

# Why is appearance important?

The fresh appearance and fun attitude of the Original Waffle Shop's staff may be as important to our customers as the food we serve.

That's why we have chosen a simple, easily recognizable "team uniform" as a way of letting our guests know that we are ALL here to serve them.

Since service to our customers starts with serving YOU, our employees, we created a simple reference guide to help you put your best foot forward.



## Disciplinary Actions

Employees who violate Uniform and Appearance Guidelines are subject to the following disciplinary actions:

### 1st INFRACTION

Employee will be sent home to change into the appropriate clothes or sent home to properly groom and will receive a verbal warning (no loss of time).

### 2nd INFRACTION

Employee will be sent home to change into the appropriate clothes or sent home to properly groom and will receive a written warning (loss of time).

### 3rd INFRACTION

Employee will be sent home for the day without pay and will receive a written warning stating that another infraction may result in termination.

*(Documentation will be entered in employee's file.)*

**In order to maintain a fair and equitable work environment, these disciplinary actions will be strictly upheld.**



Fresh, fast and fun...every day.

# All Eyes are on YOU!

**An Employee Guide for Uniform and Appearance**



Fresh, fast and fun...every day.

# An Employee Guide to Appearance

## UNIFORM

All clothing should comfortably fit and be clean, neat and pressed.



### SHIRT

- White - plain with collar
- Plain white undergarments/shirts
- Long sleeves (if shirt has cuffs, they must be buttoned)
- Short sleeves (No sleeveless shirts or T-shirts)
- No revealing necklines, excessively tight fits or capped sleeves
- Must be tucked into the waistband of pants
- Nametag must be pinned to left "pocket area" of shirt
- Promotional buttons must be worn when distributed
- Plain white cardigan or pullover sweater may be worn if desired, but must adhere to shirt guideline



### PANTS

- Black chino-style with traditional waistline, comfortable fit and must be full length – NOT excessively tight or low rise (Black belts only)
- Unacceptable:**  
Cargo-style, denim, corduroy, large pockets, rivets, grommets, large zippers, studs, tears, fraying fabric, pantlegs dragging on the floor or rolled up bottoms

### APRON

- Provided by the Original Waffle Shop and must be returned in good condition at the end of employment
- Worn around the waist
  - Ties in back
  - Covers belt of pants

### SHOES & SOCKS

- Black closed-toe shoes (laces must match and be tied)
- Heels/soles no higher than 2 inches
- Dark (preferably black) socks
- Must be clean and well maintained

Don't forget your Smile!



## GROOMING

Personal and oral hygiene is very important. Please arrive fresh and neat.

### HAIR

- Must be away from the face (Longer than chin length should be pulled back.)
- Neat and clean at all times
- Styled "conservatively" (NO spikes or bright colors)

### MAKE-UP

- Moderate use of make-up enhances the appearance
- NO dramatic application or radical color is permitted
- Use of colognes, perfumes, body splashes or scented soaps is discouraged because of the sensitivity and allergies of customers

### JEWELRY AND BODY ART

- Finger rings limited to 2 per hand
- Earrings limited to 2 per ear
- Necklaces should fall above the bust line
- NO visible piercings in the lips, eyebrows, nostrils, cheeks or tongue
- NO visible tattoos

### FINGERNAILS

- Well maintained and clean
- Polish color should be neutral or traditional (no green, blue, black, etc.)
- Polish should not be chipping or peeling

### FACIAL HAIR

- Must be neatly trimmed at all times
- No braids, twists or bands permitted

See back for disciplinary actions when these guidelines have not been met.