Introduction to Careers in Hospitality and Tourism

Unit 3- Skills Needed for Customer Service

**Instructional Activity 11**

**Dressing for Success on the Job**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_ Period: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Imagine that you are a customer in a restaurant. How would you react if your server has a runny nose or a grease stain on his uniform? What if the server smells bad and has greasy hair? Employers expect their employees to be well groomed and dressed appropriately for the job. Your appearance counts! Complete the following check list. Be honest. Are you ready for a day’s work?

|  |  |  |  |
| --- | --- | --- | --- |
| Grooming Checklist | No | Sometimes | Always |
| 1. Do I take a daily shower or bath? |  |  |  |
| 1. Do I clean and trim my nails often? |  |  |  |
| 1. Do I use antiperspirant daily? |  |  |  |
| 1. Do I wash my hands before eating? |  |  |  |
| 1. Do I brush my hair daily? |  |  |  |
| 1. Is my hair neat? |  |  |  |
| 1. Hair washed regularly? |  |  |  |
| 1. Hair cut/beard trimmed neatly? |  |  |  |
| 1. I brush my teeth at least twice a day. |  |  |  |
| 1. See a doctor every year. |  |  |  |
| 1. Visit the dentist at least once a year. |  |  |  |
| 1. Eat a well-balanced diet. |  |  |  |
| 1. Stand and sit straight, |  |  |  |
| 1. Do I exercise every day? |  |  |  |
| 1. Are my clothes neat, clean and mended? |  |  |  |
| 1. Is my face clean and clear? |  |  |  |
| 1. Is my make up lightly applied properly? |  |  |  |
| 1. Are my shoes clean and well fitting? |  |  |  |
| 1. Are my tattoos covered? |  |  |  |
| 1. Are my piercings discreet? |  |  |  |
| 1. Am I wearing minimal jewelry? |  |  |  |
| 1. Do I wear a smile? |  |  |  |
| 1. Am I happy with my appearance? |  |  |  |
| Totals: | No\_\_\_\_ | Sometimes\_\_\_\_ | Always\_\_\_\_ |

If an employer were to judge you on your appearance alone, how would he/she judge you based on your results? What are your strengths? What do you need to work on?

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