

# Chapter 1 – First Impressions

First impressions are the critical in our business and we want every guest to enjoy their visit to a Subway® restaurant every time! We work in a very open environment - so presentation is key! The following appearance guidelines will keep a professional Subway® brand image, promote safety, and provide a pleasant atmosphere for our guests.

## What you should wear

You will be provided with a uniform that you are expected to wear during each work shift. Sandwich Artists™ must also provide their own black trousers and black shoes/socks. The uniform must always look professional, clean, and free from fading, holes, and stains. It may not be modified in any way.

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Uniform Shirt



Approved Subway® t-shirt with Subway logo. Employees may choose to have all shirts worn tucked in or they may be allowed to leave shirts untucked.

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Apron



Half apron green which ties at the waist  
Full length green bib apron which ties at the waist and adjustable at the neck

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Trousers



Employees provide the following:

- Trousers: Black full-length trousers. They must be neat and fitted, not baggy.
- Shorts: Black knee length shorts (hot weather)

Fabric must be cotton, polyester, a cotton/polyester blend or black denim. They cannot be faded or contain inserts, studs, colour stitching, lacing or other decorations.

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Hat



Approved Subway® Choice mark Visor, 5-panel hat, Bandana, Yoga Band

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Shoes/socks



Employees provide the following:

- Shoes: Black slip resistant. Open toes or open-back shoes, sandals or high heels are **not** allowed
- Socks: Clean black socks must be worn

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Name Tags



Will be provided and **MUST** be professionally printed, legible and must be worn in a visible spot on the uniform at all times when working in the restaurant. Only one name tag may be worn at a time.

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## Uniform Policy

The uniform policy exists to establish that all employees are meeting a set of basic requirements for appearance while working in the Subway® Restaurant. The uniform policy represents a change in mindset for all employees from their personal lives to a professional environment in which they are required to meet the basic standards for safety, quality and appearance.

Any person functioning as an employee must wear the complete approved uniform at all times when working.



Hats and aprons do not have to be worn when taking out the rubbish bags, entering or leaving the restroom, doing paperwork in the backroom out of customer view, or delivering product.

The uniform may only be worn in conjunction with Subway® restaurants and may not be worn in conjunction with any other business.

The uniform must always look professional, clean, and free from fading, holes, and stains. It may not be modified in any way.

All uniform components must be worn correctly (hats on heads facing forward, aprons protecting shirts/pans, etc).

## Personal Grooming

The following personal grooming standards are required of all Subway® employees:

1. Good hygiene: Employees must have clean hair, skin, nails, teeth, and clothes. Excessive make-up and heavy perfume or cologne should not be worn as it can taint the food.
2. Hair: Must be clean, neatly combed, short (not touching the collar) or restrained in an approved method such as a visor or a hat.
3. Facial Hair: Moustaches and beards if allowed by local regulations must be short and neatly trimmed.
4. Fingernails: Must be clean, trimmed, filed and maintained. Polish/artificial nails are in good condition and neutral in colour.
5. Jewellery: Can harbour microorganisms which cause food borne illness therefore,
  - Employees must limit the jewellery worn during their shift: (including watches)
  - One plain ring without stones (as stones may dislodge into food items)
  - One plain necklace (if worn) must be worn inside the uniform shirt
  - Small stud type earrings may be worn in the ears only
  - Facial piercings strictly prohibited

## First Impressions - Question Time

1. Do you need to wear your Subway® apron and head wear when you take out the rubbish?

Yes

No

2. Do you need to wear your Subway® apron and head wear when you enter or leave the restroom?

Yes

No

3. Do you need to wear your Subway® apron and head wear when you are doing paperwork in the back room out of the customers view?

True

False

4. Do you need to wear your Subway® apron when you are serving a customer on the till point?

True

False

5. Why are there limits on the jewellery employees are allowed to wear?

6. Why is it important to wear clean uniform?

7. Why is it important to adhere to the personal grooming standards?

Trainer

Sign & date:

Trainee

Sign & date:

