

## PERSONAL APPEARANCE POLICY

### ALL EMPLOYEES

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image The Eden Café, Eden Catering, Eden Corner Express, Eden Grill, Eden Meat Market, Heritage Ridge Travel Plaza, Ledgeview Express and Wild Goose Cafe presents to customers.

A friendly smile and cheerful attitude are the lifeblood of our company. A company is made of more than brick or mortar, for people give the structure of a business only a passing glance. It's YOU, and the service you give that determines whether that customer will return to give us future business.

As a company, we expect during business hours, employees to present a clean and neat appearance and to dress according to the requirements of their positions and the following policies:

- Clothes are free from tears, holes, or excessive wear and CLEAN!
- Tattoos that contain profanity, gang symbols or other offensive material, should be covered during working hours.
- Facial piercings are removed. Clear retainers are acceptable. Single small stud or small hoop is acceptable.
- Extreme hairstyles are not acceptable. (Per owners' discretion.)
- Teeth brushed with fresh breath.
- Fingernails clean.
- Scented perfumes or colognes are light.

Required aprons, name tags, shirts, and sweatshirts for any of our businesses may be purchased through Human Resource Department and paid for by the employee through payroll deductions or cash once the apparel arrives. Shirts and sweatshirts purchased elsewhere must match color and style and be approved by management.

### EDEN CAFÉ

#### *Wait Staff & Bussers*

- Must wear clean, embroidered "Eden Café" uniform polo shirts. Hooded sweatshirts are not acceptable. Embroidered fleece sweatshirts can be purchased through HR Personnel.
- Must wear clean, unwrinkled black slacks. Black jeans or dress pants are acceptable.
- Must wear black apron.
- Must wear black slip resistant shoes. Discolored white on shoes is not acceptable. No open toed shoes, sandals or clogs.
- Skirts or shorts are not acceptable.
- On special occasions appropriate holiday dress will be acceptable. Management must approve special occasion dress.
- Proper hair restraints should be utilized when hair length reaches or exceeds shoulder length. Hair accessories should be of neutral color. (Black, white, gray or brown.)
- Name tag must be worn.

#### *Cooks & Dishwashers*

- Must wear clean, plain blue polo or T-shirts. Graphics or writing on shirts is not acceptable. Shirts are available for purchase through HR Personnel.
- Must wear clean, unwrinkled black slacks. Black jeans or dress pants are acceptable.
- Skirts or shorts are not acceptable.
- Must wear black slip resistant shoes. No open toed shoes.
- Must wear appropriate head apparel and be approved by management.
- Jewelry should be removed prior to working in cook/prep areas. Plain ring band is acceptable.
- On special occasions appropriate holiday dress will be acceptable. Management must approve special occasion dress.

### CATERING

#### *Catering Wait Staff & Grill Masters*

- Must wear clean, embroidered "Eden Catering" gray polo shirt. If required, rented tuxedo style shirts may be applicable and available at no cost to the employee.
- Must wear clean, unwrinkled black dress pants. Black jeans, cargo pants, corduroys, shorts or capris are not acceptable.

- Must wear all black slip resistant shoes. No open toed shoes. Black socks should be worn if visible.
- Must wear black apron. Café and grill waitresses are responsible for wearing apron used at café or grill. All other employees will be provided an apron at no additional charge for event being catered.
- Proper hair restraints should be utilized when hair length reaches or exceeds shoulder length. Hair accessories should be of neutral color. (Black, white, gray or brown.)

## **MEAT MARKET**

### *Office Personal*

- Must wear any one of CnD businesses embroidered uniforms. (T-shirts, polo shirts, sweatshirt, or windbreaker.)
- Must wear clean, unwrinkled slacks or capris. Jeans or casual dress pants are acceptable.
- No open toed shoes. Tennis shoes are acceptable.
- Embroidered hats/visors must be worn if working in retail or processing areas.
- On special occasions appropriate holiday dress will be acceptable. Management must approve special occasion dress.

### *Sales Clerk*

- Must wear approved Eden Meat Market embroidered shirts.
- Must wear embroidered “Eden Meat Market” black hat or black visor.
- Must wear clean, unwrinkled slacks. Jeans or casual dress pants are acceptable. Sweatpants, capris, shorts or athletic pants are not allowed.
- No open toed shoes. Tennis shoes are acceptable.
- On special occasions appropriate holiday dress will be acceptable. Management must approve special occasion dress.
- Proper hair restraints should be utilized when hair length reaches or exceeds shoulder length. Hair accessories should be of neutral color. (Black, white, gray or brown.)

### *Meat Processor*

- Delivery personnel must wear embroidered “Eden Meat Market” hat and shirt.
- Must wear clean slacks or jeans. No sweatpants, athletic pants, capris or shorts are allowed.
- Must wear embroidered “Eden Meat Market” hat.
- Blue coats or aprons are provided to protect clothing (while working at meat market) during working hours.
- Steel-toed shoes are recommended, but not required.
- On special occasions appropriate holiday dress will be acceptable. Management must approve special occasion dress.

## **EDEN CORNER EXPRESS**

### *Customer Service Representatives & Cleaners*

- Must wear embroidered “Citgo Logo” shirts, sweatshirts, windbreakers or vests.
- Must wear clean slacks, jeans, capris, or shorts that are not shorter than 3 inches above the knee. No short shorts, sweatpants, or athletic pants are to be worn during working hours by any employee.
- No platform or open toed shoes.
- Citgo name tags must be worn.

## **EDEN GRILL**

### *Kitchen - Cooks, Preps, Dishwashers & Bus Positions*

- Must wear clean, embroidered “Eden Grill” Black Polo Shirt or plain black t-shirt.
- Must wear clean, unwrinkled jeans or black dress pants. (Jeans must be free of rips or tears).
- Skirts or shorts are not acceptable.
- Must wear black slip resistant shoes. No open toed shoes.
- Must wear appropriate head apparel and be approved by management.
- Jewelry should be removed prior to working in cook/prep areas. Plain ring band is acceptable.
- On special occasions appropriate holiday dress will be acceptable. Management must approve special occasion dress.

## LEDGEVIEW EXPRESS

### *All Staff*

- Must wear embroidered "Citgo Logo" shirts, sweatshirts, windbreakers or vests.
- Must wear clean slacks, jeans, capris, or shorts that are not shorter than 3 inches above the knee. No short shorts, sweatpants, or athletic pants are to be worn during working hours by any employee.
- No platform or open toed shoes.
- Citgo name tags must be worn.

## WILD GOOSE CAFE

### *Dining - Wait Staff*

- Must wear clean, unwrinkled embroidered "Wild Goose Café" shirt. Hooded sweatshirts are not acceptable. Fleece jackets are available for purchase by contacting Human Resources.
- Must wear clean dark blue jeans. (Jeans must be free of rips, tears, or pocket embellishments.)
- Skirts or shorts are not acceptable.
- Must wear black apron.
- Must wear black slip resistant shoes. Discolored white on shoes is not acceptable. No open toed shoes, sandals or clogs.
- On special occasions appropriate holiday dress will be acceptable. Management must approve special occasion dress.
- Name tag must be worn.
- Proper hair restraints should be utilized when hair length reaches or exceeds shoulder length. Hair accessories should be of neutral color. (Black, white, gray or brown.)

### *Kitchen - Cooks, Preps & Dishwashers*

- Must wear clean, unwrinkled, black chef pants and black shirt.
- Skirts or shorts are not acceptable.
- Must wear black slip resistant shoes. No open toed shoes.
- Must wear black hat or head apparel as approved by management.
- Jewelry should be removed prior to working in cook/prep areas. Plain ring band is acceptable.

## HERITAGE RIDGE TRAVEL PLAZA

### *Customer Service Representatives*

- Must wear embroidered "Citgo Logo" shirts with Heritage Ridge Travel Plaza embroidery.
- Must wear clean jeans or slacks. No short shorts, sweatpants, or athletic pants are to be worn during working hours by any employee.
- No platform or open-toed shoes.
- Name tag must be worn at all times.