



Solitude Mountain Resort takes pride in providing excellent guest service and the expectation of all staff members is to maintain a demeanor and appearance consistent with Solitude Mountain Resort's image and the expectations of our guests. Please review our grooming standards below prior to submitting an application.

Basic Clothing and Footwear/Hygiene/AND Other Professional Appearance Guidelines

- **Consistently** maintaining a clean, well dressed and neatly groomed appearance provides for a great first impression by our guests. This ensures that we send the message to our guests that we are approachable and ready to take excellent care of their needs. Our presentation is critical to our brand and culture so, thank you in advance for following these guidelines.
- **Chewing gum while on duty in any position is unprofessional and distracts from our professional image and you will be asked to remove it.**
- Staff are expected to follow regular personal hygiene/personal care standards in order to avoid offensive odors.
- Excessive perfume or cologne odor is not acceptable.
- Hands must be clean and fingernails must be clean, conservative in length and well maintained. Conservative and well-maintained colored nail polish may be worn except where prohibited by health standards. Please see your supervisor for details on where nail polish is restricted.
- When your position requires your own personal pants be worn while on duty please note that leggings, yoga pants, sweat pants, or other casual knit type pants are not acceptable.
- **No other logoed shirts or hats** other than your issued Solitude logoed pieces are to be worn while on duty.
- All layered clothing under your uniform pieces should not be visible while in uniform.
- Company issued hats or your own helmet, when appropriate, are the only acceptable head gear while on duty. Ball caps may be appropriate for some inside positions (please check with your supervisor on the guidelines in your area) however, knit hats or beanies are **NOT** to be worn while inside on the job. Coats and jackets must be zipped up while on duty to give a clean and professional look. A base layer/turtleneck/t-shirt is not acceptable outer wear for staff during the winter months. You must have a logoed uniform piece over the base layer with your name tag visible.
- Footwear requirements will vary by position but all footwear worn on the job must be clean and in good repair. For health and safety reasons, you may be asked to wear closed-toed shoes or footwear specific to the needs of your position. Footwear that is not deemed safe or up to our standards is prohibited.
- Whether you are issued a uniform or wear your own clothes to work, clothing may not be "extreme" (too short, too bare, too tight, too baggy, too sheer, soiled, or otherwise inconsistent with a professional appearance). Please keep a clean and professional appearance at all times.
- Make up or cosmetics must promote a professional image and must be conservative in nature. Extreme colors and excessive amounts of makeup are not acceptable and you may be asked to remove it if it brings undue attention.

Hair Standards

- Hair styles must not be distracting or draw undue attention. Neat and well-groomed hair styles are required while on duty.
- Long hair is allowed. Regardless of hair length, it must be neatly maintained, clean and not distracting. For health and safety purposes (i.e. working with or around machinery, or in the kitchens), you may be asked



to tie your hair back and restrain it at all times while on duty and/or you may be asked to wear a hair net while on duty.

- Hair must be of a natural color. Colors such as blue, green, yellow, pink, or red (red that is not natural to human hair) and any other extremes with bleaching or dying will not be allowed.
- Excessive styles such as Dreadlocks, Mohawks, partially shaved heads, shaved geometric patterns or designs, large spikes, or other distracting styles will not be allowed. Hairstyles that partially cover your face and are distracting are not allowed. (Undistracted eye contact is important in good guest service.)
- Hair that doesn't meet our standards (like colored hair) may **NOT** be hidden in a hat to avoid our policy.
- You may be asked to modify your hairstyle if it doesn't meet these standards

Facial Hair

- Facial hair of a conservative style is allowed and can create an overall neat and polished look. Neatly trimmed beards that do not exceed ½ inch in length and in the three styles depicted below are acceptable. No other interpretations will be allowed such as standalone goatees (with no moustache) or "soul patches." Necks must be shaved up to the shape of the beard just below the chin. **This policy does not allow for unshaven stubble or undeveloped beards while on duty. Beards must be fully grown in at the time of hire and cannot be started while on duty. If you do not meet this standard and do not shave daily, you will be subject to disciplinary action for noncompliance with this policy.**
- Moustaches are permitted and must be neatly trimmed to ½ inch in length for the entire moustache (no handle bar or extended ends of the moustache are permitted).
- Conservative and neatly trimmed side burns are allowed and must NOT extend in length beyond the earlobe. No flares or mutton chop styles will be permitted.

Jewelry Standards

- Jewelry, including rings, necklaces and watches, must be conservative in nature and not draw undue attention. Some jewelry might present a safety hazard for your position and you may be asked to remove jewelry that is a safety concern.
- **ONE** small tasteful and unobtrusive nose stud is allowed; however, nose rings of any kind are NOT allowed. Tongue, lip, eyebrow rings or hooks, or any other facial piercing are not permitted.
- Conservative earrings are allowed but no more than three per ear. Tunnels, barbells, spikes and spirals are not allowed.
- Earlobes that have been gaged to ½ inch are allowed but must be plugged with **ONLY** flesh tone filler gages while on duty. Hollow gages in earlobes are not permitted.
- You will be asked to remove or adjust your jewelry if your appearance doesn't meet these standards.

Tattoos

- Tattoos that are deemed tasteful and do not distract from our professional image will be allowed. **Tattoos on the face or the neck above collar height, offensive words or images, racist or other discriminatory messages, nudity, violent imagery and those that depict anything illegal are strictly prohibited.** The company has the final judgement of what constitutes acceptable tattoos and you may be asked to completely conceal a tattoo with clothing or uniform pieces while on duty if the tattoo does not meet these standards.