



Shari's Management Corporation

Appearance Standards – How to Look Like a Million Bucks!

Remember at all times that you are in charge of a million dollar business. It should be apparent to any guest or employee that you are the person in charge. In this country, 55% of what we believe about one another is based on our interpretation of nonverbal signals. This is communicated visually in two major areas – wardrobe and body language. You can look like a million bucks without spending a lot of money. Here are some tips.

Clean Pressed Clothes: Your clothes don't need to be expensive – the most expensive suit can look shabby if it is wrinkled or has food stains on it. Invest in a good quality iron and make sure that your clothes are always clean and pressed. For the guys, it may be worth it to have your shirts professionally laundered – this keeps the cuffs and collars clean and your shirts will last longer. Also, keep your clothes in good repair. Replace buttons and fix tiny frays as needed. Replace clothing when it becomes stained.

Make Sure That Your Clothes Fit Right: Clothes that are too baggy look sloppy and clothes that are too short or tight look unprofessional. Invest in a full-length mirror and view yourself from all directions. When buying new clothes, make sure that they are comfortable. Do they have pockets? What does it look like when you sit down? Buy clothes that flatter your figure, not just what is popular. Make sure that your skirt length is appropriate, remember, you are bending over to bus tables.

Tuck Those Shirts In: Make sure that your shirttail remains tucked in. For the gals, you can really finish up an outfit by tucking in the shirt and adding a belt. Guys, you need a belt as well.

Buy Good Basics: Invest in good basic clothing such as dark colored skirts and slacks. You can add different shirts, sweaters, ties and scarves to make your outfits look totally different. When you find a brand or style that fits nice, buy several colors to mix and match. Always do the wrinkle test before you buy

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something. Grab a bunch of the material and squeeze it – does it wrinkle? For the gals, invest in several vests and jackets. These also can be mixed and matched to make outfits look different. Avoid trendy clothes and outfits that can't be mixed and matched. These go out of style quickly and will add to your clothing expense.

Protect Your Clothes: Buy a can of Scotchguard and spray your clothes on a regular basis. This will make stains come out easier and your clothes will last longer. Have the linen company leave you several long butcher coats or have long cook aprons in the office. When you have to go into the kitchen, put on the butcher coat or apron. This will keep your clothes clean during your shift and also keep them from staining.

Think About Your Image: If you look like the person in charge, your guests and employees will respect you more. Employees and guests alike want to be able to tell with one glance, who is in charge. A well-dressed manager gives them confidence that everything is going to be all right. You may not always know what you are doing, but a sharply dressed person portrays confidence and trust.

Body Language: Carry your head high and walk like you have a purpose.

Dress Policy – Appearance Standards

Following a guideline that individuals will interpret differently. Ultimately, the decision as to whether a clothing item is appropriate or not will be determined by the manager and district manager.

FEMALE MANAGERS:

Cosmetics:

- Makeup should be light and emphasize naturalness.
- Avoid heavily scented powders and perfumes.
- Use a colorless or conservative nail polish, nails must be well groomed.

Hair:

- Hair must be clean, styled and well groomed in a professional, business style. Although we don't require that you wear your hair up and

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contained it should be in a style that is away from your face and doesn't fly around.

Jewelry:

- Avoid any jewelry that dangles or could pose a safety hazard. Keep jewelry to a minimum. All jewelry should be in good taste.
- No more than two earrings per ear are permissible, and they must be in good taste.

Shoes, Hose And Appropriate Undergarments:

- Shoes should be comfortable and safe. Leather type flats or low heels are best. Tennis or athletic type shoes and open toed shoes are not acceptable.
- Hose are required with dresses, skirts, and suits. Knee high or trouser type socks are required with slacks, no athletic socks. Shoe and leg color should compliment attire.
- We require appropriate undergarments and undergarments should not be seen through clothing.

Dress Code:

- Dresses, suits (pant or skirt), skirts, jackets and slacks are required.
- Slacks must be suit or dress style, meaning no flat felt (top stitched) seams, rivets on pockets or sewn on pockets. Fabric should be wool, linen, gabardine, or poly-type blends. Stretch fabric, drawstring, denim, or anything that looks like jeans in style or color is not acceptable. Stirrup and stretch pants are not acceptable. Dockers, shorts and skorts (short split skirts) are not acceptable.
- Dress and skirt lengths must be appropriate. Avoid skirts and dresses that are too tight (panty lines do not look good on anyone) or short in length. Skirt length should be knee length or longer.
- Blouses, shirts or fine gauge knit tops are acceptable. Sleeveless blouses, tank tops or T-shirts are not acceptable. Blouses made with sheer fabrics must be worn with a camisole. Baggy over-sized sweaters are not acceptable.
- Garments must be clean, pressed and well maintained.

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Whether attire, jewelry or skirt length is acceptable or not is determined by the manager or district manager.

MALE MANAGERS:

Personal Appearance:

- Clean shaven daily
- Hair neat and cut regularly. No hair should extend below the collar nor completely over the ears.
- Sideburns are allowed, but not beyond lower tip of ear.
- Mustaches should be well trimmed and not lower than corners of mouth.
- A well-trimmed and maintained goatee is acceptable.
- Earrings are not allowed and other jewelry must not pose a safety hazard.

Clothes:

- Dress slacks are appropriate, belt is required. No Dockers or denim type pants.
- Long sleeve cotton dress type shirt. Shirts must be wrinkle free and in good condition. Long sleeve cotton logo shirts are acceptable.
- Ties are required.
- Shoes should be hard, leather type uppers with skid-resistant soles and dark socks. Shoes must be clean and in good repair.
- We require appropriate undergarments.

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- Buy clothes that mix and match, here you see pieces that can be easily mixed to make 5 or 6 outfits.
- Wear “trouser” type slacks, loose fitting with side seam pockets, not sewn on pockets.
- Sweaters should fit nicely, not too long or baggy.
- Shoes should match pant or skirt color.
- Skirts should be knee length.
- If your shirt is tucked in, wear a belt.

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- Skirt length should be at or below the knee and above the ankle.
- Choose skirts that you can wear several different blouses or sweaters with.
- Short sleeves are easier to work in.
- Hose are required with skirts, trouser socks with slacks.
- Shoes must be closed toed.

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- Choose conservative colored shirts with matching ties. Choose ties that will go with several shirts.
- Ties should be knotted so that they fall just below the belt.
- Slacks should be dark in color with a crease. Shoes should match slacks.



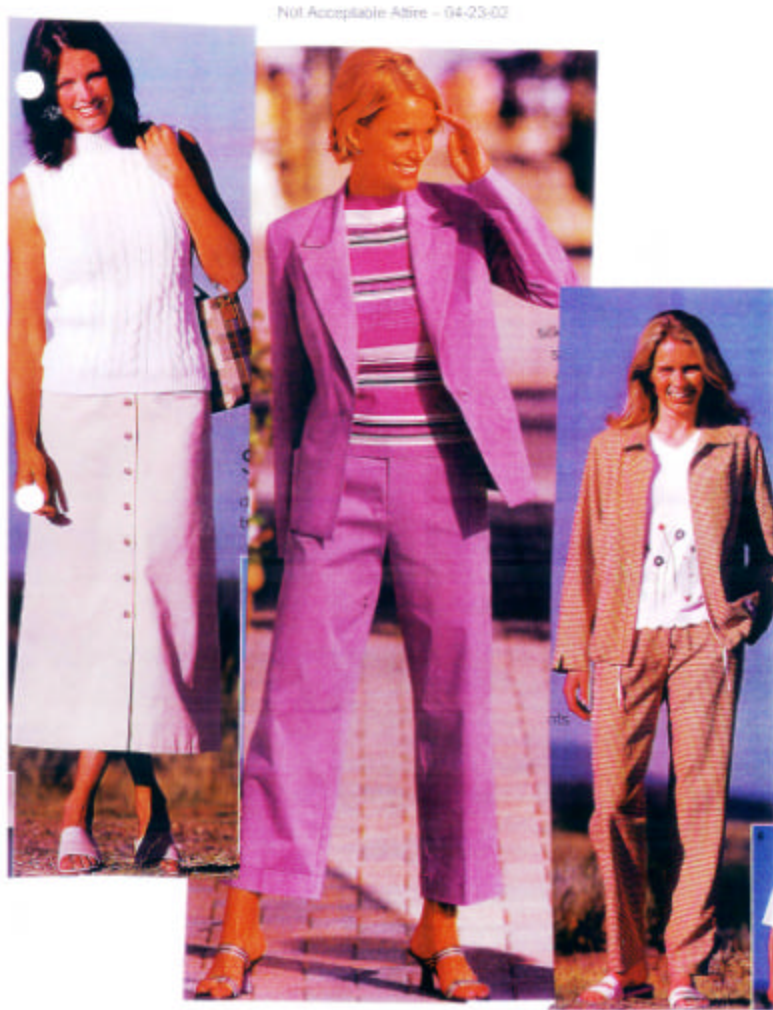
- Print shirts are acceptable but should also be conservative in nature, thin strips or small pattern.
- Shirts must be pressed with a crease down the sleeve. Long sleeve shirts are preferred.

Dressing Don'ts – Things to Avoid



- White socks
- Cotton pants
- Jean style pants
- Pants without pleats
- Cargo pants
- White pants
- Loud plaid shirts
- Rolled up shirt sleeves

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- Cropped pants
- Sleeveless blouses
- Casual fabrics – denim or khaki
- Sandals or open toed shoes
- Skirts without hose
- Un-tailored jacket
- Pants or skirts that are too tight – nobody looks good with a panty line!