

FREE OPERATIONAL TEMPLATE

# Staff Grooming and Presentation Checklist

Use this 60-point checklist to verify uniforms, hygiene, grooming, footwear, PPE, identification, professional conduct, coaching, and action closure.

Store / location

Review date

Shift / department

Supervisor / reviewer

## 1. Review scope, standards, ownership, and exceptions

### 1 Confirm the location, review date, shift, departments, reviewer, duty manager, and employee groups included in the check APPROVAL

NAME

Enter

DATE / TIME

Enter

APPROVAL

Sign


**Execution tip:** Set the applicable role standards, approved accommodations, critical failures, and correction owners before the shift review begins.

### 2 Verify the latest uniform policy, grooming guide, role standards, approved reference images, hygiene rules, and PPE requirements are available. RECORD TABLE

| Record | Current | Owner | Evidence | Action |
|--------|---------|-------|----------|--------|
|        |         |       |          |        |


**Execution tip:** Set the applicable role standards, approved accommodations, critical failures, and correction owners before the shift review begins.

### 3 Identify which employees are customer-facing, food-handling, production, maintenance, delivery, security, office, or management roles. SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A


**Execution tip:** Set the applicable role standards, approved accommodations, critical failures, and correction owners before the shift review begins.

### 4 Confirm approved cultural, religious, medical, pregnancy, disability, climate, and role-specific accommodations are understood and documented. RECORD TABLE

| Record | Current | Owner | Evidence | Action |
|--------|---------|-------|----------|--------|
|        |         |       |          |        |


**Execution tip:** Set the applicable role standards, approved accommodations, critical failures, and correction owners before the shift review begins.

### 5 Review previous grooming findings, employee feedback, customer complaints, hygiene incidents, uniform shortages, and repeat non-compliance. RECORD TABLE

| Record | Current | Owner | Evidence | Action |
|--------|---------|-------|----------|--------|
|        |         |       |          |        |


**Execution tip:** Set the applicable role standards, approved accommodations, critical failures, and correction owners before the shift review begins.

### 6 Define critical failures, evidence requirements, immediate correction rules, escalation routes, deadlines, and final approval authority. CRITICAL SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A


**Execution tip:** Set the applicable role standards, approved accommodations, critical failures, and correction owners before the shift review begins.

## 2. Uniform issue, cleanliness, fit, condition, and correct wear

7 Confirm every employee is wearing the approved uniform, color, style, layer, and role-specific combination for the current shift or campaign.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Inspect the complete uniform as worn, not only individual garments, and correct fit, cleanliness, damage, and missing items before duty starts.

8 Inspect shirts, trousers, skirts, dresses, jackets, aprons, coats, and other garments for cleanliness, stains, moisture, and unacceptable odor.

SCORED + PHOTO

Meets standard

Needs correction

Non-compliant

Add photo

 **Execution tip:** Inspect the complete uniform as worn, not only individual garments, and correct fit, cleanliness, damage, and missing items before duty starts.

9 Verify the uniform fits correctly, provides suitable coverage, allows safe movement, and does not appear excessively tight, loose, short, or oversized.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Inspect the complete uniform as worn, not only individual garments, and correct fit, cleanliness, damage, and missing items before duty starts.

10 Check seams, buttons, zips, fasteners, hems, pockets, reflective strips, logos, and trims for damage, loose parts, or unauthorized alteration.

PHOTO CHECK

Safe

Needs action

Critical

Add live photo

 **Execution tip:** Inspect the complete uniform as worn, not only individual garments, and correct fit, cleanliness, damage, and missing items before duty starts.

11 Confirm garments are pressed, aligned, tucked, buttoned, layered, and worn according to the approved presentation standard.

SCORED + PHOTO

Meets standard

Needs correction

Non-compliant

Add photo

 **Execution tip:** Inspect the complete uniform as worn, not only individual garments, and correct fit, cleanliness, damage, and missing items before duty starts.

12 Verify uniform issue records, laundry arrangements, replacement processes, size availability, and clean spare garments support every role and shift.

RECORD TABLE

| Record | Current | Owner | Evidence | Action |
|--------|---------|-------|----------|--------|
|        |         |       |          |        |

 **Execution tip:** Inspect the complete uniform as worn, not only individual garments, and correct fit, cleanliness, damage, and missing items before duty starts.

### 3. Personal hygiene, hand hygiene, and fitness for work

13 Confirm employees are fit for work and follow illness, injury, contamination, exclusion, restriction, and return-to-work reporting rules.

CRITICAL

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Address illness, open wounds, poor hand hygiene, and contamination risks immediately, especially for food, healthcare, childcare, and production roles.

14 Verify hands and exposed skin are visibly clean and employees complete required handwashing before work, after breaks, and between relevant tasks.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Address illness, open wounds, poor hand hygiene, and contamination risks immediately, especially for food, healthcare, childcare, and production roles.

15 Check personal hygiene, bathing, deodorant use, oral hygiene, and body odor meet the workplace standard without creating discomfort for others.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Address illness, open wounds, poor hand hygiene, and contamination risks immediately, especially for food, healthcare, childcare, and production roles.

16 Inspect cuts, sores, skin conditions, burns, and dressings to confirm they are protected, secure, clean, and managed according to role risk.

PHOTO CHECK

Safe

Needs action

Critical

Add live photo



**Execution tip:** Address illness, open wounds, poor hand hygiene, and contamination risks immediately, especially for food, healthcare, childcare, and production roles.

17 Confirm food handlers and other hygiene-sensitive roles follow approved handwashing, glove, barrier, and contamination-control practices.

CRITICAL

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Address illness, open wounds, poor hand hygiene, and contamination risks immediately, especially for food, healthcare, childcare, and production roles.

18 Verify employees do not eat, chew gum, use tobacco, groom themselves, or store personal food and drink in restricted work or customer areas.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Address illness, open wounds, poor hand hygiene, and contamination risks immediately, especially for food, healthcare, childcare, and production roles.

## 4. Hair, facial hair, nails, makeup, fragrance, and jewellery

19 Confirm hair is clean, neat, controlled, and styled so it does not obstruct vision, touch products, equipment, food, or customers.

SCORED + PHOTO

Meets standard

Needs correction

Non-compliant

Add photo

 **Execution tip:** Apply role-based controls consistently and focus on hygiene, safety, customer comfort, and the approved brand standard rather than personal preference.

20 Verify approved hair restraints, hairnets, caps, beard covers, or other controls are worn correctly wherever contamination or safety risk requires

CRITICAL

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Apply role-based controls consistently and focus on hygiene, safety, customer comfort, and the approved brand standard rather than personal preference.

21 Check facial hair is clean, neat, safely controlled, and compliant with role-specific hygiene, respirator, or protective-equipment requirements.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Apply role-based controls consistently and focus on hygiene, safety, customer comfort, and the approved brand standard rather than personal preference.

22 Inspect nails for cleanliness, safe length, damage, and compliance with rules for nail polish, artificial nails, extensions, and food or product handling.

CRITICAL

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Apply role-based controls consistently and focus on hygiene, safety, customer comfort, and the approved brand standard rather than personal preference.

23 Confirm makeup, skincare products, and fragrance are appropriate for the role, customer environment, hygiene needs, and approved brand presentation.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Apply role-based controls consistently and focus on hygiene, safety, customer comfort, and the approved brand standard rather than personal preference.

24 Verify jewellery, piercings, watches, rings, bracelets, chains, and other personal items are controlled where they could create hygiene, safety, or product risk.

CRITICAL

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Apply role-based controls consistently and focus on hygiene, safety, customer comfort, and the approved brand standard rather than personal preference.

## 5. Footwear, PPE, accessories, identification, and devices

25 Confirm employees wear approved footwear that is clean, secure, suitable for the role, and slip-resistant, closed, or protective where required.

CRITICAL

PHOTO CHECK

Safe

Needs action

Critical

Add live photo



**Execution tip:** Check footwear, PPE, badges, and accessories together because missing or poorly maintained items can affect safety, hygiene, security, and brand presentation.

26 Inspect soles, heels, laces, fasteners, toe protection, stitching, and overall footwear condition for wear, damage, instability, or contamination.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Check footwear, PPE, badges, and accessories together because missing or poorly maintained items can affect safety, hygiene, security, and brand presentation.

27 Verify name badges, employee IDs, role identifiers, security passes, language pins, and service markers are correct, current, visible, and undamaged.

PHOTO CHECK

Safe

Needs action

Critical

Add live photo



**Execution tip:** Check footwear, PPE, badges, and accessories together because missing or poorly maintained items can affect safety, hygiene, security, and brand presentation.

28 Confirm required PPE is available, clean, correctly fitted, serviceable, stored properly, and worn for the task without unauthorized substitution.

CRITICAL

SCORED + PHOTO

Meets standard

Needs correction

Non-compliant

Add photo



**Execution tip:** Check footwear, PPE, badges, and accessories together because missing or poorly maintained items can affect safety, hygiene, security, and brand presentation.

29 Check aprons, caps, ties, scarves, belts, headwear, gloves, sleeves, and other accessories are approved, clean, secure, and worn consistently.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Check footwear, PPE, badges, and accessories together because missing or poorly maintained items can affect safety, hygiene, security, and brand presentation.

30 Verify personal phones, smartwatches, earbuds, headphones, charging cables, and other devices are managed according to safety, hygiene, privacy, and service rules.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Check footwear, PPE, badges, and accessories together because missing or poorly maintained items can affect safety, hygiene, security, and brand presentation.

## 6. Role-specific presentation and contamination controls

31 Confirm food handlers use clean aprons, gloves, hair restraints, coats, and footwear without transferring contamination from outside or non-food tasks.

CRITICAL

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Review presentation against the actual task being performed and require employees to change contaminated clothing or PPE before returning to the role.

32 Verify kitchen, production, laboratory, and hygiene-sensitive uniforms are changed or contained immediately after spills, contamination, waste handling, or other events.

CRITICAL

PHOTO CHECK

Safe

Needs action

Critical

Add live photo

 **Execution tip:** Review presentation against the actual task being performed and require employees to change contaminated clothing or PPE before returning to the role.

33 Check retail, reception, sales, and customer-service employees follow approved styling, campaign, seasonal, and customer-facing presentation standards.

SCORED + PHOTO

Meets standard

Needs correction

Non-compliant

Add photo

 **Execution tip:** Review presentation against the actual task being performed and require employees to change contaminated clothing or PPE before returning to the role.

34 Confirm housekeeping, maintenance, cleaning, and technical teams use suitable PPE and prevent tools, chemicals, waste, or soiled clothing from affecting guest areas.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Review presentation against the actual task being performed and require employees to change contaminated clothing or PPE before returning to the role.

35 Verify security, delivery, driver, outdoor, and mobile teams are identifiable, weather-ready, safe, and presented consistently at customer handoff points.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Review presentation against the actual task being performed and require employees to change contaminated clothing or PPE before returning to the role.

36 Confirm managers and supervisors meet the leadership presentation standard and visibly model the same uniform, hygiene, and conduct expectations.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Review presentation against the actual task being performed and require employees to change contaminated clothing or PPE before returning to the role.

## 7. Customer-facing posture, communication, and professional conduct

- 37 Observe posture, alertness, movement, facial expression, and body language to confirm employees appear professional, approachable, and ready to assist.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Observe employees during normal service, not only at lineup, to confirm presentation and conduct remain professional throughout the shift.

- 38 Verify greetings, eye contact, tone, language, listening, and customer communication reflect the approved service standard and local context.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Observe employees during normal service, not only at lineup, to confirm presentation and conduct remain professional throughout the shift.

- 39 Confirm employees avoid gum, eating, distracting conversations, inappropriate gestures, visible fatigue behaviors, and other conduct that weakens presentation.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Observe employees during normal service, not only at lineup, to confirm presentation and conduct remain professional throughout the shift.

- 40 Observe employees during service to confirm they avoid touching hair, face, phones, waste, or contaminated items without completing the required

CRITICAL

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Observe employees during normal service, not only at lineup, to confirm presentation and conduct remain professional throughout the shift.

- 41 Verify bags, coats, helmets, personal drinks, food, shopping, and other belongings are stored in approved lockers or employee areas.

PHOTO CHECK

Safe

Needs action

Critical

Add live photo



**Execution tip:** Observe employees during normal service, not only at lineup, to confirm presentation and conduct remain professional throughout the shift.

- 42 Confirm employee conduct is respectful, inclusive, discreet, non-discriminatory, and appropriate for customers, colleagues, contractors, and visitors.

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Observe employees during normal service, not only at lineup, to confirm presentation and conduct remain professional throughout the shift.

## 8. Shift readiness, changing areas, supplies, and recovery checks

**43 Confirm the pre-shift lineup or supervisor check reviews uniform, hygiene, grooming, PPE, badges, role readiness, and immediate corrections before deployment.** APPROVAL

NAME

Enter

DATE / TIME

Enter

APPROVAL

Sign



**Execution tip:** Build presentation checks into shift start, post-break return, spill recovery, role changes, and peak-period supervision so standards do not fade after opening.

**44 Inspect changing rooms, lockers, wash areas, mirrors, benches, laundry points, and employee entrances for cleanliness, privacy, condition, and adequate supplies.** PHOTO CHECK

Safe

Needs action

Critical

Add live photo



**Execution tip:** Build presentation checks into shift start, post-break return, spill recovery, role changes, and peak-period supervision so standards do not fade after opening.

**45 Verify clean, used, wet, contaminated, and personal clothing are separated and stored without cross-contamination, odor, or pest risk.** SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Build presentation checks into shift start, post-break return, spill recovery, role changes, and peak-period supervision so standards do not fade after opening.

**46 Confirm spare uniforms, approved grooming supplies, hair restraints, PPE, badges, repair items, and emergency replacements are available in required sizes.** RECORD TABLE

| Record | Current | Owner | Evidence | Action |
|--------|---------|-------|----------|--------|
|        |         |       |          |        |



**Execution tip:** Build presentation checks into shift start, post-break return, spill recovery, role changes, and peak-period supervision so standards do not fade after opening.

**47 Repeat presentation checks after breaks, spills, bad weather, heavy tasks, product handling, role changes, and other events that can affect appearance or hygiene.** SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Build presentation checks into shift start, post-break return, spill recovery, role changes, and peak-period supervision so standards do not fade after opening.

**48 Verify agency, temporary, contract, new, transferred, and event employees receive the same presentation standards and required items before starting work.** RECORD TABLE

| Record | Current | Owner | Evidence | Action |
|--------|---------|-------|----------|--------|
|        |         |       |          |        |



**Execution tip:** Build presentation checks into shift start, post-break return, spill recovery, role changes, and peak-period supervision so standards do not fade after opening.

## 9. Live observation, coaching, fairness, and repeat-issue control

**49 Sample employees across departments, roles, shifts, employment types, customer zones, and risk levels rather than checking only one visible team.** RECORD TABLE

| Record | Current | Owner | Evidence | Action |
|--------|---------|-------|----------|--------|
|        |         |       |          |        |

 **Execution tip:** Use representative sampling, respectful evidence, private coaching, and root-cause analysis so the process improves standards without humiliating employees.

**50 Capture evidence respectfully, protect employee privacy, avoid unnecessary facial or personal-detail images, and follow approved consent and data rules.** SCORED RESPONSE

Compliant Partial Non-compliant N/A

 **Execution tip:** Use representative sampling, respectful evidence, private coaching, and root-cause analysis so the process improves standards without humiliating employees.

**51 Confirm supervisors provide immediate, private, specific, and respectful coaching for minor presentation issues and record completion where required.** RECORD TABLE

| Record | Current | Owner | Evidence | Action |
|--------|---------|-------|----------|--------|
|        |         |       |          |        |

 **Execution tip:** Use representative sampling, respectful evidence, private coaching, and root-cause analysis so the process improves standards without humiliating employees.

**52 Remove employees from hygiene-sensitive, safety-critical, or customer-facing tasks when a critical issue cannot be corrected immediately.** CRITICAL SCORED RESPONSE

Compliant Partial Non-compliant N/A

 **Execution tip:** Use representative sampling, respectful evidence, private coaching, and root-cause analysis so the process improves standards without humiliating employees.

**53 Investigate repeat issues for root causes such as uniform supply, laundry quality, sizing, climate, PPE availability, training, workload, facilities, or inconsistent supervision.** RECORD TABLE

| Record | Current | Owner | Evidence | Action |
|--------|---------|-------|----------|--------|
|        |         |       |          |        |

 **Execution tip:** Use representative sampling, respectful evidence, private coaching, and root-cause analysis so the process improves standards without humiliating employees.

**54 Compare trends across teams, shifts, locations, suppliers, and issue categories and assign support actions where problems are systemic.** RECORD TABLE

| Record | Current | Owner | Evidence | Action |
|--------|---------|-------|----------|--------|
|        |         |       |          |        |

 **Execution tip:** Use representative sampling, respectful evidence, private coaching, and root-cause analysis so the process improves standards without humiliating employees.

## 10. Evidence, corrective actions, verification, and sign-off

- 55 Record every finding with the applicable standard, role, observed condition, hygiene or safety risk, evidence, and immediate correction completed.**

RECORD TABLE

| Record | Current | Owner | Evidence | Action |
|--------|---------|-------|----------|--------|
|        |         |       |          |        |



**Execution tip:** Close findings only after the employee has the right uniform, supplies, knowledge, and working conditions to sustain the required presentation standard.

- 56 Classify findings as critical, major, minor, or observation using approved hygiene, safety, service, brand, and escalation rules.**

CRITICAL

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Close findings only after the employee has the right uniform, supplies, knowledge, and working conditions to sustain the required presentation standard.

- 57 Assign every action to a named owner with due time, required evidence, escalation route, employee support, and temporary control where needed.**

CRITICAL

RECORD TABLE

| Record | Current | Owner | Evidence | Action |
|--------|---------|-------|----------|--------|
|        |         |       |          |        |



**Execution tip:** Close findings only after the employee has the right uniform, supplies, knowledge, and working conditions to sustain the required presentation standard.

- 58 Verify closure through repeat inspection, replacement clothing or PPE, live evidence, coaching completion, laundry correction, repair, or updated supply records.**

CRITICAL

SCORED + PHOTO

Meets standard

Needs correction

Non-compliant

Add photo



**Execution tip:** Close findings only after the employee has the right uniform, supplies, knowledge, and working conditions to sustain the required presentation standard.

- 59 Review overdue actions, repeat findings, employee feedback, supply failures, fairness concerns, and trends requiring HR, operations, or head-office support.**

SCORED RESPONSE

Compliant

Partial

Non-compliant

N/A



**Execution tip:** Close findings only after the employee has the right uniform, supplies, knowledge, and working conditions to sustain the required presentation standard.

- 60 Record the final score, critical failures, unresolved exceptions, next review date, supervisor, manager, reviewer, date, time, and approval signatures.**

CRITICAL

APPROVAL

NAME

Enter

DATE / TIME

Enter

APPROVAL

Sign



**Execution tip:** Close findings only after the employee has the right uniform, supplies, knowledge, and working conditions to sustain the required presentation standard.

RUN THIS CHECKLIST DIGITALLY

## Turn staff presentation into verified daily execution

Schedule checks, apply role standards, capture respectful evidence, assign support, verify closure, and compare hygiene, safety, and presentation trends across every location.

Role-specific checks

Live review evidence

Critical risk alerts

Coaching and action tracking

Try the Staff Grooming and Presentation Checklist in Taqtics