

food&desire Agency Staff Code of Conduct

food&desire consider these guidelines an integral part of upholding our reputation. We will reconsider the appointment of any agency staff member in the event these guidelines are not adhered to.

EVENTS AND ARRIVING FOR WORK

You are required to be at the event venue **15 minutes** prior to start time so you can be inducted to the venue. Please arrive in your uniform and be ready to start work.

UNIFORM AND PRESENTATION

Agency staff are required to adhere to food&desire's uniform standards and grooming policy.

Uniform

Full uniform is required, including black pants and black dress shoes that can be polished. You will be provided with the food&desire apron and the food&desire bow tie when you arrive at the venue. Please ensure you leave enough time to change into the above **prior** to your shift commencing. Note: you will need to hand back the aforementioned items to the Operations Manager once you have finished your shift.

Grooming Policy

Your hair, makeup and general appearance must be in accordance with the attached grooming policy. Your phone must never be seen whilst on duty, please turn it off and put it away.

ENTERING THE VENUE – Carousel, Aerial, State Library of Victoria & Harbour Room

1. **NEVER** enter the venue through the front or main door. You should always wait to be accompanied by a food&desire employee.
2. A food&desire employee will be waiting to greet any agency staff. If an employee is not visible and you have been waiting, you can use the following attached directions to guide you to the correct and **only** doors to use.
3. If you do enter the venue without a food&desire representative, please do not approach any individual who is not in food&desire labelled clothing (shirt + apron) to alert them of your arrival. Locate a food&desire employee or head straight to the kitchen to seek assistance from one of our employees.

OUR VENUES – How to correctly enter the venue

AERIAL

17 Dukes Walk, South Wharf



Wait for a food&desire employee to escort you into the venue.

ONLY if no employee is visible, the agency staff entrance is located on Rona Walk at the bottom of the fire escape doors. As per the photograph to the left, the entrance is a fire safety door. Take the stairs up to the food&desire door which opens directly into the kitchen.

The entrance code is: **4999**. This code also unlocks the door at the top of the stairs opening out into the kitchen.

Please ensure this code is kept secure and confidential.

Parking at Aerial:

Please allow time to find a park as you are in an area that is shared with the DFO, Hilton Hotel and other restaurant/entertainment venues in the complex.

Agency staff storage is available upstairs for personal belongings as well as this being the area for breaks.

Carousel

22 Aughtie Drive, Albert Park

Wait for a food&desire employee to escort you into the venue.



ONLY if no employee is visible, please enter via the grey door on the right hand side of the venue. This door is at the top of a slight ramp and directly next to the right most pool.

The agency staff area to place bags is next to the toilets on the right hand side. A food&desire employee will show you where this is. There is limited space to store personal belongings so do take this into consideration when packing for your shift.

Parking at Carousel is monitored by Parks Victoria and is not subjective to food&desire employees as it is shared by the public. Keep this in mind when parking as penalties will apply to you just as they would to a member of the public. Parking meters are located on the grassed areas on the perimeters of the parking area.

HARBOUR ROOM

Royal Melbourne Yacht Squadron; Pier Road, St. Kilda. Main entrance on Jacka Boulevard.

Wait for a food&desire employee to escort you into the venue.

ONLY if no employee is visible, please enter via the front entrance located on Jacka Boulevard. If the door is locked, you will need to use the intercom system located near the door and call for Julian.

As you enter, walk up the stair case and once you reach the top, walk to the left directly into the Harbour Room. The agency staff area to place belongings is located on the second level through the kitchen.

Parking at RMYS can be found at the St Kilda Sea Baths (10 Jacka Boulevard) or on Pier Road. Both areas are metered and used by the public, so allow yourself plenty of time to find a spot.



328 Swanston Street, Melbourne.

Wait for a food&desire employee to escort you into the venue.

ONLY if no employee is visible, enter via GATE 3 on La Trobe Street (right next to Building 4).

Walk approximately 50 metres beyond this entrance towards Russel Street and you will see a security entrance. This entrance is where you need to go to obtain a SLV security pass.

Call security through the intercom system and make your way down to the office where you will need to sign a form to obtain a pass.

You can then proceed to the La Trobe Street level and make your way to the employee area directly across the foyer behind the glass doors. Here is where you can leave your belongings, meet the venue manager and the rest of the crew.

Parking in the CBD is tricky, however there are Wilson's and Secure Parking Lots nearby, as well as Melbourne Central Shopping Centre car park within a walking distance from SLV.

Front of House Grooming Standards 2016

Personal Hygiene

Ensure you maintain personal hygiene when requested for a shift. Make sure to use deodorant before the commencement of your shift and reapply if needed during your shift. Aftershave and perfume must be subtle.

Make sure to drink plenty of water during the shift to keep your breath fresh. There are mints at every venue if your breath needs to be refreshed, chewing gum is not acceptable.

Glasses

Business type frames. No tinted lenses that hide your eyes. If colour frames are worn they must complement the uniform. Sunglasses must not be worn.

Hair

Hair must be worn away and loose strands must be controlled. If worn loose, hair must be no longer than the base of the back of the collar and must be kept off the face. Long hair must be worn up in a bun. Buns must be worn below the crown only and tied low at the nape of the neck. Unusual colours and styles are inappropriate. Hair ties and hair clips must be black.

Beards and Moustaches

Men must shave before commencing your shift. Moustaches must be kept trimmed, beards (including goatees and designer stubbles) must be well groomed and cut in. Side-burns must not be lower than a horizontal line drawn across the bottom of the ear lobe and must be neatly styled and trimmed.

Hands and Nails

Our hands are the tools of the trade and it is important that we keep them clean at all times. Nails must be cut short and well-manicured. Food and Beverage employees are not permitted to wear any nail polish.

Jewellery

A conservative style watch no larger than a 50 cent piece of standard colour – black, silver, gold. No rings or costume jewellery to be worn (Except Wedding bands/Engagement Rings and religious items). No earrings are permitted. No bracelets or pendants are permitted. Nose, eyebrow, lip or other visible body piercings are unacceptable.

Make up

Make up is an important part of presenting a well-groomed image. Just as men are required to shave before they start work, women are expected to apply a minimal application of fresh make-up.

Trousers

Black business trousers, cleaned and pressed. Unwashed and un-ironed uniforms are not acceptable.

Shoes

Black leather dress shoes/school shoes. Open toed shoes are not permitted. Suede shoes are not permitted.

Socks

Must be plain black long socks.