

staff dress code & style guide

at TERMINAL CITY CLUB

staff dress code & style guide

To maintain a professional appearance that reflects our exclusive private business club, it's important to follow the guidelines outlined in this document and the Employee Handbook. Our collective reputation relies on each of us upholding high standards.

These guidelines serve as a foundation, and individual departments may have specific expectations. If you have any questions about your department's standards, please consult your manager.

The Club reserves the right to define what is considered appropriate in terms of appearance and etiquette.

professionalism & etiquette

- Always identify yourself and your department when answering the telephone.
- A friendly smile is part of your uniform.
- Use good posture to create a favourable impression. Portray a positive and confident attitude in your body language.
- Make eye contact when speaking with anyone and use a firm handshake.
- Use "please," "thank you," and "excuse me."
- Open doors for members and guests. When they ask for directions, escort them to their destination; do not just point.
- Always treat your colleagues the way you would treat our members and guests.
- Designated employee restrooms are located throughout the Club. Uniformed employees should not use member restrooms at any time.

our style



not our style



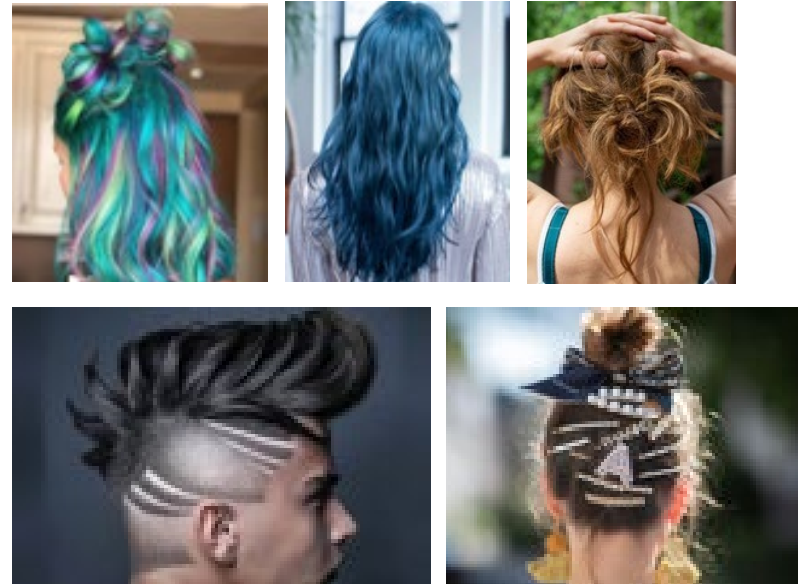
hair & facial hair

- Your appearance and grooming (including hair, tattoos, and piercings) must appear professional and should not be extreme, draw attention to yourself, or promote causes that you may support.
- Hairstyles are to be conservative and polished, must not require constant handling (i.e., long bangs, stray pieces), and be away from the face.
- Hair must be clean, brushed, and in good hygiene.
- Any unnatural hair colour or streaks are subject to the approval of your Manager, given the suitability in your role and/or department. All dyed hair must be polished, maintained, and professional in appearance, ensuring visible roots are managed as hair grows out.
- Hair accessories must be discreet and should blend in with your hair colour; scarves or sport hair bands are not permitted.
- Your department may be required to adhere to further guidelines to ensure sanitary guidelines are met, including a hair net or hat.
- Facial hair must be shaved or neatly trimmed daily and conservative in style.

our style



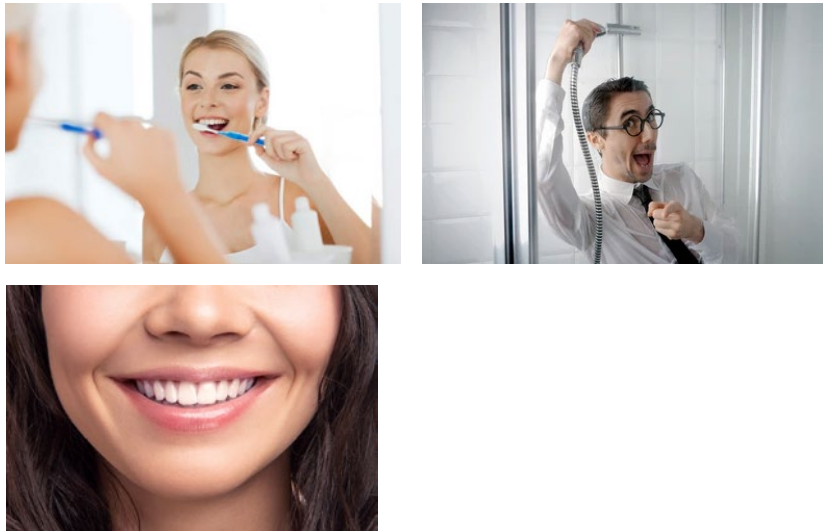
not our style



grooming & personal hygiene

- In all aspects of your grooming, your appearance should be polished, conservative and tasteful.
- Daily baths/showers and use of deodorant are required.
- Fresh breath at all times is imperative.
- Your teeth must be hygienically maintained and cleaned.
- If you are a smoker, you must ensure that your breath and hands are free of tobacco colour and odour.
- Gum chewing is prohibited during working hours.

our style



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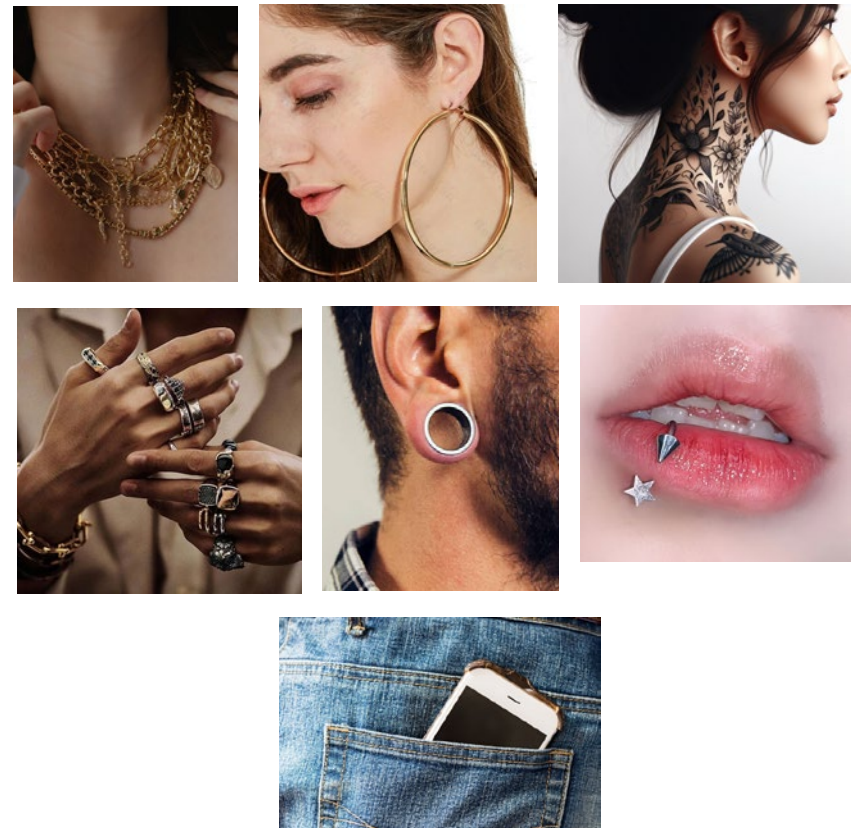
accessories, jewellery, tattoos & piercings

- Your appearance and grooming (including hair, tattoos, and piercings) should not be extreme, draw attention to yourself or promote causes that you may support.
- Watches, earrings, and rings that are conservative and professional in style may be worn minimally, provided they are not distracting to the uniform or business attire.
- Large objects such as wallets and cell phones should not be visible or carried in pockets unless assigned.
- Jewellery must be professional and sophisticated.

our style



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fingernails

- Nails should be well maintained, neatly trimmed and not extend more than ¼ inch beyond the end of the finger. You must be able to finger-scan in.
- Polish must be subtle, of a classic colour (i.e., pink, red, nude, complimentary colours), without ornamentation or designs, and must be always in good repair.

our style



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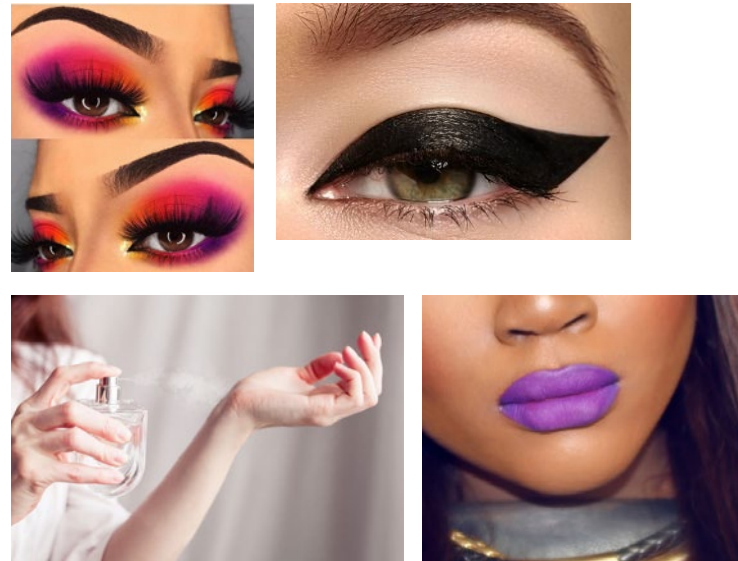
make-up & scents

- Make-up must provide a polished, well-groomed appearance.
- Distracting, dramatic or brightly coloured makeup is not permitted.
- For those in Food & Beverage roles (both front and back of house), a scent-free environment is in effect. In all other positions, perfumes, fragrances and colognes must be discreet and worn in moderation.

our style



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uniformed footwear

- HOUSEKEEPING: Black non-slip safety shoe.

our style



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- MAINTENANCE: Black steel-toed safety shoe.

our style



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uniformed footwear

- KITCHEN: Black non-slip safety shoe. Black kitchen clogs.

our style



not our style



- LIONS PUB: Solid black footwear with non-slip soles. Sneakers in good condition (e.g., Converse) are acceptable in blue, black or grey.

our style



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uniformed footwear

- OUTLETS/BANQUETS/SPEAKEASY/MINK: Black non-slip professional looking shoe. Boots (i.e., Doc Martins, Blundstones, etc.) are not permitted.

our style



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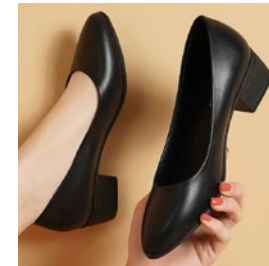


- SECURITY: Solid black footwear with non-slip soles.

our style



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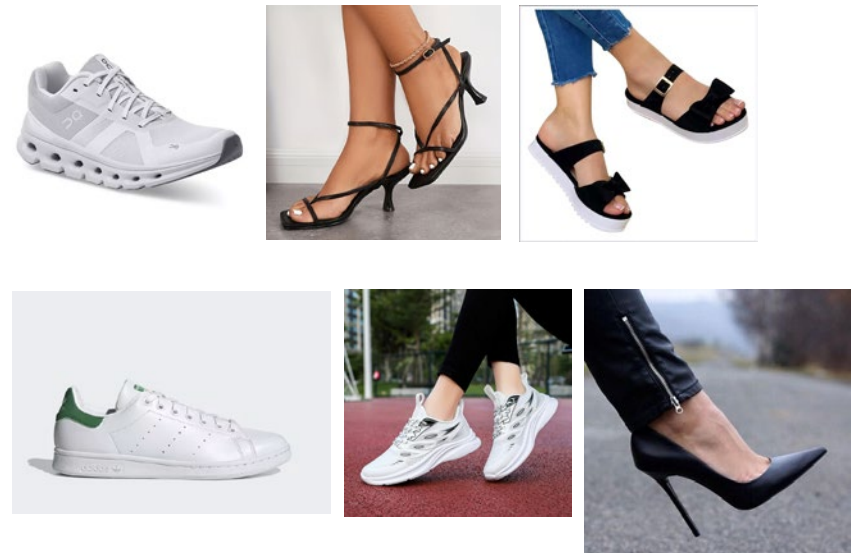
member services & non-uniformed footwear

- Footwear must be professional looking, non-slip shoes that are clean, of good quality, and scuff free.
- Footwear must be comfortable for standing and walking.
- A leather or synthetic leather upper is preferred.
- Socks must coordinate with your shoes.
- Dress sneakers in a neutral tone are acceptable, given that they coordinate with your business attire. Sneakers must be free of visible logos or branding.
- No running shoes.

our style



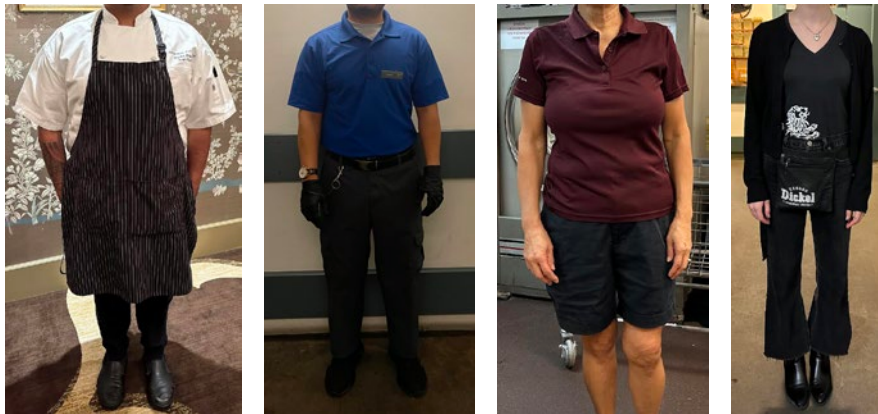
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uniformed dress code

- All pieces of your uniform are to be worn in the way the items are intended to be worn while on duty.
- After your shift, you are responsible to bring your uniform to the Housekeeping & Laundry for cleaning.
- The Club will provide repairs, alterations, and cleaning for all employees required to wear a uniform. Please ensure Housekeeping is notified of any repairs or alterations required.
- Uniforms are not to be worn when not on duty and are not to be worn off property unless on company business.

our style



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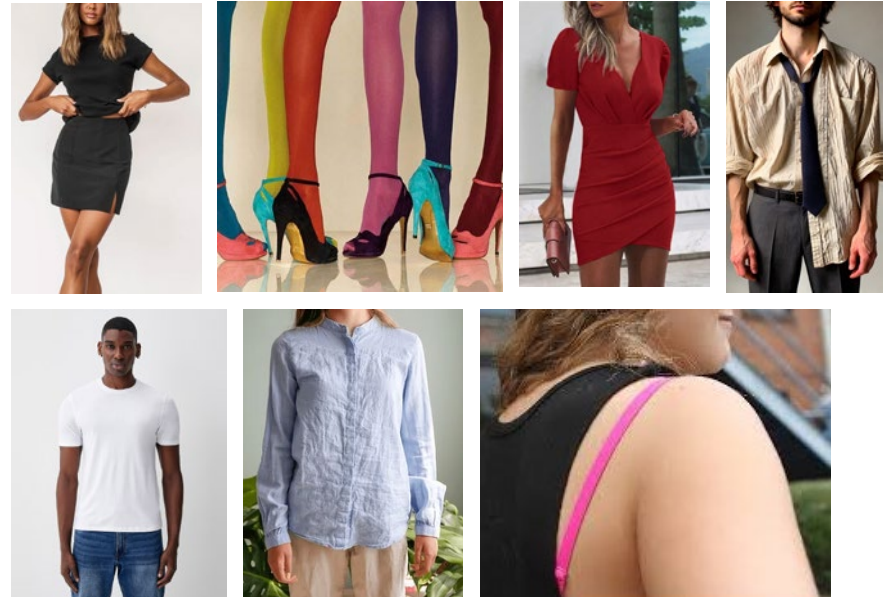
non-uniformed dress code

- Business attire that appears polished and consistent with the Club's brand.
- Clothing must be clean, well pressed, and fit properly.
- Suit jackets are not required but encouraged for employees who have frequent interactions with members, prospective members, and guests.
- Apparel fabrics should align with the standards of conservative business attire, favoring materials that present a polished and professional appearance. Casual fabrics such as cotton are not considered appropriate for business attire in this setting.
- Hosiery must be plain and of a neutral solid colour.
- No bra straps or undergarments should be visible.
- Skirts should be past the length of your fingertips when your arms are beside your legs (the hemline of your skirt or dress should be no more than two inches above the knee when standing).
- Tops should be conservative and professional in style with no cleavage or excessive skin displayed.

our style



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name tags

- Your nametag must be always worn when on duty, on the right side of your lapel or shirt.
- Remove your nametag if leaving the property during a break.
- Nametags should be in good repair and be legible. Worn or damaged nametags will be replaced at no charge through your Manager.
- If you've lost your nametag or need a replacement, please email hr@tcclub.com. Employees will be charged \$10 (deducted from their pay) for the replacement cost for all lost nametags.

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