

SVL EMPLOYEE UNIFORM POLICY

Uniform expectations:

- Name tags are essential to complete the uniform and identify employees to our guests. Those working in direct food preparation will not require name tags whilst in the kitchens.
- Shoes must be close-toed, clean and laced properly; shoe laces must match the uniform
- No sandals, Crocs or other loose fitting footwear is permitted
- Shorts must be worn no lower than the hip bones
- Uniforms must be clean, laundered and well kept (i.e. no wrinkles)
- Cellphones, cigarettes, music listening devices etc. are not permitted at your workstation
- On cold days, the jacket that you have purchased can be worn over your assigned uniform, or your own sweater/jacket.
- Some positions require a hair net, which is to be worn at all times while at your workstation
- Uniforms are only to be worn while at work, not for social engagements before or after your shift

Grooming policy:

- Hair must be clean, neat and out of the eyes. Extreme styles or colours are not permitted.
- Avoid excessive jewellery as any jewellery interfering with job performance, guest experience or safety must be removed.
- Make-up may be worn, but only conservatively.

EMPLOYEE



- SV Hat
- Name Tag Visible
- Red SV Logo t-Shirt
- SV Pullover Jacket (for rainy/cold days)
- Beige Shorts (Beige Pants are also acceptable. Jeans, Yoga Pants/tights are NOT Permitted)
- Closed toe shoes



SUPERVISOR



- (No Hat Required)
- Name Tag Visible
- Red SV Button down shirt
- Black or Beige Pants/Shorts
- Closed toe shoes



We want to make the guests' experience at SVL as magical as possible and make every guest feel special, so don't forget our 5 key points of Guest Service:

- Uniform neat & tidy.
- Smile and make people feel welcome!
- Make eye contact
- Initiate conversation – talk to the kids!
- Never answer "I don't know" if a guest asks you a question, if you can't help them just direct them to Guest Services