

LOOK BOOK



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The Chick-fil-A Team Member

“REMARK”able Chick-fil-A guest experiences start with a professional and approachable Team Member appearance, which is a key part of the Chick-fil-A Recipe for Service. The Restaurant Team Member Appearance Guidelines that follow help independent franchised Operators pursue high caliber talent and consistency for the brand. Operators have full discretion to make final appearance-related decisions within these guidelines that are best for their business.



How To Serve Up a Fresh Look



Hair: neat, clean and natural colors; long hair is tied back and restrained using a hair accessory with no loose, jeweled or beaded parts



Tattoos: visible below the neck, on arms and/or legs and in good taste



Grooming: all Team Members report to work bathed and with appropriate application of body deodorant; men are clean-shaven, with the exception of a ½-inch mustache



Perfume/cologne: subdued in fragrance and not distracting to guests



Makeup: subdued and worn in good taste so as not to be distracting to guests



Earrings: up to two plain stud earrings worn only in the earlobe



Necklace: tucked inside clothing to avoid a safety hazard



Watch/Medical Alert Bracelet: modest in size and appearance and only worn outside of food prep areas



Fingernails: real nails that do not extend beyond fingertips when viewed from the open palm; solid nail polish is allowed outside of food prep areas

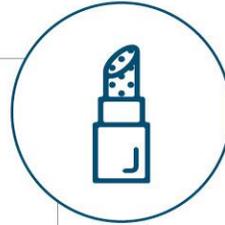


Rings: limited to a plain band without gemstones and worn with gloved hands in food prep areas

*Grooming and appearance standards are determined and managed by the Operator at each Restaurant.



Grooming Guidelines



Makeup: subdued and worn in good taste so as not to be distracting to guests

Fingernails: real nails that do not extend beyond fingertips when viewed from the open palm; solid nail polish is allowed outside of food prep areas



Grooming: all Team Members report to work bathed and with appropriate application of body deodorant; men are clean-shaven, with the exception of a ½-inch mustache



Perfume/cologne is subdued in fragrance and not distracting to guests



Hair Guidelines



Hairstyles are neat, clean and in natural colors; long hair is tied back and restrained using a hair accessory with no loose, jeweled or beaded parts.



Jewelry Guidelines



Earrings: up to two plain stud earrings worn only in the earlobe



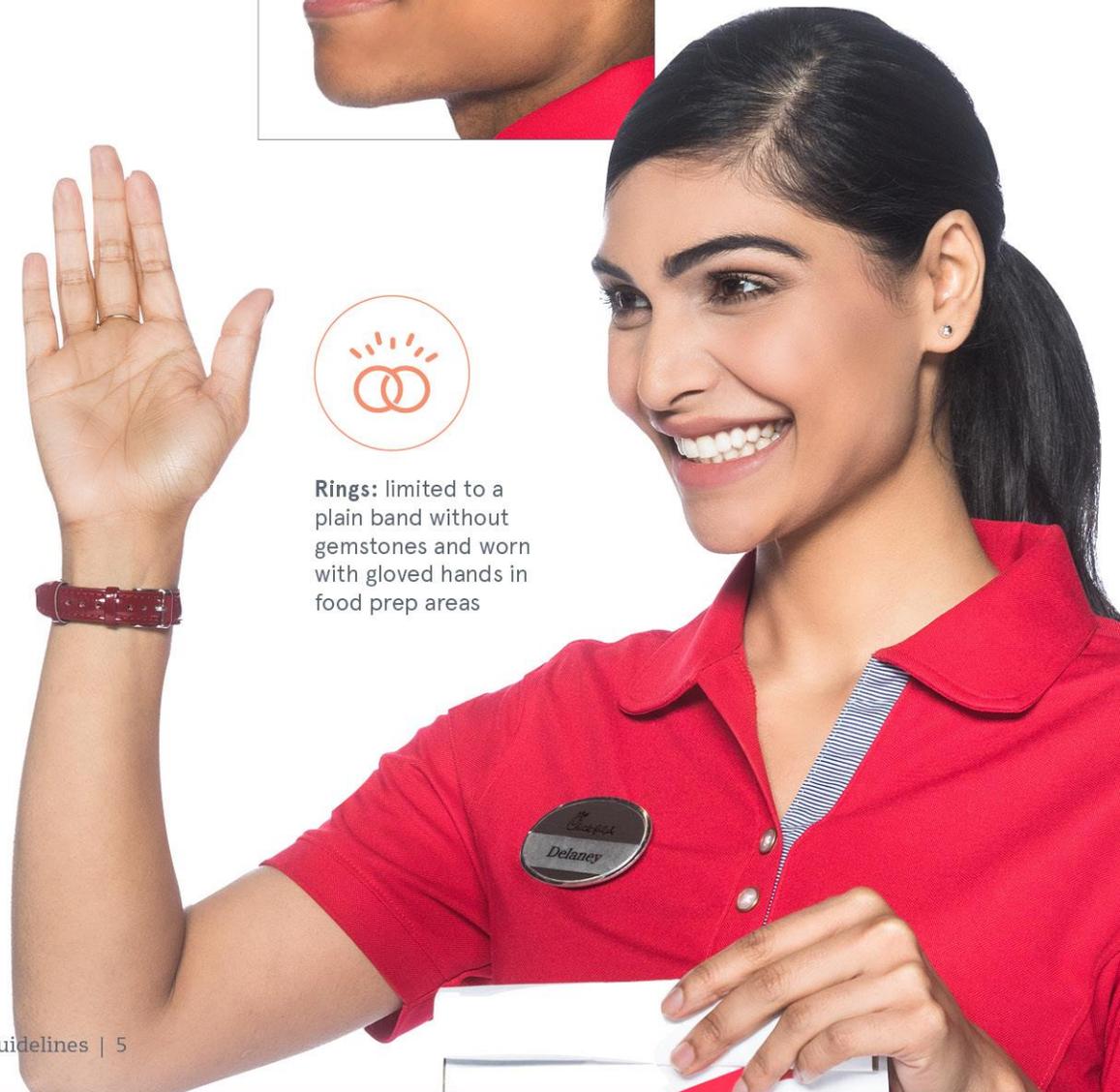
Watch/Medical Alert Bracelet: modest in size and appearance and only worn outside of food prep areas



Rings: limited to a plain band without gemstones and worn with gloved hands in food prep areas



Necklace: tucked inside clothing to avoid a safety hazard



Tattoo Guidelines

Tattoos can be visible except for the face or neck. Visible tattoos must be in good taste and not contain offensive words, images or symbols.*



*Operators have discretion to determine if visible tattoos are worn in good taste and appropriate for their Restaurant.



