

E A T A L Y

APPEARANCE, POSTURE, &  
PRESENTATION

RESTAURANT SERVICE EXCELLENCE

# Let's Define...



Appearance – Dress code, grooming, and hygiene



Posture – How we stand and move



Presentation – How we speak and give information

# Appearance – Hygiene & Grooming

## **Hair**

Hair should be well groomed and pull back out of your face.

If an employee's hair reaches the tops of their shoulders, hair must be pulled back neatly and securely so not to compromise food safety.

## **Facial Hair**

Employees with mustaches and beards must keep facial hair clean, neat, and trimmed.

- Mustaches cannot extend below the lip.
- Beards and mustaches must be trimmed in an acceptable business manner.

## **Fingernails**

Fingernails must be trimmed, and employees may not wear polish, gel polish, or artificial nails.

## **Perfume**

Avoid perfumes, colognes, and scents that could overpower the aroma of the space.

## **Make-up**

Make-up should be applied sparingly and appropriate for a business setting.

## **Jewelry**

No facial jewelry may be worn.

No large earrings are permitted – modest earrings are the only exception.

Non-food handlers may wear modest, business appropriate jewelry.

## TOPS:

- Collared shirt or blouse
- Crewneck T-shirt or sleeveless top (no print) **only allowed with blazer**
- Blazer required with casual tops

## BOTTOMS:

- Slacks, dress jeans/pants- must be clean and free of rips, tears and fraying.
- Skirts/dresses should be no shorter than 2 inches below the knee

## FOOTWEAR:

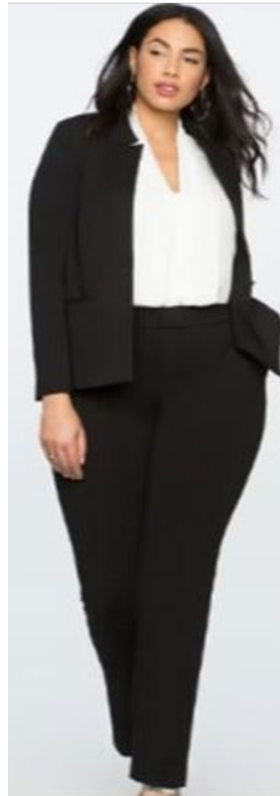
- Shoes or clean, polished dress sneakers

## GENERAL GUIDELINES:

- No prints or designs (subtle patterns are acceptable)
- Recommended colors: white, ivory, beige, brown, black, grey, blue, dark green. Avoid neon colors and sheer or see-through fabrics
- Utilize the '**2 out of 3**' rule. From top, bottom and shoes; 2 must be formal, one may be casual.
- **Look trendy, yet professional!**

## NOT ALLOWED:

- Phones in the back pocket
- Hats, beanies, caps, bandanas.
- Shorts
- Sportswear
- Logos on clothing





# Posture - How we stand and move

- Stand up straight, not leaning or hunched
- Keep hands close to the body (not in pockets)
- Walk, never run
- Don't swing arms while walking
- Always let the guest go first
- Use your safety callouts!
  - Behind
  - Corner



# Presentation – How we speak and give information

## How we speak

### Polite

- Please/Thank you
- Right this way

### Professional

- Brand-right
- No slang or inflammatory language
- No terms of endearment

### Friendly

- Warm
- Eye contact
- Human approach

## How we give information

- We don't say "no" without a solution
  - "We don't have \_\_, but I can offer you \_\_"
- Communicate timing when appropriate
- Be a solid team
  - Use "we" or "the team"
    - Example: "We are running a little behind"
  - Don't blame another person, team, or circumstance
    - Example: "The kitchen is backed up"
- If you don't know, find out
  - "Let me find that out for you"

# Let's practice!

Posture & Presentation