**Guest Services**

**Dress Code Policy**

This dress code policy is intended to promote a professional image that conveys a sense of confidence and competence as we interact with each other, our patients/visitors and the community. All Guest Services Representatives have a direct impact on the perceptions and satisfaction of our patients and are expected to maintain an image of professionalism through appearance, grooming, and conservative dress.

* Identification badges are worn in clear sight above the waist with name clearly visible.(above the waist)
* Uniforms must be free of odor, clean, pressed, and in good condition.
* Guest Services Representatives are required to wear only approved uniform clothing.
* Blazers must be worn at all times while on duty. Campus-wide exceptions will be made by Leadership Team.
* No overcoats or jackets. Clothing layers over shirts are not permitted. Exceptions will be made by the Leadership Team. (Exception: Greeters/transporters-uniform issued overcoats)
* Shoes should be closed-toed, black. Tennis shoes are not permitted. (Exception: Greeters/transporters)
* Boots (Black) are permitted under pants only with conservative heels.
* Belts should be black.
* Shirts are to be tucked in.
* Ladies skirts should be at knee length. Dress pants should be at shoe level.
* Ladies shirts should be worn with collars out. Ladies scarves will be tied and worn in a consistent manner. (knot front of shirt loosely below collar. Only scarves issued by Guest Services will be permitted.
* Only men’s ties issued by Guest Services will be permitted.
* Proper undergarments should be worn under shirts. (Women)
* Hosiery or socks must be worn at all times, and should coordinate with uniform.
* Beards, mustaches, and sideburns should be neatly trimmed and groomed.
* Jewelry in a moderate and professional manner with no flashy or large pieces. Jewelry should complement uniform in color and size.
* No visible body piercing other than ears, with no more than two earrings per ear. Earrings are permitted for women only.
* Tattoos must be covered and not visible.
* Hair should be clean and properly maintained presenting a natural color and style. Extreme hairstyles, such as cutouts, stripes, chunks, or unnatural colors are not acceptable.
* Make-up is acceptable when worn in moderation.
* Hats, sunglasses are not appropriate. ( except for employees working outside or religious affiliation)
* Cologne /aftershave/perfume are not permitted in patient care areas.
* Fingernails are kept clean, and of reasonable length. Nails if polished should be properly maintained. Colors should be conservative and not detract from the uniform.
* Lapel pins are permitted only if Vanderbilt issued. (awards, promotions, and campaigns)

Department Leadership will make the final decision if there is any question regarding proper attire and cleanliness.

Revised 3/19/2015