



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 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.
- Breaks will be allocated on-site via the Aesthetics supervisor/manager or client directly.
- Look smart and always groomed.
- Uniforms should be clean and always ironed, and shoes/boots should be polished.
- Hair should be clean and always washed, 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 always clean-shaven or have a trimmed beard.
- 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 always switched off except on designated breaks.