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## 1 SOP Title

### Staff Grooming & Personal Appearance SOP

## 2 Department

All Departments (Front Office, Housekeeping, F&B Service, Kitchen, Banquet, Security)

## 3 Purpose

To ensure all hotel staff maintain professional appearance, hygiene, and discipline, creating a positive impression on guests and maintaining brand reputation in a 2–3 star Indian hotel.

In budget & 3-star hotels, grooming directly impacts guest perception and online reviews.

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## 4 Scope

Applicable to:

- Front Office staff
- Housekeeping staff
- F&B Service staff
- Kitchen staff
- Banquet staff
- Security staff
- Maintenance staff (when in guest area)

Applies daily during duty hours.

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## 5 Responsibility

Position	Responsibility
Department Head	Daily grooming check
Supervisor	Shift-wise inspection
HR / Manager	Monthly grooming audit
Individual Staff	Personal hygiene responsibility

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## **6 Step-by-Step Procedure**

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### **A. Daily Grooming Check (Before Shift)**

1. Staff must report 15 minutes before shift.
2. Supervisor conducts grooming inspection.
3. Check:
  - Clean uniform
  - Proper shoes
  - Name badge
  - Hair & nails
4. Record any warning if required.

No staff should enter guest area without grooming check.

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### **B. Uniform Standards**

1. Uniform must be:
  - Clean
  - Ironed
  - Proper fitting
2. No torn buttons.
3. Shoes must be:
  - Polished
  - Closed type
4. Socks must be dark color.

Uniform should not smell of sweat.

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### **C. Personal Hygiene Standards**

1. Daily bath before shift.

2. Trimmed nails (no long nails).
  3. No body odor.
  4. Use mild deodorant.
  5. No strong perfume.
  6. Hair neatly combed.
  7. Beard trimmed (or clean shaved for FO/F&B).
  8. Minimal makeup (for female staff).
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#### **D. Front Office Specific Grooming**

1. Formal hairstyle.
2. Light, professional makeup.
3. Tie properly worn (if applicable).
4. No chewing gum.
5. No mobile usage at desk.

Front Office represents hotel image.

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#### **E. Housekeeping Grooming**

1. Hair tied properly.
  2. Gloves when cleaning.
  3. No heavy jewelry.
  4. Clean hands at all times.
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#### **F. F&B Service Grooming**

1. Hair cap if required.
2. Clean apron.
3. No visible sweat marks.
4. Fresh breath.
5. Trimmed moustache/beard.

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## **G. Kitchen Grooming**

1. Chef coat clean daily.
2. Cap mandatory.
3. No jewelry.
4. Nails short.
5. No outside shoes inside kitchen.

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## **H. Behavior & Body Language**

1. Maintain straight posture.
2. Smile while greeting guests.
3. Avoid loud talking.
4. No gossip in guest area.
5. Maintain calm tone.

Grooming includes behavior.

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## **Do's and Don'ts**

### **Do's**

- ✓ Wear name badge
- ✓ Maintain clean shoes
- ✓ Keep hair neat
- ✓ Maintain fresh breath
- ✓ Stand straight

### **Don'ts**

- ✗ No chewing gum
  - ✗ No pan/gutka
  - ✗ No strong perfume
  - ✗ No flashy jewelry
  - ✗ No casual shoes in uniform
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## **8 Grooming Standards**

- 100% staff in clean uniform
  - Zero visible body odor
  - No untidy hair
  - No stained uniform
  - Daily grooming check completed
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## **9 Escalation Matrix**

<b>Situation</b>	<b>Escalate To</b>
Repeated grooming issue	Department Head
Major hygiene problem	HR / Manager
Staff refusal to comply	GM
Guest complaint on grooming	Immediate supervisor

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## **10 Documentation / Records Required**

- Daily Grooming Checklist
  - Staff Warning Register
  - Uniform Issue Register
  - Monthly Grooming Audit Report
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## **11 Common Mistakes to Avoid**

- Allowing staff without inspection
- Ignoring small grooming issues
- No uniform spare stock
- Not addressing body odor issue
- Allowing casual attitude in FO

In 2–3 star hotels, poor grooming can reduce guest trust instantly.

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## **12 Training Notes**

### How to Train Staff:

1. Conduct grooming demonstration session.
2. Show good vs bad examples.
3. Display grooming poster in staff area.
4. Conduct monthly grooming competition.
5. Supervisor must inspect daily.
6. Provide written warning after 2 violations.

### Training Duration:

- 1 day grooming workshop
- Daily 5-minute grooming check before shift

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- SOP Ready for Printing
  - Suitable for Budget & 2–3 Star Indian Hotels
  - Simple, Practical & Easy to Enforce
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