

Chevy Chase Club

PERSONAL APPEARANCE & HYGIENE STANDARDS

A guide for all team members

PURPOSE

Personal presentation is a key part of our hospitality environment. All team members, whether in operational or administrative roles, are expected to maintain a polished, professional appearance at all times. These standards apply both on-site and when representing the Club at off-site events.

GENERAL EXPECTATIONS

- Team members must be in full uniform before clocking in.
- Anyone not meeting appearance standards will be asked to correct the issue. If correction is not possible, the team member may be sent home without pay.
- Where applicable, nametags must be worn on the upper right lapel or chest.
- Team members may not chew gum, eat or drink in member areas or member presence.

NON-UNIFORMED TEAM MEMBERS

- Professional business attire is required. While attire may vary by role, both administrative and operational team members must present a polished, professional look.
- Preferred attire includes dark or conservative colors (seasonal colors allowed). Fluorescent or 'stand out' colors are not permitted.
- Business professional attire is required, such as suits or coordinated professional outfits including dress shirts/blouses, ties, dresses, skirts, or pants with appropriate jackets.
- Operational managers must wear closed-toe, closed-heel professional business shoes that coordinate with attire and are safe for their operational tasks and non-slip where required.
- Administrative team members must wear professional shoes that coordinate with their attire and are safe for the Club environment.

Department-Specific Exceptions: Due to operational needs, some departments may have specific grooming and appearance standards that differ from this policy. These requirements are addressed within each department.

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GROOMING & HYGIENE

Hygiene

- Daily bathing, use of deodorant, and fresh breath are required.
- To ensure a comfortable and welcoming environment for members, guests, and colleagues, team members should refrain from wearing perfumes, colognes, or other fragrances.

Nails & Makeup

- Nails must be clean, neatly trimmed, and no longer than 1/4 inch past the fingertip.
- Nail polish, if worn, must be clean, professional in appearance, fully cover the nail, and remain free of chips or visible wear. Neutral or subtle polish only.
- Makeup should appear natural and conservative.
- When there is any uncertainty regarding appropriateness, team members should err on the side of a more conservative and neutral presentation.

HAIR & FACIAL HAIR

The standard is a well-groomed, professional look that keeps hair away from the face.

- Hair must be a natural-looking color; extreme colors & styles aren't permitted.
- Hair longer than the collar must be tied back or secured with accessories that match natural hair colors.
- Facial hair must be fully grown in and neatly trimmed; otherwise, team members must be clean-shaven.

JEWELRY, TATTOOS, FOOTWEAR & ACCESSORIES

We follow a “less is more” approach to avoid distractions. Jewelry should not interfere with the safe effective performance of job duties

Jewelry

- Jewelry is limited to minimal rings, a watch, and small earrings; no gauges.
- Necklaces, if worn, must be and should be tucked inside the uniform shirt so they are not visible. This requirement is in place for safety and to prevent interference with job duties
- Visible bracelets and anklets are not permitted.

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Tattoos & Piercings

- No visible tattoos are allowed above the shoulders (excluding tattoos for natural looking cosmetic enhancements, such as eyebrows, lips, and eye liners).
- Tattoos that contain offensive words, messages, slogans, or pictures, and/or may be perceived to be gang-related, shall be covered and/or not visible while on duty.
- Visible body piercings (such as lip, tongue, or eyebrow piercings) are not permitted. Small nose studs are allowed; however, they must be clear or a diamond/cubic zirconia style and remain minimal and professional in appearance.
- Management reserves the right to determine appropriate tattoos and piercings

Shoes

- Shoes must be clean, appropriate, and safe for the specific working conditions

Socks & Tights

- Uniformed team members must wear solid black or white socks, as directed by management.
- Tights/hosiery must be traditional colors and free of tears.

Eyewear & Headwear

- Sunglasses may be worn outdoors only and must be removed when interacting with members.
- Hats/ballcaps may be worn only in approved outdoor departments and must be removed indoors.
- Head coverings should be a solid conservative color.

Facemasks (if worn)

- Must be solid-colored 3-ply or KN95 masks with no logos or messaging.
- Masks must fully cover nose and mouth while in member view.