

Palace Concessions Dress Code

PLEASE READ THIS ARTICLE THOROUGHLY AND CAREFULLY. With our Summer events coming up we all need to be very aware of the grooming and dress codes at The Palace, DTE Theater and Meadowbrook. Management Supervisors have become very diligent about checking for policy violations and will not hesitate to send someone home for any violations found. If that happens, not only do we end up working short-handed and lose that \$40 commission, they also could charge us a fine as well if they decide to do so. I know this all sounds harsh and extreme, (and I do not agree with these measures) but we are all responsible for following those rules and policies. So I am taking this opportunity to refresh everyone on what those rules are. If anyone has any questions, please contact me and I will answer them/ Home 248-693-8642 Cell 248-736-7348.

There are a couple of differences between the three venues, so be sure to follow the rules for the particular venue you are working.

GROOMING POLICIES/ APPLIES TO ALL THREE VENUES

Hair should be neat and trimmed. No exotic hairstyles- like Mohawks, I really don't think this is a problem with our group :-). Long hair (open to interpretation) for men and women must be pulled back and secured away from your face. Absolutely no beards, goatees, soul-patches, etc. You can have a mustache but it can't extend beyond the corners of the mouth or over the top lip (like a "walrus" mustache). Sideburns can't extend beyond the earlobe.

Jewelry, makeup, must all be kept to a minimum and simple. No facial piercings of any kind and no earrings for guys at all and simple earrings are allowed for women-no more than two per ear though. Fingernails must be neat and trimmed- no long "catwoman" nails allowed- polish is OK as long as its simple and not "loud". Perfume/cologne should be used sparingly.

Grooming issues have rarely been a problem for us but please be aware of these so that no problem does develop for us over the Summer.

UNIFORM POLICIES/ APPLIES TO ALL THREE VENUES

This is where we have had the most violations (as I'm sure it is for all groups) so please pay particular attention to these rules and follow them to-the-letter. Once again, any questions, do not hesitate to call.

Pants

Everyone must wear BLACK, COTTON*(if it is a blend that LOOKS like cotton, it will probably pass muster- so far they have not been checking content labels :-)) DOCKER "STYLE" PANTS. PLEASE DO NOT WEAR THE FOLLOWING: Black jeans, capris, skirts, sweats, corduroy, spandex, warm-up pants, "high-waders", or anything else that doesn't fit the rules. Even if you have worn something like that before and not had a problem, please don't do so again. Supervisors are different and may not have caught it before but if they do, we lose. Your pants must come to the tops of your shoes.

Shoes

Speaking of shoes- be sure to wear good, solid, comfortable shoes. Preferably tennis shoes (they can be white- don't have to be black). Under no circumstances wear open-toes, open heels, higher heels, backless slip-ons, sandals, flip-flops, etc. The floors can become sticky/slippery and you want good footing for safety reasons as well as comfort. SOCKS MUST ALWAYS BE WORN AS WELL.

Shirts

Wear a WHITE shirt or undershirt, as a uniform shirt will always be provided at each stand. Shirts must be tucked in at all times. Those are the basic uniform regulations. There are a couple of variations which follow.

If the weather is hot and you prefer, you can wear shorts to DTE and Meadowbrook ONLY- NEVER TO THE PALACE UNDER ANY CIRCUMSTANCES. The shorts must be BLACK "COTTON", WALKING SHORTS- TO THE KNEE. Basically, all the same rules apply to shorts as do to the regulation pants- except they're shorts.

If it is cool/cold, you can wear your Palace Logo sweatshirt, if you purchased one, as your uniform shirt at most all events-EXCEPT DETROIT PISTONS GAMES. FOR THOSE YOU MUST WEAR THE REGULAR UNIFORM SHIRT, WITH THE SWEATSHIRT UNDERNEATH.

If you do not have this Palace Logo sweatshirt, you can wear a BLACK or WHITE SWEATSHIRT under the regular uniform shirt- primarily at DTE and Meadowbrook for those cooler Spring and Fall events. Everyone knows their own comfort level, so dress accordingly, within the regulations presented.

Please do not bring purses, coats, pagers, cell phones to the concession stand. Now obviously, parents need to be able to be contacted during events by babysitters, etc. so just keep the phone cancelled and on vibrate. Speak to your Group Manager if you need to call home and we'll find a place for you to do so outside of the stand. Palace management just doesn't want us using cell phones while waiting on customers or in the view of the public.

For those who still have/or can find, your CIVIC GROUP MANUAL, which was included in the information packet you were given initially (additional copies are available from me) these and additional rules you should review are on pages 5,6,7 and 8. I know we have been at this awhile and maybe have gotten a little lax on some policies so it would be a good idea for everyone to refresh their memory in these areas.