

PERSONAL GROOMING, HYGIENE AND BODY LANGUAGE

WHY IS GROOMING SO IMPORTANT IN THE HOSPITALITY INDUSTRY?

- Our appearance is a statement of who we are. Our grooming should create a professional image at work and we must be attentive to our appearance and posture. Grooming is a combination of style and discipline. It is to project an image of the organization's culture and ethics to our esteemed our guests. It also enhances the personality of employees, the character of an organization, and the value of the company.
- The first impression will create a lasting impression. It is also essential to make ourselves feel good and confident. If we feel good about ourselves, everything goes better.



African Queen Floor Team grooming standards (Female):

We must keep ourselves looking fresh and professional by paying good attention to:

Body: Freshly bathed/ showered. Use deodorant.

Breath: Beware of tobacco and coffee odor. Use a breath mint if needed.

Body Fragrance: Your scent should not linger after you leave and shouldn't bother people around you.

Uniform: Well ironed, clean, and presentable – No stains, wrinkles, or bad smell.

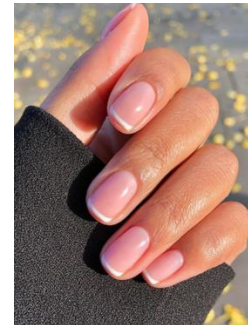
Shoes: Simple plain shoes given by the company

Jewelry: Watch and a wedding band allowed and simple earrings only

Hair: Long hair in a tight ponytail or bun and neatly secure with a black hair tie only, making sure no hair is covering face. Hair bangs must be kept above eyebrows, with no hair covering your eyes.

Make-up: Light makeup with nude colors only (No excessive or heavy makeup allowed).

Nails: Only clean, trimmed, and well-manicured nails are allowed. Nail longer than the fingertips are not permitted. Nail color permitted: Red, French, Nude or baby pink color.



African Queen Floor Team grooming standards (Male):

We must keep ourselves looking fresh and professional by paying good attention to:

Body: Freshly bathed/ showered. Use deodorant.

Breath: Beware of tobacco and coffee odor. Use a breath mint if needed.

Body Fragrance: Your scent should not linger after you leave and shouldn't bother people around you.

Uniform: Well ironed, clean, and presentable – No stains, wrinkles, or bad smell.

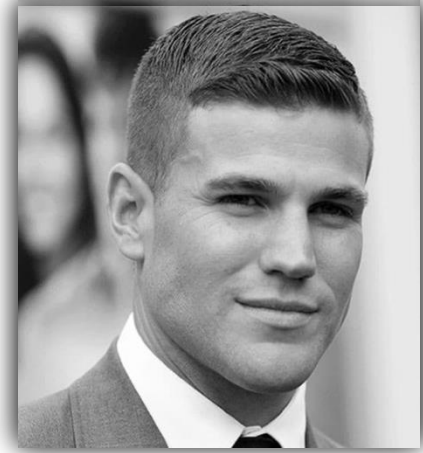
Shoes: Simple plain shoes given by the company

Jewelry: Watch and a wedding band allowed and simple earrings only

Hair: Haircut must be fresh, well maintained. Hair must be combed and neatly arranged (with gel)

Beard: Must report on duty freshly shaved. If beard is kept, must be trimmed on daily basis without excess hair on the neck.

Nails: Only clean, trimmed, and well-manicured nails are allowed. Nail longer than the fingertips are not permitted.



Body Language:

Hospitality is about making guests feel welcome and at home, and this goes so much further than simply verbal language.

Smile: Smiling can make a guest immediately feel welcome and comfortable in the space, but the key to smiling is genuinity. If it isn't genuine, the guest will understand that and it will feel fake to the guest and therefore, they not feel completely welcome in the restaurant. A warm smile signals approachability, which is exactly what you need in the hospitality industry.

Posture: You should never be crossing your arms. This signals to a guest that you're perhaps not open and friendly as it is a defensive stance and it's making them feel uncomfortable.

DO NOT lean on side stations/tables/chairs and make sure your body language is always appropriate.

No hair-doing or touching in the working area, especially not in front of our guests.

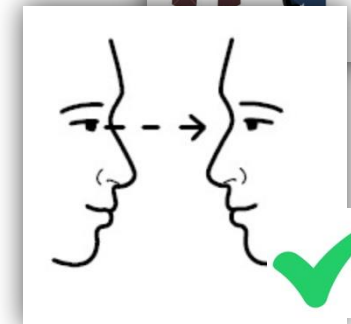
Do not touch your face or body while serving the guest and make sure you wash/sanitize your hands afterwards.

Eye contact: We should always have our head up, looking around the table, and making eye contact with all the guests. This helps make your guests feel at ease. But it's important to note that you shouldn't be staring at guests, that makes them feel uncomfortable.

Conversation with colleagues: Polite and respectful at all times. We have a lot of different nationalities and languages in the restaurant, hence sometimes language barrier can occur. The conversation should be in a calm and low voice to make sure that guests are not disturbed by it.

DO NOT SHOUT over the restaurant, go to the person and ask or say what you have.

Conversation with the guest: Polite, professional and respectful and personalized (if you know the name of the guest use it during the service/arrival/departure)



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