

***Increase your income & reduce your vacancy***

***Dress Code***

**DRESSING FOR SUCCESS -** You reflect an image to prospective and current residents in your overall appearance, manners, terminology, tone of voice, speech, body language, clothing, product knowledge and overall interest in helping people. A professional realizes that sales are made and residents retained because they are sold on the people behind the product.

* **Make-up** - Less is best! Daytime make-up should be simple and basic. Save the wild colors for other occasions.
* **Well-manicured fingernails and toenails** - Do not use loud, flashy, offensive-colored nail polish. Polish, if used, should not be chipped. Short or medium-length nails are the best with absolutely no excessive length nails.
* **Hair** - A good current professional style is a must. If your hair is highlighted or colored, please keep the color with a business image in mind. Hair should be clean and neat. Service employees’ hair should not exceed collar length during work hours. For safety reasons, ponytails must be placed under an approved uniform hat. Facial hair must be neat and trimmed.
* **Clothing** - Clothing should be maintained by keeping buttons sewn on, washed or dry cleaned and pressed before wearing. Proper undergarments should be worn.
* **Breath** - Correct any breath odor caused by coffee drinking or cigarettes. Keep a breath freshener handy.
* **Smoking** - Never smoke or use tobacco products in front of residents or prospective residents. Smoking in the office, apartments and in the view of residents and prospective residents is strictly prohibited.
* **Gum Chewing** - Gum chewing can be offensive to a prospective resident both in person and over the telephone. It can also annoy other people in the office. Avoid chewing gum in the office.
* **Body Piercing** - Other than ears are not to be worn during work hours.
* **Excessive and distracting tattoos** – Cannot be visible during working hours.Excessive and distracting tattoos shall be determined by the Regional Manager.
* **Posture** - Sit and stand straight, be alert! Remember that your body language, facial expression and tone of voice tell people more than the spoken word.

Professional attire must be worn daily unless seasonal or promotional apparel has been approved by the Regional Manager which may include canvas shoes, polo shirts, etc…

## Dressing Guidelines for Women:

* Select from suits, dresses and/or coordinated skirt, slacks, and blouse ensembles.
* Hose with runners, patterns or decorations are unacceptable.
* Hard-soled, dress shoes are generally required. Open-toed shoes and dress sandals are appropriate in warm months. Canvas shoes, ankle-wrap or “flip flop” shoes are not appropriate.
* Make-up should be appropriately applied for daywear.
* Hair should be styled and clean.
* Accessories should be selected to coordinate with your professional dress. Fashion jewelry must be in keeping with any specific dress code requirements.

 The following items are generally considered unprofessional:

* Short skirts (defined as more than 3” above the knee)
* Tight, knit or casual slacks
* Low-cut tops
* Blouses exposing the midriff
* Any tight-fitting ensemble
* Sundresses and/or any low-cut or low-back styled dresses
* Bluejeans, denim skirts or dresses. (Blue, cotton chambray fabric is acceptable).
* See-through fabrics
* Western wear including belt buckles and western boots
* Professional attire that is not neat and clean
* Distracting jewerly or clothing
* No visible undergarments

## Dressing Guidelines for Men:

* Collared dress shirts, tie or jacket and slacks.
* A belt should be worn with slacks along with appropriate shoes and socks.
* Hard-soled, dress shoes are generally required. Casual shoes or western boots are not appropriate.
* Western belt buckles or personalized western belts are NOT considered appropriate professional dress accessories.
* Hair should be styled and clean
* Shirts and pants need to be clean and pressed

## Dressing Guidelines for Maintenance & Housekeeping Staff:

It is company policy that all Maintenance personnel wear:

* **Designated company uniforms** - Uniforms are purchased by the Property Manager.
* **Name/Picture I.D. Badge**. - All I.D. badges must reflect the property name, employee name, picture and position.

**Shoes**

Tennis shoes, athletic shoes or rubber sole flats are acceptable. Shoelaces must be white, black or tan only. All shoes must be brown, black, white or navy. Sandals are not acceptable. Steel-toed shoes are recommended. Both hard and soft sides are acceptable.

**Hairstyles**

Must be clean and well groomed. Hair should not exceed collar length during working hours. For safety reasons, ponytail must be placed under an approved uniform hat. Facial hair must be neat and trimmed.

**Accessories**

Belts, if worn with the uniform, should be black or brown with a conservative buckle.

Only small stud earrings are permitted for maintenance staff for safety reasons.

If hats are worn, they should identify the property. Hats given to staff members by vendors or suppliers that advertise a particular product or company may not be worn. Hats must be worn with the bill facing the front.

Uniforms should be fresh and clean each day, pressed and in good repair with no missing buttons or fallen hems. Uniform shirts should be properly buttoned and tucked in for a professional image.

Photo ID badges are required during work hours and when on-call for after hours service requests. The photos are to be updated. All ID badges must reflect the property name, employee name, & position.

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