

The Heritage Hotel

Uniform policy

The Heritage Hotel is committed to dress standards that will enhance its corporate image, and it is essential that grooming and presentation be of the highest standard at all times.

Employees are required to maintain a neat, clean, well-groomed appearance. The discretion of what constitutes acceptable grooming rests with the company.

Uniform specifications

- Staff who have contact with customers (e.g. reception and management) are to wear either a white or black shirt with a pocket that displays the Heritage Hotel insignia (employees are issued one shirt in each colour). These staff members will be issued with a burgundy Heritage Hotel jacket, to be worn with the regulation black skirt or trousers, also provided by the Hotel.
- Those working back-of-house in maintenance and housekeeping roles will be provided with two white Bob Charles shirts with the Hotel insignia on the front. Trousers or a skirt in navy blue will also be issued by the Hotel.
- Shoes are to be comfortable and clean. They should be black and with a heel of less than 3cm. For safety reasons, no open-toed shoes are permitted.

- Anyone employed by the Heritage Hotel is to ensure their name badge is visible at all times during their shift.

Care of uniform

- The hotel issues complete uniforms to all staff, which are signed for on commencement of employment and must be returned when leaving the company.
- The hotel uniform, whether for management / reception or maintenance / housekeeping should always be freshly pressed with no stains, loose threads or missing buttons.
- Those working as managers or at reception may store their uniform in the locker in the office to the rear of reception and keep the jacket there during the shift if it is not being worn. It can be laundered when necessary in the hotel laundry.
- Those working in maintenance and housekeeping may also have their uniform laundered. Uniforms can be placed in the laundry basket in the ground-floor staffroom and picked up from the shelf in the same room for the next shift. It must be recorded on the wall chart when an item is dropped off or collected.
- If the management / reception uniform is torn, please take it directly to Ms Nichols in the laundry. Maintenance / housekeeping staff should notify their team leader if their uniform needs mending or replacing.

Questions 22–27

Complete the table below.

Write **NO MORE THAN TWO WORDS** from the text for each answer.

Write your answers in boxes 22–27 on your answer sheet.

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	Management / Reception	Housekeeping / Maintenance
Top	– shirt (white or black) with logo on 22 – hotel jacket	– white Bob Charles shirt with company logo
Trousers / skirt	– colour: black – supplied and fitted by hotel	– colour: 23
Shoes	– must not be 24	
25	– must be worn by all staff members while at work	
Storage and laundering of uniform	– keep in locker behind reception	– sign for clean uniform in 26
Damaged uniform	– take to Ms Nichols (laundry)	– report to 27

