

Eat Drink Management

Team Standards Document

Appearance and Personal Hygiene

Why Appearance Matters

At the core of our success is the sense of warmth, trust, and excellence we offer our guests. The first step toward that goal is how we present ourselves. Looking and feeling our best allows us to reflect the care we put into every detail of our restaurant and our guest interactions.

A polished, intentional appearance is an act of hospitality. It demonstrates that we care. Our team's consistency in dress and grooming communicates reliability, professionalism, and mutual respect—no matter where or when we interact with each other or when a guest walks through our doors.

The shared standards outlined below have been developed to help new team members maintain the professional appearance our team has set. Some areas of operation may have individual rules governing things like footwear or dressing for warmth. Deviations from grooming standards must be approved.

A shared standard helps build trust with our guests and among our team. It ensures that no matter who is serving or where they are working, the experience feels thoughtful and unified.

The following guidelines are for your use in setting the standards for your personal appearance.

Hygiene Standards

Working in close contact with food and people means that personal hygiene must be a daily commitment. These guidelines are not about perfection—they're about caring enough to show up as your best, every day.

Daily Care

- Team members must shower or bathe each day and use effective deodorant before reporting to work.
- Proper dental care is required, including brushing, mouthwash, and breath mints as needed.
- False teeth or partial plates must be worn while working.
- No perfume, cologne, or aftershave products are to be worn.
- Any tattoos that are inappropriate or obscene must not be visible to the public when in uniform.

Hand Hygiene

Our hands are among the most important tools we have in our business—and the most likely to spread illness.

- Wash hands regularly, especially after changing gloves, touching your face or hair, or handling potentially contaminated items.
- Personal grooming, including touching your face, neck, underarms, or any part of your body below the waist, must be done in the restroom.

Smoking

The Hotel Burg is smoke free property. Employees may not smoke on premises. Also smoking is bad for you. Please stop. But if you must, All smoke or vape breaks must be off the clock, off property and must be taken totally out of sight of any guests of the restaurants and hotel. If an employee does smoke, they must wash their hands and eat some type of mint or otherwise ensure that any smoke smell will not affect our guests.

Unified Appearance Guidelines

We want every team member to feel confident and comfortable while maintaining a consistent and professional standard. These expectations apply to all, with room for individual expression within the framework of our shared values.

Hair

- Hair should be clean, neat, and styled in a way that does not interfere with service.
- Long hair must be tied back or restrained.
- Braids, locs, cornrows, and natural styles are welcome when groomed and maintained.
- Dyed hair should remain a natural hue, with roots consistent with the overall color.
- Facial Hair
- Beards, mustaches, and goatees are permitted if neatly trimmed and well-maintained.
- Facial hair should not exceed ½ inch in length and should present a clean appearance.

Fingernails

- Fingernails should be kept clean and at an appropriate length.
- Nail polish must be uniform across both hands and not chipped or distracting.

Jewelry

- Jewelry should be minimal and must not interfere with service or food safety.
- Acceptable: Up to two rings per hand, post-style earrings (one per ear), one simple necklace (with a charm no larger than a dime), one watch, and one bracelet per wrist.
- Avoid: Dangling earrings, hoops larger than a quarter, and visible body piercings outside the ears (e.g., nose rings, tongue studs).

Uniform and Attire

Your uniform is our first opportunity to represent our brand. It should be clean, pressed, and worn with pride. Footwear must be professional, closed-toe, slip-resistant, and in good condition. Some roles or seasons may require specific clothing; your manager will provide guidance as needed.

A Final Thought

Looking your best is about the details and caring enough about each other to show respect for and to one another, the job and our guests. When you feel good about how you look, you stand taller, smile more easily, and connect more confidently.

Our goal is to create remarkable moments, and that begins with how we show up—for ourselves, for each other, and for our guests.

Let's take pride in the details. They all matter.

Eat Drink Simply Group

