

Grooming Standards — Team Members and Management



Required

Key Standards

Franchisees should implement and enforce these grooming standards (e.g., no beards) consistent with local laws, including antidiscrimination laws regarding religious or cultural practices or disabilities.

Exposed Skin	<ul style="list-style-type: none"> ■ Exposed, open sores <ul style="list-style-type: none"> — Tell the Manager, cover completely with a leak-proof solid blue bandage and wear approved disposable gloves when preparing food ■ Tattoos <ul style="list-style-type: none"> — Vulgar, violent or inappropriate content or images may not be visible 	<p>All cuts, scrapes and burns on arms and hands must be covered.</p> <p>The Operator/Manager will set protocol consistent with this standard.</p>
Facial Hair	<ul style="list-style-type: none"> ■ Mustaches and goatees (covering chin only) <ul style="list-style-type: none"> — Must be neatly trimmed, groomed and cover less than 10% of the face ■ Beards <ul style="list-style-type: none"> — NOT permitted except for religious, cultural or medical reasons in accordance with applicable law/regulations (must be neatly groomed and trimmed) 	<p>All beards covering more than 10% of the face must be completely covered with a beard net.</p>
Hair	<ul style="list-style-type: none"> ■ Neat, clean, pulled back from face or shoulders ■ Pinned up so no loose hairs are visible ■ Properly restrained to prevent food contamination 	<p>When preparing food, all Managers and Team Members must wear hair nets.</p> <p>Ponytails are recommended.</p> <p>No beads or decorations are allowed.</p>
Hands and Nails (Natural and Artificial)	<ul style="list-style-type: none"> ■ Hands and exposed arms <ul style="list-style-type: none"> — Must be clean and sanitized at all times ■ Nails <ul style="list-style-type: none"> — Must be clean and neatly trimmed (no jewelry or stickers) — Must be no longer than .32 cm. beyond skin end point under nail — Nail polish and artificial nails are not permitted 	
Hygiene	<ul style="list-style-type: none"> ■ Body <ul style="list-style-type: none"> — Good hygienic routines are required (No offensive body odor) ■ Oral <ul style="list-style-type: none"> — Good hygiene practices are required 	

Jewelry	<p>Rings:</p> <ul style="list-style-type: none"> ■ 1 plain, smooth, unadorned band (without stones), such as a wedding band is permitted only when serving Guests. Wedding band must be removed when preparing or handling food. <p>Necklaces:</p> <ul style="list-style-type: none"> ■ Inside of uniform (not visible) ■ A medical alert necklace is acceptable only if tucked inside uniform. Management should be made aware of anyone with particular medical needs. <p>Earrings/piercings (Unisex Policy):</p> <ul style="list-style-type: none"> ■ Permitted only in ears (Only female Managers and Team Members) ■ Stud earrings only (less than 1.27 cm. in diameter) ■ Only 1 earring per ear (Only female Managers and Team Members) ■ No other visible piercings <p>Bracelets:</p> <ul style="list-style-type: none"> ■ Should NOT be worn <p>No other jewelry (e.g., watches) allowed</p>	<p>No jewelry is permitted if in violation of local regulations.</p> <p>Only Managers can wear watches (where local laws permit); watches must be made of metal.</p> <p>When preparing food, Managers must remove their watches.</p>
Makeup and Perfume	<ul style="list-style-type: none"> ■ Makeup not excessive — must be light and natural in color ■ Use cologne or perfume sparingly ■ No false eyelashes 	
Shoes and Socks	<ul style="list-style-type: none"> ■ Shoes <ul style="list-style-type: none"> — Black leather or vinyl — Slip-resistant soles and heels — Cover entire foot with closed toe and heel — Clean and free of scratches, dirt and scuff marks — Maximum heel height is 30 mm. ■ Dark socks or stockings must be worn 	<p>Soles and laces must be in good condition and properly tied.</p>