

Tewinbury Farm Hotel

This document outlines Tewinburys' brand standards and expectations for our staff.



Our Standards

Tewinburys is committed to providing exceptional service and a memorable dining experience. This starts with our staff, who are the face of our brand.

We expect our staff to adhere to high standards of professionalism, customer service, and personal presentation. These standards reflect our commitment to quality and excellence.

Personal Presentation

Personality

We want you to be yourself, be genuine, and let your personality shine through.

Pride

Take pride in your appearance. It shows that you care about yourself and the brand you represent.

Professionalism

Maintain a professional demeanor at all times. Treat every customer with respect and courtesy.



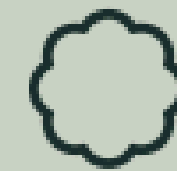


Professional Appearance



Dress Code

Dress code is important. Make sure your clothes are clean and ironed, and that they are appropriate for the restaurant setting.



Name Tag

Wear your name tag with pride. It helps you connect with customers and creates a personal touch.



Grooming and Hygiene

1 Hygiene

Maintain high levels of personal hygiene. This includes showering regularly, brushing your teeth, and using deodorant.

2 Hair

Keep your hair clean and styled neatly. If you have long hair, tie it back or style it in a way that doesn't interfere with your work.

3 Nails

Your nails should be clean and trimmed. Avoid wearing nail polish that is excessively bright or distracting.

Representing the Brand

1

Professionalism

Always conduct yourself with professionalism, both on and off the clock. Your actions reflect on the brand.

2

Teamwork

Work effectively as a team. Support your colleagues and collaborate to achieve common goals.

3

Passion

Show passion for the brand and its products. Be enthusiastic and share your knowledge with customers.





Conclusion and Key Takeaways

By adhering to Tewinburys' brand standards, we create a consistent and positive experience for our customers. These standards help us to build a strong brand identity and a loyal customer base.