Employee Handbook
Fairmont Scottsdale Princess
Grooming Guidelines
2015

Hotel Phone Number
(480)585-4848

Employee Phone Number
(480)419-3000
1.1 **Appearance and Grooming**

Every Colleague’s appearance and grooming contributes to Fairmont’s distinctive style. Therefore, appearance and grooming standards have been developed so that our Colleagues will know how to present themselves to meet the expectations of our Guests.

The objective of these guidelines is “consistency”; when consistency is applied to people, it is called fairness. If all Employees consistently follow the guidelines, uniformity and fairness will be assured.

If you have any questions regarding how the Appearance and Grooming standards apply to you, please contact Human Resources.

1.1.1 **Nametags**

The Fairmont Scottsdale Princess will supply nametags to all Colleagues. Nametags identify you immediately to our Guests and your Colleagues, making them feel more comfortable by being able to address you by name. While on duty, you must always wear your nametag on the left side of your body, over your heart. Only management, supervisory, Sales and Catering employees will have nametags inscribed with the first and last name. Titles will not be inscribed on nametags.

Where nametags are required, they must be in good repair and legible. Worn or damaged nametags and pins will be replaced at no charge through Human Resources. There is a $5 charge to replace lost nametags.

1.1.2 **Hair**

- Hair must be clean and neatly combed. It must allow for eye contact at all times.
- Coloured or tinted hair must appear natural and be well maintained.
- Hair must be conservatively styled. Extreme (e.g. asymmetrical, bi-level, etc.) styles are unacceptable. The height of the hair above one’s head should not exceed two inches, unless an employee’s hair naturally does so.
- Heads partially shaven and/or hair fashioned in logos, geometric patterns or designs are not permitted.
- Gels, sprays and hair mousse may be used conservatively.
- Employees in food service areas must comply with health department regulations;
- If hair is tied back, accessories must be suited to a professional environment and coordinate with the style and color of the uniform or business attire.
- Wigs may be worn if the above conditions are met.

1.1.3 **Facial Hair**

- Facial hair which is of a conservative style and in keeping with a professional image is acceptable. Neatly trimmed beards are permitted if fully grown (no new beards are to be grown on the job). Moustaches are permitted but must be neat.
• Sideburns must be neatly trimmed, and must not extend beyond mid-ear. They must be of a conservative style; flares or mutton chops are unacceptable.
• If an employee requires a religious accommodation for sincerely held religious beliefs, the Hotel will comply with applicable law.

1.1.4 Jewelry

• Conservative jewelry may be worn in moderation, but may not detract from the uniform or business attire.
• Jewelry will not be permitted where it might cause a safety hazard, for example around mechanical equipment.
• Ankle bracelets and visible body piercing (e.g. tongue, nose, eyebrow, etc.) are not permitted.
• Employees may wear small stud earrings or small clip on earrings. Only two earrings per ear may be worn so long as they are moderate in size.

1.1.5 Accessories

• Items such as belts with designs, hats, headbands and bandannas are not permitted.
• Sunglasses are not to be worn indoors, in dark areas or at night. Prescription sunglasses may be worn only when necessary, and must not be mirrored, silver-coated or opaque.
• Hats must be worn if they are required for health and safety reasons, or if they are part of a prescribed uniform.
• Pins cannot be harassing, discriminatory, obscene, threatening or violent. Pins may not present a safety hazard.
• Combs, wallets, or other large objects should not be visible or carried in pockets.
• Employees must wear colour-coordinated socks.

1.1.6 Cosmetics and Tattoos

• Hands and nails should be clean at all times. Nails should be neatly trimmed and should not extend more than ¼ inch beyond the end of the finger.
• Nail jewellery is not permitted.
• Perfumes and eau de cologne must be discreet and worn with moderation.

  • Employees may wear nail polish that is well maintained if it meets hygiene, health and safety standards and is of a conservative colour that complements the uniform or business attire.
  • Make-up should promote a professional well-groomed image. It should be applied conservatively and complement normal skin tones. Extreme colours and/or excessive amounts are not permitted.
  • Visible tattoos must be discreet, tasteful and in keeping with the image of the department and property.
  • Management reserves the right to ask for tattoos to be covered up during work periods.
  • Tattoos which are offensive to other, display offensive words or images, and/or facial tattoos are unacceptable.
1.1.7 Uniforms

- Colleagues will wear uniforms that are clean, neatly pressed and in good repair.
- Colleagues will keep the uniforms in the condition as issued and the Fairmont Scottsdale Princess will perform the cleaning, pressing, repair and any needed alterations.
- Uniforms are not to be worn when not on duty and are not to be worn off Hotel property unless on company business. Hourly paid and Salaried Non Exempt Colleagues must punch in for their shift prior to changing into their uniform and punch out after they have changed out of their uniform.

1.1.8 Shoes

- Shoes must be clean, well-polished, in good condition and appropriate for business attire.
- Open-toed shoes, sling-backs and fashion boots may be worn when appropriate to the season and environment.
- Colleagues who work in the Housekeeping, Stewarding, Engineering, Banquets and Food and Beverage departments must wear shoes with non-slip soles.
- Footwear standards may vary based on specific departmental needs (i.e. sport shoes for Tennis Court Attendants).

1.1.9 Business Attire – Women

- Professional Business Attire consisting of a suit (skirt or pant) or a blazer with a dress, dress pants or skirt is required for all women in management positions.
- Traditional fabrics such as wool, wool-like fabrics, cotton blends, heavy silk and linen are appropriate, while denim, corduroy, khaki, flowing silk or other light fabrics, wide-knits, leather, suede or any other fabric suggesting casual sportswear or evening attire are not appropriate.
- If not wearing hosiery, legs must be clean shaven and presentable.
- Shoes must be leather or leather-like dress shoes with slip resistant soles, clean and in good repair at all times. Shoes must have a heel no higher than three inches. While sling back shoes are acceptable, open heeled shoes, mules, slip-ons and sandals are unacceptable.
- Seasonal grooming guidelines will be communicated several times per year.

1.1.10 Business Attire – Men

- Professional Business Attire consisting of a suit or a blazer and slacks, shirt and tie is required for all men in management positions. A jacket is to be worn when in the public eye.
- Men in non-management, non-uniformed positions will wear a shirt, tie and dress slacks. These men will be required to put on a “hotel” jacket if required to enter guest areas.
- Traditional fabrics such as wool, wool-like fabrics, or cotton blends are appropriate, while denim, corduroy, khaki, flowing silk or other fabrics, wide-knits, leather, suede or any other fabric suggesting casual sportswear or evening attire are not appropriate.
• Neckties are required and must have business-styled patterns that do not feature “novelty” prints or attract undue attention to the wearer. Bow ties are not to be worn, unless issued as part of a uniform.
• Shoes must be leather or leather-like dress shoes with slip resistant soles, clean and in good repair at all times. Shoes must have a closed toe and heel (with the exception of approved clogs for kitchen Colleagues), and have a non-slip sole with an upper sole of substantial construction (leather or heavy vinyl).
• Seasonal grooming guidelines will be communicated several times per year.

1.1.11 Off-Duty Attire

All Colleagues coming to and from the hotel should follow the above grooming guidelines as listed in the myGrooming Handbook.

Uniformed colleagues should be dressed appropriately when walking to the employee entrance area.

1.1.12 Training Program Attire

All training programs at the Fairmont Scottsdale Princess should follow the above grooming guidelines as listed above. Professional business casual is recommended; as such the following guidelines are not permitted:

• T-shirts, tank tops
• Slippers, flip-flops
• Jeans or shorts

Colleagues who have questions regarding these standards or their application should ask the Human Resources Department for clarification.