

A Word on Attitude...

Attitudes are contagious. Make yours worth catching.

A negative thinker sees a difficulty in every opportunity; a positive thinker sees an opportunity in every difficulty.

Dress Code

All staff are expected to report for each shift, in proper and complete uniforms. Staff are required to wear a clean, wrinkle-free shirt (provided), business casual black pants (upon request), head wear (provided), hairnet (provided), black, non-slip shoes (not provided), and a name tag (provided). Uniform entitlement (maximum per year) is as follows:

- Staff & supervisors: 3 shirts, 2 pants (upon request), head wear, apron, and name tag
- Returning staff have the opportunity each spring, to complete a Uniform Order Form, for delivery prior to September start-up.
- Throughout the year, uniforms are distributed on an "as needed" basis.
- To request new uniforms, complete the Uniform Order Form at the back of this handbook and submit it to your Supervisor who will in turn, forward it to Lambton Hall. The Uniform Order Form is also available on our staff website at hospitalityservices.uwo.ca/staff/download.cfm
- Uniforms will be delivered to the appropriate Hospitality Services units as soon as they arrive.
- Banquet uniforms may be provided when required.
- Wear a clean uniform and apron daily.
- Shorts/capris are not permitted, under the Uniform Policy.

Staff wear black socks with black pants.

All personal items (purses, sweaters, knapsacks, coats, bags, cell phones etc.) must be kept in your locker. Hospitality Services will not be responsible for lost or stolen items. Please bring a lock and use it!

PLEASE NOTE:

To ensure Hospitality Services continues to serve our customers the safest food possible, the following policies pertain to all Hospitality Service employees. They must be adhered to and were developed according to recommendations by Steritech, the Middlesex-London Health Unit and CRFA.

PRACTICE AND USE GOOD MANNERS.

Courtesy is one of the most essential skills we should use each day. Be gracious in all things.

Hospitality Services Policy–Fingernails must be kept short (no longer than your finger tip), clean and free of nail polish. Artificial nails are not permitted.

Hospitality Services Policy–Jewellery

- Rings: plain wedding bands only are acceptable (no stones)
- Earrings: small stud-style only permitted (no hoops, dangling), no larger than a dime, limited to one per ear
- Ear lobe holes (gauges) must be closed with plugs.
- Facial piercings not permitted, with the exception of 1 tiny (<.5 cm) nose stud
- Chains/Necklaces: permitted but must be worn under shirts
- Medical Alert Bracelets: are acceptable
- Watches are not permitted

Hospitality Services Policy–Restraining Hair

All hair, including bangs, must be restrained while working with food, whether serving or preparing food. To assist in securing the hairnet, and prevent perspiration from contaminating the food you are working with, as well as project a professional image, note the following requirements:

Short or Long Hair, and everything in between:

- Hair net and Hospitality Services head wear restraining all hair, including bangs is required. Head bands are also an accepted method of restraining bangs.

Hair nets are available at all times in your work unit.

Facial Hair must be kept neatly trimmed at all times.

Be advised that unscheduled inspections by the Middlesex London Health Unit may result in personal fines being levied for those not wearing proper hair restraints.

Non-compliance of any Hospitality Service policies may result in disciplinary action.

Non-Slip Shoes

It is mandatory that all Hospitality Services staff wear black, non-slip shoes at work. Protective toe shoes are recommended for stores persons. Some recommended stores include Walmart and Mark's.

Non-Slip Shoe Reimbursement

All Hospitality Services staff are entitled to an annual shoe reimbursement towards their non-slip work shoes. CUPE Local 2692 staff will automatically be reimbursed up to \$110 for non-slip shoes (up to \$120 for protective toe shoes) once per year in December.