

STAFF CODE OF CONDUCT

- ◆ If there are any problems, prior or during the event your first point of contact is your Aesthetics supervisor/manager, if the supervisor/manager is not available then Aesthetics office should be contacted immediately. Do not go to the client unless it is absolutely unavoidable.
- ◆ Equally if you have an issue with your supervisor/manager then please call the office immediately.
- ◆ Personal relationships with the client are not acceptable.
- ◆ Make sure that you leave ample time to get to the venue. All staff should be dressed and ready to work 15 minutes prior to the start time.
- ◆ Lateness will not be tolerated.
- ◆ All staff should be able to work overtime unless previously arranged.
- ◆ Look smart and groomed at all times.
- ◆ Uniforms should be clean and ironed at all times and shoes/boots should be polished.
- ◆ Hair should be clean and washed at all times, at the managers discretion you may be asked to tie your hair back, refusal to do this will result in dismissal.
- ◆ Make up should be natural; nails must be manicured and should have clear or French polish only.
- ◆ Jewellery should be kept to a minimum; only wedding bands, stud earrings and watches are permitted.
- ◆ Men should be clean-shaven at all times.
- ◆ No visible tattoos or facial piercings. You will be asked to leave the event if this is not strictly adhered to.
- ◆ No smoking unless on a designated break and always out of the sight of clients.
- ◆ No drinking alcohol while working or in uniform. Any staff discovered to be under the influence of drugs or alcohol will be dismissed with immediate effect.
- ◆ Never come to work with a hangover.
- ◆ No gossiping with other members of staff whilst on duty.
- ◆ No hands in pockets and refrain from chewing gum
- ◆ Always be eager to help, polite and diplomatic.
- ◆ Remember the client is always right.
- ◆ Leave any personal problems at home.
- ◆ Mobile phones must be switched off at all times except on designated breaks.

