



Your discovery starts here

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CONDUCT AND DISCIPLINE

Good manners, courtesy and a cheerful, friendly disposition are the basic prerequisites for the smooth and efficient running of our Resort. Our guests are important people and deserve the highest standards of service and hospitality. So smile and be friendly, co-operative and be respectful. Use guests' names whenever possible and always offer to help if someone needs assistance. Do not ask or make a gesture for tips or gifts from guests.

RESORT RULES

Please read carefully the following rules, designed to ensure a smooth operation and which formulate part of our Resort Policy and your Code of Conduct for the H.O.T.E.L. School. The following will not be tolerated.

- Absenteeism or lateness; and/or
- Loud yelling or raucous behaviour; and/or
- Swearing or use of any foul or obscene language; and/or
- Eating or chewing gum in unauthorised areas; and/or
- Dishonesty or Theft; and/or
- Disobedience or disrespect to a guest or a resort team member; and/or
- Consuming, using or being under the influence of alcohol, illegal drugs or smoking; and/or
- Inappropriate behaviour or any violation of accepted public standards; and/or
- Any wilful damage or unauthorised removal of property belonging to the Resort, a guest, a member of staff or fellow student; and/or
- Fighting or physically hurting or deliberately causing harm to any guest, member of staff or fellow student; and/or
- Failing to adhere to the grooming/dress standard.
- Mobile phones are NOT permitted during shifts/work time

Any infringement of the above rules will lead to the cancellation of the student from the H.O.T.E.L School Program.

Teachers will accompany the students at all times and will be responsible and accountable for the behaviour and conduct of the students. Teachers must be contactable at all times.



GROOMING

Sea World Resort requires high level grooming and presentation standards. This is expected by our international and domestic guests.

Hair

- Tied back when below collar length
- Conservative hair accessories
- Should be neat and clean at all times
- Not too much mousse or gel
- Natural looking colour
- Well cut
- Off the collar
- Out of the eyes
- No extreme styles
- Clean shaven, no beards

Jewellery

- Conservative jewellery
- Only studs or small hoop earrings (**maximum of 2 to be worn in the lower ear lobe**)
- Neck chains or necklaces are not to be on outside of uniform
- No leather necklaces or bracelets
- **No visible body piercing or body art**
- Subtle Watches

Make-up

- To be subtle
- To be used to enhance your individual appearance and that of the team as a whole
- Nail polish – unchipped and subtle in colour
- Fingernails to be kept clean, neatly manicured and not too long

Uniform

- **Black pants (No Jeans or Skirts)** are to be worn. Clean, fully pressed, well fitting, no holes, no missing buttons and all hems secure.
- **Black polished shoes are to be worn with Black socks** – in good repair, clean – no holes and covered in.

