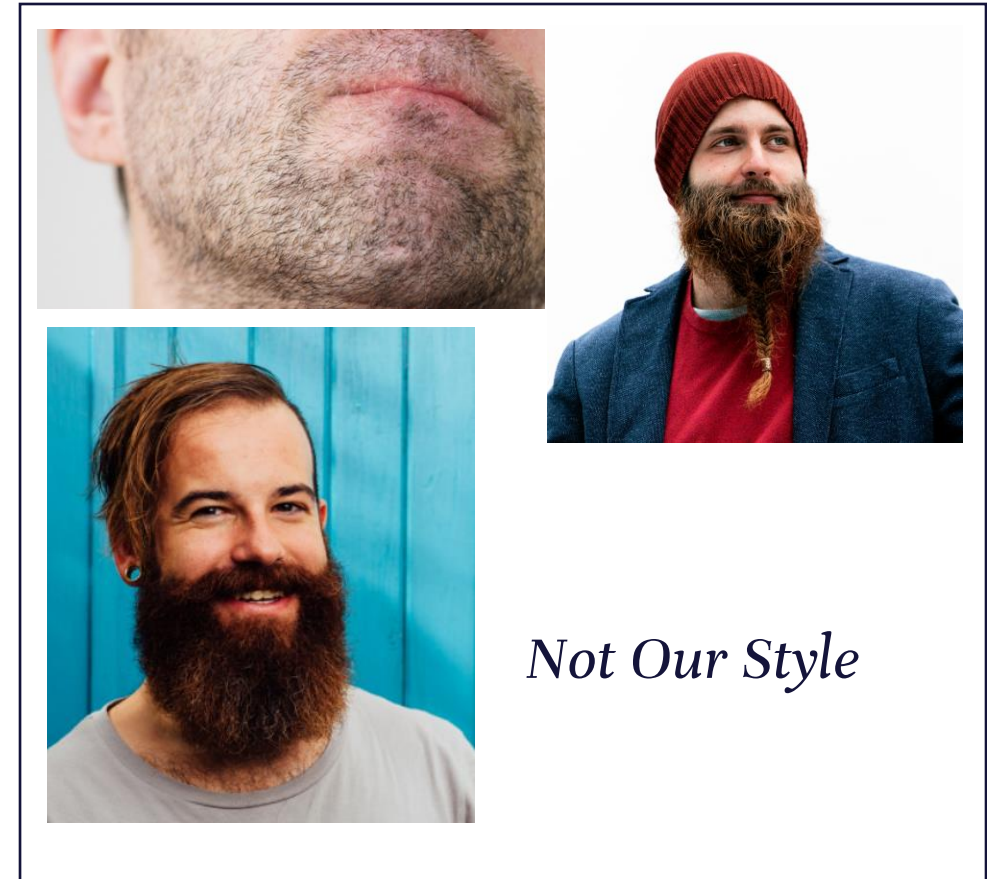
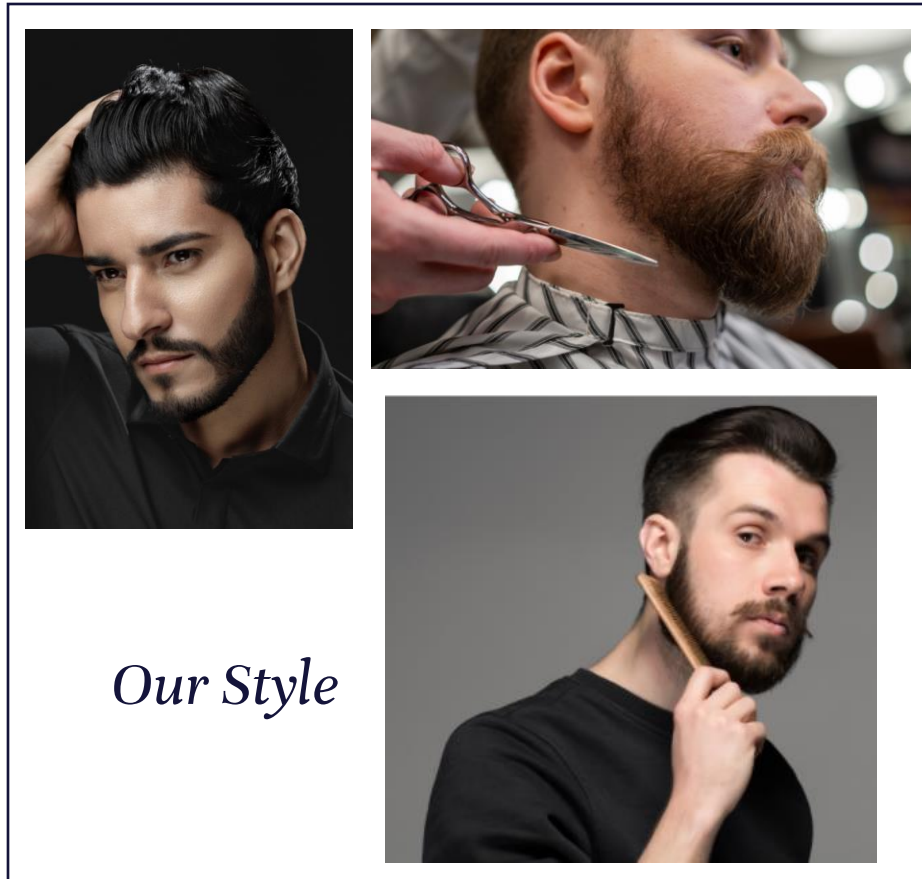
## Not Our Style

- Messy or uncombed hair
- Hair colors in bright, unnatural colours such as blue, green, or purple
- Greasy, unwashed hair
- Extreme styles such as asymmetrical, bi-level and hair ornamentation
- Height above one's head exceeding 2 inches
- Heads partially shaven
- Logos, geometric patterns, or designs in hair



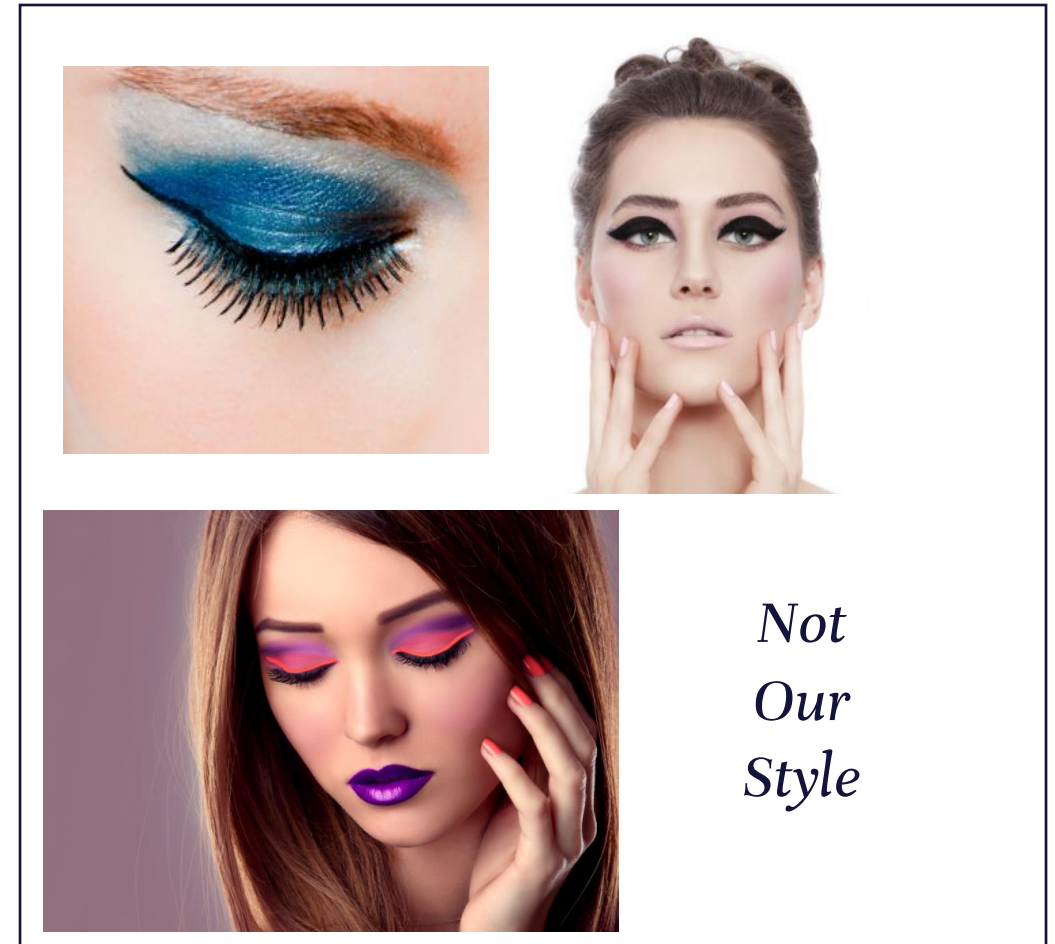
## *Facial Hair*

- Facial hair which is of a conservative style and in keeping with a professional image and must be neatly trimmed or clean shaven
- Growing of facial hair must be done on time off from work
- Employees in food service areas must comply with health department regulations



# Cosmetics

- Make-up that promotes a professional, well-groomed image is acceptable
- Make-up should be applied moderately and in a manner that complements normal skin tones
- Extreme colors and/or excessive amounts of makeup are not permitted

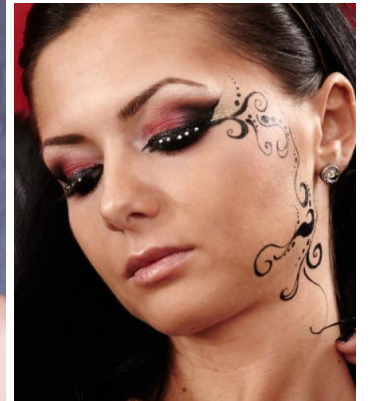
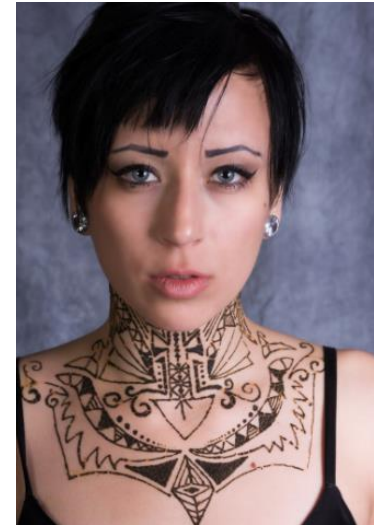
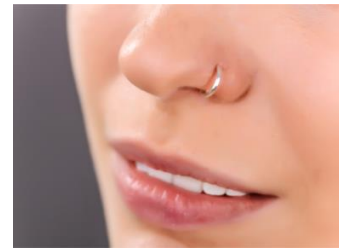


# Body Art (Tattoos, Piercings)

- Visible tattoos and nose studs must be discreet, tasteful, and in keeping with the image of the brand, department and property
- Management reserves the right to ask for tattoos to be covered up during work periods if not discreet and/or tasteful
- Tattoos which are offensive to others and/or display offensive words or images are not permitted
- Gauges need to be full and neutral in colour; no gaping holes permitted



*Our Style*



*Not Our Style*



# Personal Hygiene

- Daily baths, showers, shaving and the use of deodorant are essential
- Fresh breath at all times is imperative
- Teeth should be brushed after meals and snacks
- Lotions, perfumes, and aftershave should be worn in moderation
- Hair and teeth should always be and appear clean
- Hand and nails should be clean at all times
- Nails should be neatly trimmed and not extend more than  $\frac{1}{4}$  inch beyond the end of the finger
- Colored nail polish may be worn if:
  - Not prohibited by health and safety standards
  - Well-maintained
  - Colors are classic (e.g. pink, red, nude, and complimentary colors are acceptable; no extreme colors, neon shades, glitter, or designs are permitted)



*Our Style*

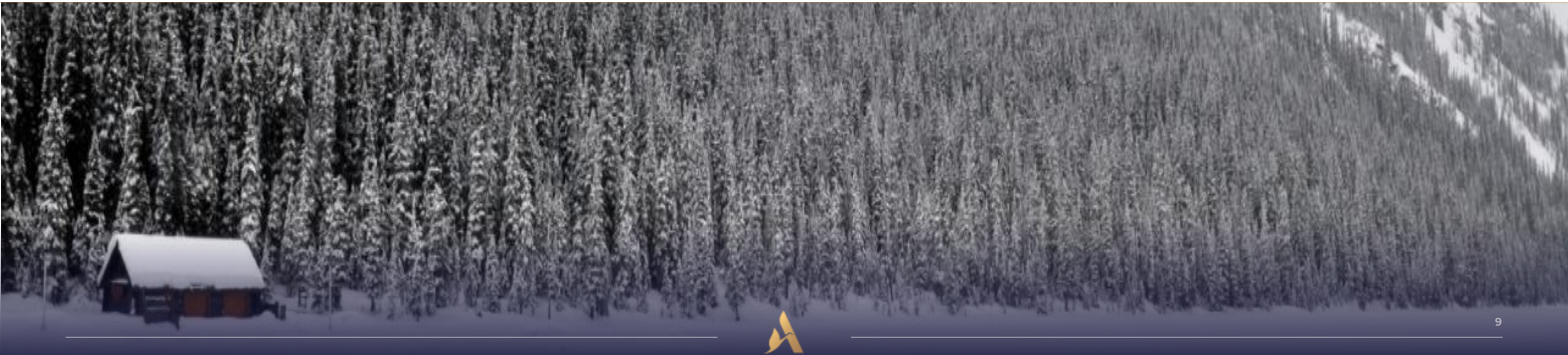


*Not Our Style*



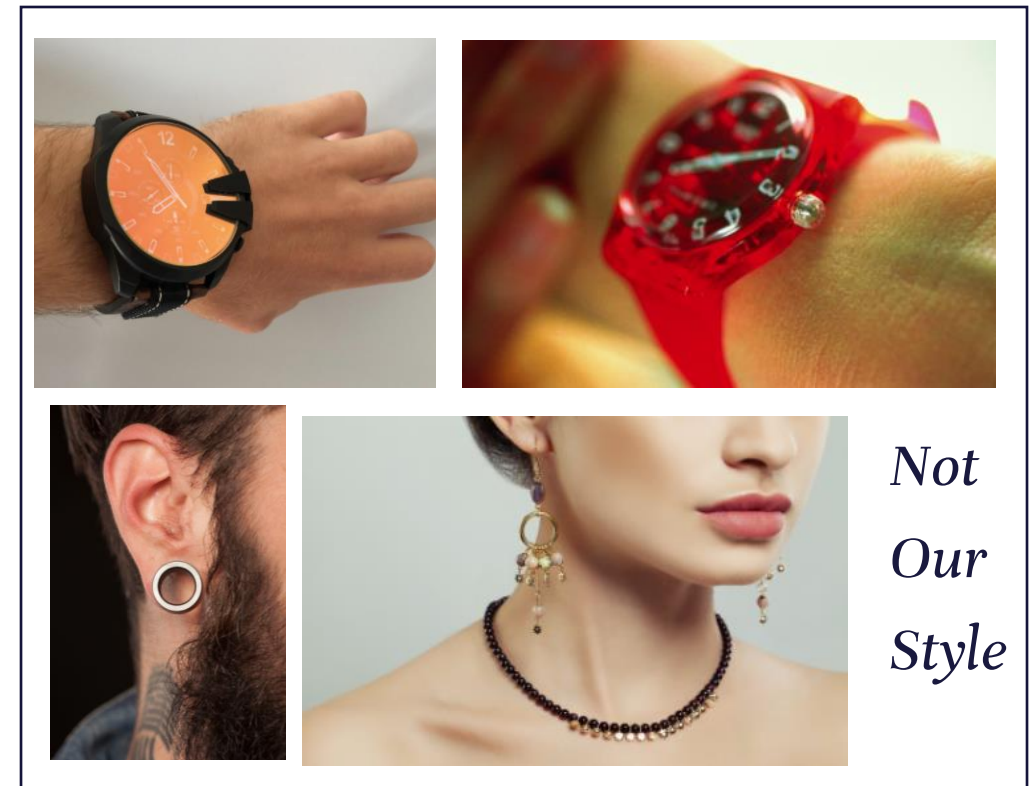
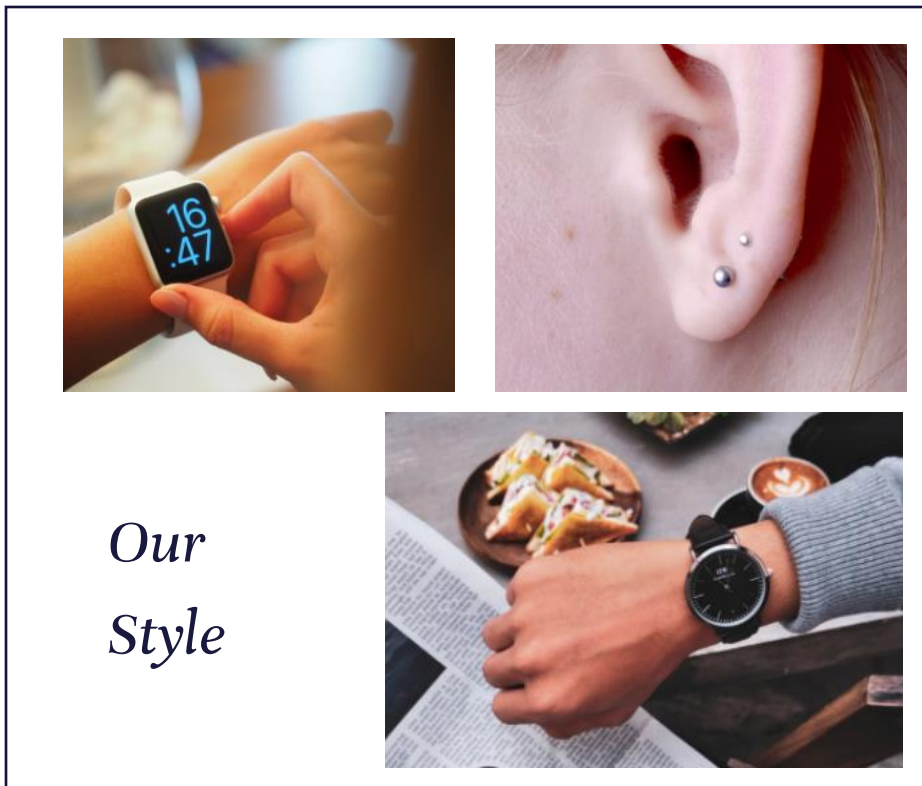
2

# *Jewellery & Accessories*



# Jewelry

- Minimal, stylish and professional jewellery (including watches) that complement and do not detract from the uniform or business attire, nor distract others, are acceptable
- Only two earrings per ear that are moderate in size are permitted
- Ankle bracelets and visible body piercings are not permitted
- Gauges need to be full and neutral in colour; no gaping holes permitted
- Jewellery will not be allowed where it may cause a safety hazard, such as around mechanical equipment
- Employees in food service areas must comply with health department regulations



# Accessories

- Uniformed employees may only wear accessories issued as a part of the uniform
- Sunglasses may be worn only when necessary, but must not be mirrored, silver coated, or opaque
- Sunglasses are not to be worn indoors, in dark areas, or at night
- Glasses should have minimal ornamentation/logos in line with the intended brand effect
- Designed contact lenses are not permitted

*Our Style*



*Not Our Style*



## Accessories - Continued

- Hats may be worn if they are required for health & safety reasons, or if they are part of a prescribed uniform; unauthorized hats and bandanas are not permitted
- Other accessories – including cufflinks, pocket squares, belts and scarves – may be worn if in accordance to brand standard and coordinated with attire for maximum effect
- Any themed or novelty accessories that attract undue attention to the wearer are not permitted
- Combs, wallets, or other large objects that are visible on the uniform or while in a pocket are not permitted



3

*Shoes  
& Hosiery*



## Shoes - Ladies

- Leather or leather-like dress shoes, matching the uniform or suit, with slip resistant soles are acceptable
- Shoes must be clean, in good repair, and fit properly at all times
- Open toed shoes, sling-backs, and fashion boots may be worn when appropriate to the season and environment
- Heels must not exceed three inches
- Mules, slip-ons, sandals, and running shoes (with the exception of approved clogs for kitchen employees are not acceptable
- Shoes provided as a part of the uniform must be worn;
- Shoes must meet departmental requirements pertaining to safety and style

### Our Style



### Not Our Style



# Shoes - Gentlemen

- Leather or leather-like dress shoes, matching the uniform or suit, with slip resistant soles are acceptable
- Shoes must be clean and in good repair at all times
- Mules, slip-ons, sandals, and running shoes (with the exception of approved clogs for kitchen employees) are not acceptable
- Shoes provided as a part of the uniform must be worn
- Shoes must meet departmental requirements pertaining to safety and style



# Hosiery/Socks

- Hosiery and socks must be clean, in good repair, without holes, and coordinated with the uniform or business attire
- Colors must match the attire/uniform and coordinate with shoes
- Hosiery with patterns, textures, trimmed with decoration, or in extreme colors are not permitted
- Mismatched socks are not permitted
- If not wearing hosiery, legs must be clean shaven and presentable

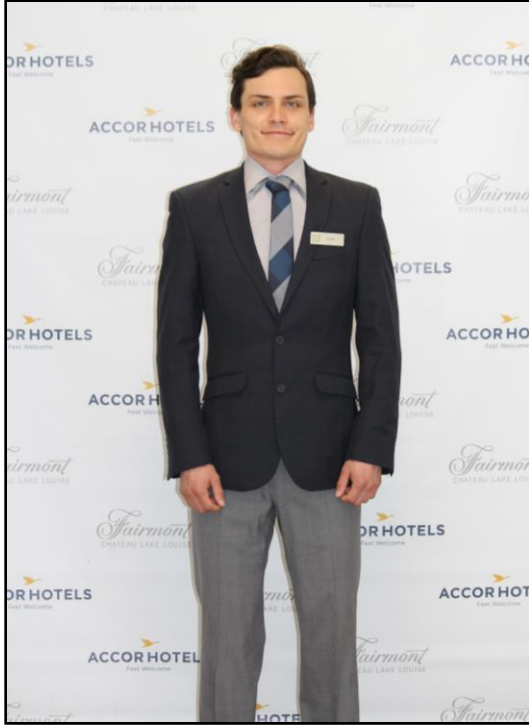


4

# *Uniforms*



# Uniforms



- Uniforms will be worn in accordance with brand standards
- Uniforms should fit properly (i.e. not too big, not too small)
- Employees are to wear uniforms that are clean, neatly pressed and in good repair
- Employees are to keep uniforms in same condition as when issued, and the hotel will perform any necessary alterations



# Our Style



# Not Our Style



## *Name Tags & Pins*

- Approved Brand nametags and/or pins are to be worn by all employees
- Nametags/pins are to be worn on the upper left chest area and on the uppermost layer of clothing
- Nametags/pins are to be in good repair and readable;
- Only brand pins may be worn with the uniform; unauthorized pins, decorations and/or stickers are not permitted
- A maximum of two brand pins may be worn



# Face Masks

- Masks must be clean and in good repair
- Masks must not display any offensive or explicit imagery or words
- Masks must not have any logos or represent any brands other than that of the Fairmont Chateau Lake Louise
- Masks must meet legislative requirements (i.e. 3-ply count)



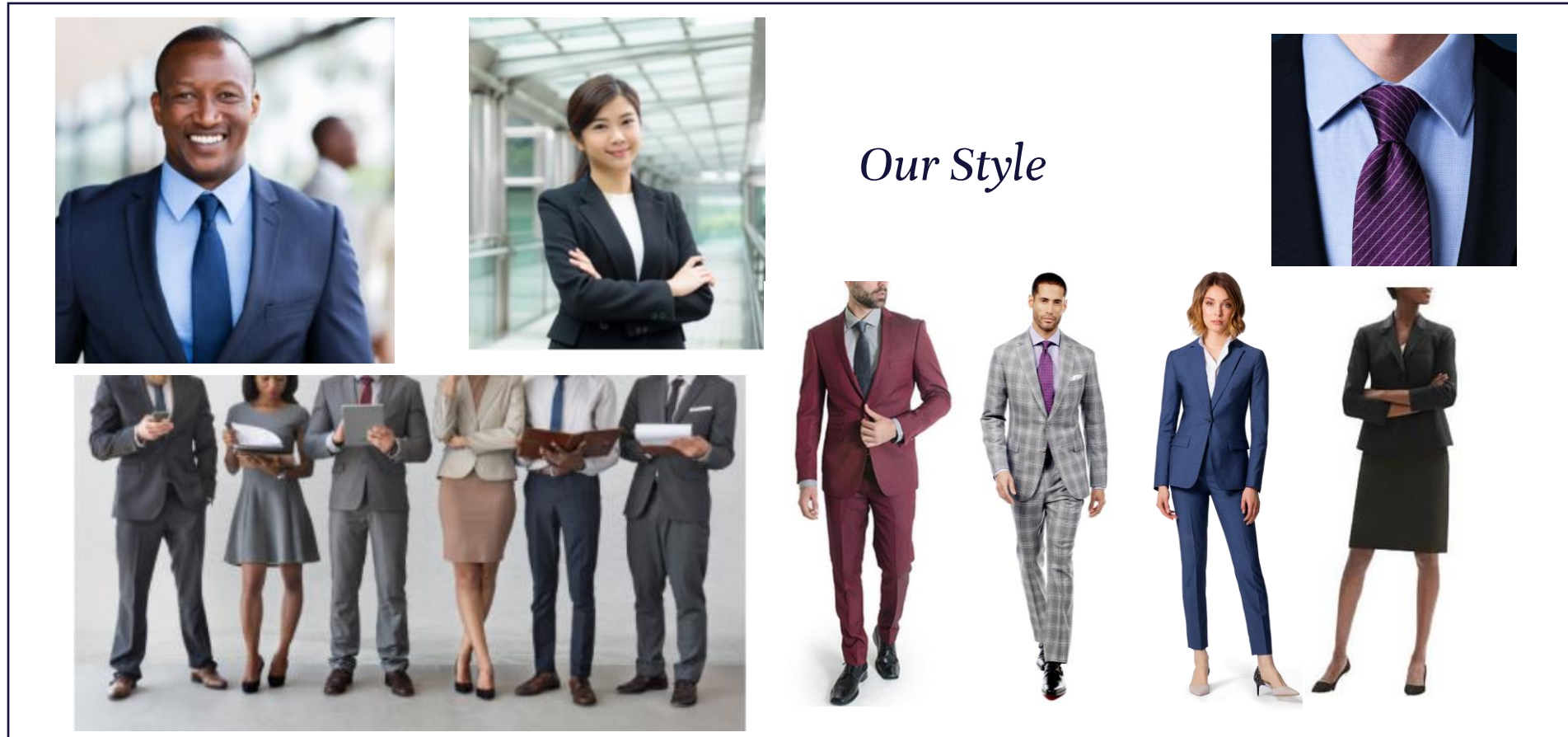
5

# *Non-Uniformed Attire*



# *Business Attire*

- Professional business attire options include pants/skirt with a shirt or blouse, neck tire (solid or business-styled patterns; no novelty prints), blazers, slacks, and dresses
- Suits with jackets must be worn in all public areas
- Ties must be worn in all front of house positions
- Suits must adhere to departmental style and standards



# Business Attire

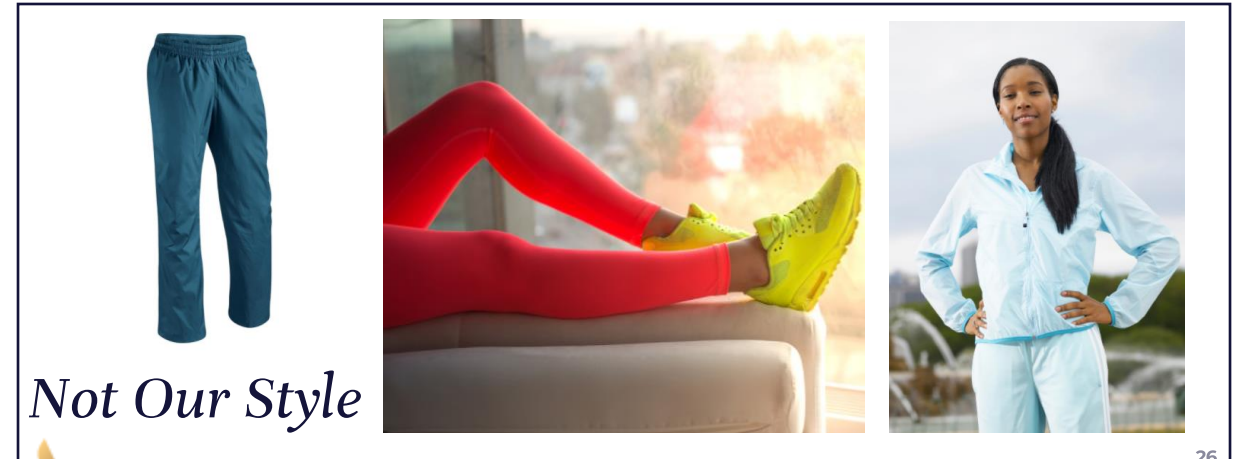
## Not Our Style

- Denim, corduroy, khaki, light fabrics, wide-knits, leather, suede, or any other fabric suggesting casual sportswear or evening attire are not permitted



# Off-Duty Attire

- When in the hotel while off duty (using recreation facilities, The Bean Café or dining outlets) the following dress code guidelines apply:
- Your overall appearance should be conservative; “Resort Casual” attire is recommended. This refers to “khaki-style” pants, tailored or collared t-shirts and appropriate accessory standards
- Shirts should have collars (no athletic wear or tank tops)
- Denim must be clean and in good repair – no holes or frayed edges
- Athletic attire may be worn en route to the Fitness Centre only – items must clean and in good repair (no “cut offs” or “short-shorts”)
- Shoes must be clean and in good repair
- Off-duty attire standards apply when attending training programs and mandatory staff meetings



5

*Proper Fit*



# How A Suit Should Fit

In 60 Seconds



Courtesy of: <https://www.youtube.com/watch?v=yLOHgBpuPNA>  
For more information, see <https://www.realmenrealstyle.com/suit-fit-video-transcript/>



**THE JACKET CLOSURE**

Just Right



Too Small



Too Big



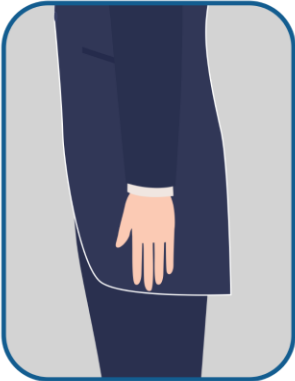
Just Right



Too Small



Too Big



**THE JACKET LENGTH**

Good Fit



Too Tight

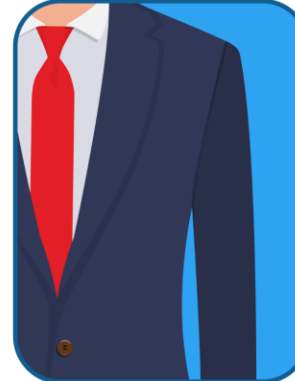


Too Loose

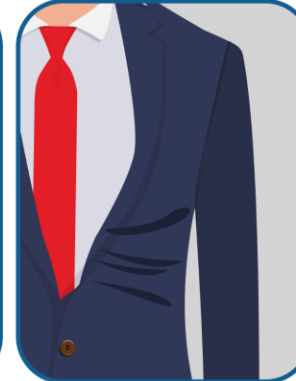


**THE LEGS**

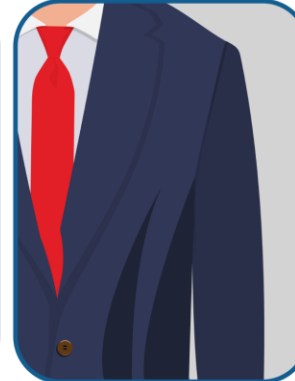
Just Right



Too Small

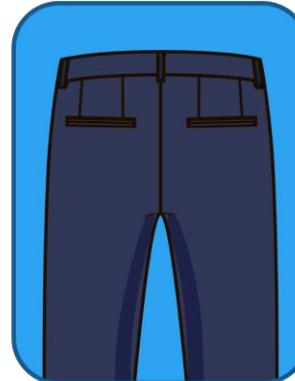


Too Big

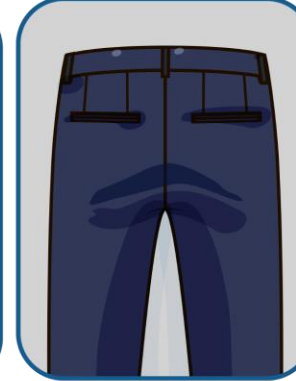


**THE SHOULDER**

Just Right



Too Small



Too Big

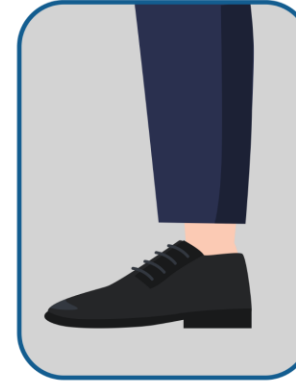


**THE SEAT**

Good Fit



Too Short



Too Long



**TROUSE BREAK**



# Proper Tie Fit

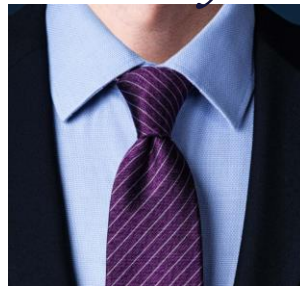
- Ties should not be too long, nor too short; The tip of your tie should end in the middle of your waistband when standing
- Ties should be worn with collared, button-down shirts
- Ties should be tied neatly and should not be loose-fitting



*Not Our Style*



*Our Style*



## How To Tie A 4-In-Hand Knot



Courtesy of: <https://bespokeunit.com/suits/ties/how-to-tie/>



# Proper Skirt Length

- Skirts and dresses should fall at or below the knee
- Short, tight skirts are unacceptable



# Uniform Fit

*Too Small*



*Just Right*



*Too Big*



*Just Right*





RAFFLES \ ORIENT EXPRESS \ BANYAN TREE \ DELANO \ SOFITEL LEGEND \ FAIRMONT \ SLS \ SO \ SOFITEL \ THE HOUSE OF ORIGINALS  
RIXOS \ ONEFINESTAY \ MANTIS \ MGALLERY \ 21C \ ART SERIES \ MONDRIAN \ PULLMAN \ SWISSÔTEL \ ANGSANA  
25HOURS \ HYDE \ MÖVENPICK \ GRAND MERCURE \ PEPPERS \ THE SEBEL \ MANTRA \ NOVOTEL \ MERCURE \ ADAGIO  
MAMA SHELTER \ TRIBE \ BREAKFREE \ IBIS \ IBIS STYLES \ IBIS BUDGET \ JO&JOE \ HOTELF1