Residential Programs and Services
UNIFORM, GROOMING, and CLEANLINESS STANDARD
DINING SERVICES

Supersedes: 22 May 2009  Date of Issue: 11 April, 2013

I. PURPOSE:
The purpose of this general order is to establish guidelines for consistent appearance and uniform-related issues that impact public health, sanitation, and personal safety through wear of clothing, jewelry, and personal grooming practices. This Standard Operating Procedure (SOP) provides advance notice to all RPS Dining employees of departmental expectations and rules for appearance while at work. Customers have expectations that include the appearance of those serving them. To meet those expectations, and as a business, we must project a clean and professional image.

II. STANDARD
RPS dining services management will inform employees of guidelines specified in this document and will enforce those guidelines consistently throughout its operations. RPS dining services requires all employees to dress in a uniform, professional manner appropriate to the employee’s work assignment.

III. UNIFORMS
A. Professional Staff – Management, Office, and Support Staff
   1. All employees assigned to non-production tasks will comply with the RPS Dress and Grooming Standard; appropriate professional attire will be worn while at work.
   2. Includes management, support staff, administrators, and special-assignment staff.
   3. The definition of professional and appropriate are at the discretion of the Director of Dining Services and, as delegated, the Associate Director of Dining Services, Operations.
B. Distribution, Warehouse, and/or Storage Facility (HFS) Staff
   1. Uniforms will be provided for as defined by the Assoc. Director and Mgr of HFS.
   2. Staff, when working in or moving throughout RPS dining facilities, will comply with the remainder of this SOP; the uniform will remain as defined by the Assoc. Director.
C. Shirts – Professional Image Issue
   1. Shirts will be provided by Dining Services. Two (2) shirts will be given to hourly employees and five (5) shirts will be issued to appointed (SM) employees. Employees may purchase additional shirts.
   2. Shirts will be kept in good repair, clean, and will fit properly: not too tight, not too loose, midriff covered. Only dining services approved images or text will be allowed on uniform shirts. Buttons or pins will not be worn on shirts or aprons for any reasons other than dining services food related promotions, dining-approved university promotions, or university service pins.
   3. Employees will wash shirts, hats, etc. according to label instructions.
D. Head Coverings – Sanitation, Personal Safety and Image Issue
   1. Pre-approved baseball caps, bandanas, or hair nets/bonnets will be worn. Authorized caps include those issued by dining services or caps with tasteful IU logos – tasteful determined by management.
      a. Sports hats, political party hats, or political pins on hats (or uniforms), obscene language or images are not allowed. Visors are not allowed. Ball caps will be worn with the bill or brim facing directly forward (centered). A hairnet or bandana may be required as well to cover all exposed hair.
   2. Religious head gear (e.g. hijabs) may be worn if a part of daily lifestyle and beliefs. Notify management upon hiring.
E. Pants – Sanitation, Personal Safety and Image Issue
   1. Pants will be made of denim, cotton (not flannel), or an opaque synthetic clothing material.
      a. Scrubs and athletic pants (sweats, Spandex, wind pants, etc.) are not allowed.
2. Pants are worn at the waistline: exposure of boxers, lingerie, tribal tattoos, or lower backside is unacceptable. Pant legs will extend to the ankle. This is a SAFETY and SANITATION issue as well as a matter of professional image.
3. Pants will be kept in good repair, i.e. clean, without rips, frays, patches, or tears.
   a. Design of pants does not matter, i.e. pants made new with patches, rips, etc. are not acceptable.
F. Skirts or Dresses – Sanitation, Personal Safety and Image Issue
   1. Rules for pants apply to skirts and dresses except for length. Skirts or dresses will extend to at least knee length but no longer than ankle length. Skirts and dresses will not have excess material (flowing) that can catch on equipment.
   2. Shorts, culottes, peddle-pushers, Capri pants, “skorts,” clam-diggers, or etc. are not authorized.
G. Shoes – Personal Safety and Image Issue
   1. Non-slip, closed-toe, closed-heel shoes are required.
   2. Clogs, sandals, or flip-flops (a.k.a. thongs) are not acceptable.
H. Aprons – Sanitation Issue
   1. Aprons are provided by dining services and worn whenever preparing or serving food to protect the customer's food as well as clothing. Aprons are sanitized.
   2. Aprons will be removed before leaving the work area such as for a rest break. Used aprons go in laundry baskets provided. Do not use aprons as a towel or pot holder. Change apron when soiled or when asked to do so.
I. Name Tags – Image Issue
   1. Name tags are issued by the department and are worn on the opposite side of the embroidered pattern at the same relative position. Name tags will not have additional adornment such as smiley-stickers.

IV. PERSONAL HYGIENE
A. Bathing – Sanitation and Image Issue
   1. Take a daily bath. Use deodorant.
   2. Rinse mouth with a wash or brush teeth prior to returning to job site after meals, smoking, or chewing tobacco.
B. Hand Washing – Sanitation and Image Issue
   1. Wash hands using a fingernail brush after “clocking-in” for work, after smoking, or after using the restroom.
   2. Wash hands between tasks or before handling different food items.
C. Gloves – Sanitation and Image Issue
   1. Wear gloves for almost every task in the dining center.
   2. Change gloves often or when asked by customers or management.
   3. Change gloves whenever you change tasks, touch your face, touch a door handle, or touch any other non-food item.
D. Clothing Care – Sanitation and Image Issue
   1. Wash your clothes regularly. Do not bleach or otherwise destroy your uniform; wash according to instructions. Wear clean clothes every day you work. Requests for additional shirts may be granted if required by work schedule.
E. Fingernails – Sanitation and Image Issue
   1. Nails will be neatly trimmed and cleaned; use brush to clean before starting work.
   2. Painted nails will be well-maintained (no chips or flakes).
   3. All employees, to include cashiers, will wear gloves when nails are painted, decorated in any way, or if they extend beyond the finger tip.
V. CONDUCT IN THE WORKPLACE

A. Eating or Chewing – Sanitation and Image Issue
   1. Eat food or chew gum while on break and away from the service area.
      a. No chewing or eating while on duty; production sampling is exempt.

B. Tobacco Products – Sanitation, Image and University Policy Issue
   1. Indiana University policy restricts tobacco use on campus.
   2. Scrub hands after using tobacco products.

C. Food Handling and Service – Sanitation and Image Issue
   1. Serve food with utensils; pick up food with washed, gloved hands only as required.
   2. Never serve food dropped on the counter, floor, or into other pans.
   3. Use clean dinner ware and ensure food is appealing when it is handed to the customer.
      Sloppy food gives the perception of unclean and unsafe food.

VI. JEWELRY

Jewelry is a form of self-expression, which RPS supports; however, dining services is a food business and customers expect to feel safe when they buy their food from us. Excessive jewelry gives an appearance of unclean and unsafe food-handling environments. Many piercing items encourage a person to touch or play with the item, an unsafe and unsanitary act. Some jewelry is more prone falling into food, in part or in whole. The Indiana Food Codes clearly limits the wear of jewelry by food-service employees (Title 410 IAC, 7-24-134). The following applies on duty:

D. Necklaces – Personal Safety, Sanitation and Image Issue
   1. May be worn if kept out of sight and worn under the uniform shirt.

E. Rings – Personal Safety, Sanitation and Image Issue
   a. Only a plain ring, such as a wedding band, may be worn – must be removed as needed.

F. Watches and Bracelets – Personal Safety, Sanitation and Image Issue
   1. Watches or bracelets, and medical jewelry are not worn on hands or arms while on duty.

G. Piercing – Personal Safety, Sanitation and Image Issue
   1. Exposed piercing will be limited to secured/locking ear rings only.
      a. Ear rings will be hoops no larger than one inch and will not have moving parts or other attachments such as gem stones, faux or genuine or plain studs.
   2. Tongue piercing jewelry will not be played with in any way. Display of or play with a tongue piercing will result in the requirement to remove the piercing while on duty.
   3. Eyebrow, face, lip, and nose piercings are removed while on duty. They may not be covered.

VII. HAIR, FACIAL HAIR, and HAIR RESTRAINTS

The main intent of hair restraints is not to hold hair in, although there is some benefit. Restraints are to keep an employee from absent-mindedly stroking or touching the hair. Touching one’s hair or face is human nature and the restraint serves to remind the employee not to touch the hair. This helps keep the hands clean and also serves to keep the employee from inadvertently stroking hair until it falls into food or into customer service areas. Since hair growth and density vary from person to person, a minimum length for facial hair is not strictly defined at this time. The intent, however, is to ensure that employees project a neat, clean and well-groomed appearance. Facial hair growth that gives the appearance of simply not shaving for a few days will not be acceptable. Clean-shaven is the preference of the department. Facial hair will be monitored closely.

A. Hair on the Scalp – Personal Safety, Sanitation and Image Issue
   1. Will be restrained with an approved hat, bandana, or hair net.
   2. Any hair extending 2” (two inches) below the shirt collar will be restrained by a hair net even if a cap or bandana is worn.
3. Hair is restrained when the employee is in production or service areas, including cash registers, washing tables, and while working in/outdoor events (catering, picnics, etc.).

B. Facial Hair – Sanitation and Image Issue
1. Employees will either be clean shaven or facial hair will be grown and maintained as listed below.
2. “5 o’clock Shadow” or scruffy facial hair growth is not allowed. Dining Administration reserves the right to define what scruffy appearances are and may require an employee to shave.
3. If an employee decides to grow facial hair, the intent must be communicated to management. A facial hair restraint will be worn while on duty once the intent to grow a goatee or beard is started.

C. Mustaches – Sanitation and Image Issue
1. Will be neat and trimmed above the lip line
2. Will extend no farther than the corners of the mouth, i.e. handle bars or other extended growths are not allowed.

D. Goatees – Sanitation and Image Issue
1. Will be neatly trimmed.
2. A guideline for length is that hair on the chin will not exceed ½” (one half inch).
3. Braiding or adornment is not acceptable.
4. Upper lip hair will be trimmed above the lip line.
5. Chin hair will be restrained when the employee is in a production or a service area to include cash registers, while washing dining tables, and while working in/outdoor events.

E. Beards – Sanitation and Image Issue
1. Beards will be neatly trimmed.
2. A guideline for length of beard on the face is to not exceed 1” (one inch) and not beyond ½” (one half inch) below the jaw-line or chin.
3. The hair on the upper lip will be trimmed above the lip line.
4. Braiding or decoration of beards is not acceptable.
5. Beards will be restrained when the employee is in a production or a service area to include cash registers, while washing dining tables, and while working in/outdoor events.

Definitions:

Service Area—Defined as any place the customer may routinely enter. Dining rooms, serving rooms or lines, pick-up counters, picnic sites, or self-service facilities (condiment stations, salad bars, and carry-out/utensil stations) are examples of service areas.

Production Area—Defined as any place where food may be prepared or moved in the open or where food or food containers have the potential to be opened or exposed. Kitchens or food preparation areas, dish rooms, display cooking stations, special event productions, pick areas (where cases may be opened), or store rooms are examples of production areas.

Progressive Discipline:

Step 1 --- The employee will be asked verbally to correct the violation. Hourly employees (student or non-student) will be asked to clock out and correct the problem or to miss the shift completely. Appointed staff will be required to correct the problem.

Step 2 --- The employee will be warned in writing to correct a second violation. Hourly employees (student or non-student) will be asked to clock out and correct the problem or to miss the shift completely. Appointed staff will be required to correct the problem.

Step 3 --- The employee will receive a second and formal written warning to correct the violation. Employees may be suspended for the remainder of the shift and the next assigned shift.

Step 4 --- The employee will be terminated if Steps 1-3 do not resolve failure to follow standards.