

Purpose	To maintain an appropriate corporate and hygienic image
Scope	This policy applies to all associates

Step	Responsibility	PRESENTATION AND GROOMING	Records
1	All associate's	<p>All associates should ensure that they:</p> <ul style="list-style-type: none"> Put on branded name tags when on duty Put on clean, well pressed and properly fitting uniform Socks and shoes should be colour coordinated with the uniform 	
2		<p>For Ladies:</p> <ul style="list-style-type: none"> Make up and jewellery should not be excessive only one pair of stud earrings to be worn and rings only allowed on fingers. Hair styles - long hair should be tied at back. Natural toned hair colour shades Fingernails must be short and well-trimmed and have no nail polish. 	
3		<p>For Gentleman</p> <ul style="list-style-type: none"> Short hair, clean shaven No dread locks Natural toned hair colour shades 	
4		<p>Waiters:</p>	

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5	Driver	<ul style="list-style-type: none"> Must have waiter's towel and waiter's friend, docket pad and pen. <p>Driver:</p> <ul style="list-style-type: none"> Receipt book and float 	
6	Chefs	<p>Chefs:</p> <ul style="list-style-type: none"> Put on clean, well pressed and properly fitting complete kitchen uniform including apron and neckerchief. Ensure you always put on a chef's hat and hair net for ladies. Put on branded name tags when on duty or names on uniforms Wear closed safety shoes with cotton socks. Always ensure you have a chef's towel/oven gloves. 	
7	All associates	<p>Staff Practices:</p> <ul style="list-style-type: none"> Staff should dry hands thoroughly on a disposable towel All food handlers to have medical examinations and rectal swabs done twice a year. Don't smoke, spit, eat or chew gum when preparing food Avoid touching face and hair, sneezing or coughing during food preparation. 	

Uniforms

- All associates are expected to be smartly always dressed.
- All associates are provided with appropriate uniforms and name badges and must wear them all the times during working hours.
- Provision of uniforms to contract and or casual labour should be as per NEC CBA guidelines.
- Associates are required to maintain uniforms in neat and clean conditions.
- A set of two uniforms and a pair of shoes is provided for each associate annually.
- A set of jerseys is provided to all service associates once after every two years.
- A record of all uniforms issued and signed for is kept in the Human Resources department (Uniforms Distribution List - **Appendix 13**)
- All branded uniforms shall be returned to the company when the associate leaves the company's employment and these shall be recorded and kept for two years after which they should be discarded .

10	Coordinator	<p>Greetings & Introductions Refreshing morning. Welcome to My name is John. I will be your Coordinator.</p> <p>The functions coordinator to interact with function planner, and present their business card, pointing out their mobile number, direct phone number upon each visit.</p>	
11	Coordinator	<p>If the functions co-ordinator will not be present during the guest's function, they will call the guest in advance and introduce the co-ordinator who will be their on-site.</p> <p>At the end of each function, organiser signs the bill in agreement and coordinator counter signs.</p> <p>Coordinator to hand bill over to Front Office.</p>	
12		<p>Feedback Sessions: Coordinator to carry out - where possible – a feedback session with the organiser. Distributes questionnaires to organiser.</p> <p>Refreshing evening to you Sandra. How was your function? To discuss amongst other issues: -</p> <ul style="list-style-type: none"> • Ask if their function was a success • How was the delegate's experience? • Any areas the hotel can improve on • Was the meal selection favourable? • Would the guest book another function with you again? <p>Thank you choosing RTG Mobile as your caterer of choice. We look forward to hosting you soon. Have a pleasant day.</p> <p>Follow through: - Coordinator to compile and send a thank you letter to the organiser and copy Functions Manager</p>	
13		<p>Guest Feedback Summary</p> <p>Coordinator to compile a monthly report to be submitted to Quality Assurance and copied to relevant HODs.</p>	