

# LOVE AT FIRST BITE



## Policies / Procedures / Processes

Team relevance	Service & Delivery
Policy definition	<b>Appearance &amp; grooming</b>
Responsibility	Operations Manager
Date updated	3/4/17
Policy	<p>The following appearance and grooming guidelines are to help ensure not only a professional appearance, health and sanitation compliance, and consistency throughout the crew, but also a reflection of our standard for excellence.</p> <p><b><u>Uniform</u></b></p> <p><b><u>Delivery Driver</u></b></p> <ul style="list-style-type: none"> <li>➤ Pressed black or khaki pants, black socks &amp; black shoes (non-slip)</li> <li>➤ Black Love at First Bite shirt or black polo shirt</li> <li>➤ You will be provided with a bib apron with a Love at First Bite logo, that you will be required to wear during deliveries.</li> <li>➤ Please ensure that your clothing is always clean, neat and tidy.</li> </ul> <p><b><u>Corporate Server</u></b></p> <ul style="list-style-type: none"> <li>➤ Black Dress Slacks, black dress socks &amp; black polished shoes (non-slip)</li> <li>➤ Black Dress Shirt- long sleeved collared button down (must be neat, clean &amp; pressed/ironed)</li> <li>➤ White Dress Shirt may be required upon client request. This will be noted in scheduling details. Please check prior to all events.</li> <li>➤ Black Tie- unless specified not needed.</li> <li>➤ Apron- will be provided by LAFB please return to "LAFB Laundry" Basket in China Closet at the of event so that it can be laundered if needed for next day events.</li> <li>➤ Please wear plain white or black undershirt with no logos - must be a t-shirt, tank tops are unacceptable. You will be wearing it during set-up and change into dress shirt immediately prior to event start time so still fresh when event starts.</li> <li>➤ On occasion, you will be required to wear Cafe Attire - pressed and clean khaki pants and a white shirt.</li> </ul> <p><b><u>Server &amp; Bartender</u></b></p> <ul style="list-style-type: none"> <li>➤ Black Dress Slacks, black belt, black dress socks &amp; polished shoes (non-slip)</li> <li>➤ Black Dress Shirt- long sleeved collared button down (must be neat, clean &amp; pressed/ironed)</li> <li>➤ White Dress Shirt may be required upon client request. This will be noted in scheduling details. Please check prior to all events.</li> <li>➤ Black Tie- unless specified not needed.</li> </ul>

- Apron- will be provided by LAFB please return to "LAFB Laundry" Basket in China Closet at the of event so that it can be laundered if needed for next day events.
- Please wear plain white or black undershirt with no logos. You will be wearing it during setup and change into dress shirt immediately prior to event start time so still fresh when event starts.

**Appearance/Grooming**

- Hair – needs to be cleaned, combed and neatly styled, long hair needs to be pulled back and up off the collar.
- Men – need to shave – no 5 o'clock shadow, Mustache, beard, and facial hair needs to be neatly trimmed and not excessive.
- Women – makeup may be used to enhance your natural features and create a fresh, natural appearance. Nail polish must be in good condition with no chipping.
- Jewelry - keep it simple and less is best. A single earring in each ear is acceptable. Tongue rings or any other visible facial rings or piercings are not permitted.
- Tattoos – must be covered at all times.

**Sanitation**

**Proper sanitation practices must be followed at all times**

- Please wash your hands!
- Use gloves when handling any food or serving equipment!
- NO GUM CHEWING
- NO EATING in front of customers.

**Smoking**

- Smoking is prohibited in all company vehicles.
- NO SMOKING in front of customers.
- Please ensure that your clothes do not smell of cigarette or vape smoke.

Notes