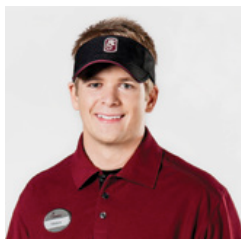


Team Member Appearance

Uniform

Basic Uniform Requirements

- All uniform items must be from the Chick-fil-A TeamStyle collection. (This includes belts, caps, aprons, outerwear and special uniform options for Team Members delivering Face-to-Face Ordering.)
- All garments should fit properly and be clean, pressed and in good condition (with no holes, fraying, stains, discoloration, etc.).
- Proper undergarments must be worn by all Team Members.



Shirts

- Shirt buttons:
 - Male: Only top button can be unbuttoned on polo shirts.
 - Female: All buttons must be fastened on short-sleeved, button-front and ¾-sleeved shirts. Only top button can be unbuttoned on long-sleeved shirts.
- T-shirts:
 - Male: T-shirts are required under all shirts and Chef Coats.
 - Female: T-shirts are optional (except under Chef Coats).
 - T-shirts must be solid white or black (no printing or graphics).
 - T-shirts must be in good condition (with no holes, fraying, discoloration, etc.).
 - Sleeve of T-shirt must not extend below bottom edge of shirt sleeve.
- Shirts must be tucked in (all male and female shirts, except maternity tops).
- Mock turtlenecks may be worn only under polo shirts, button-front shirts or sweater vests.



Nametag

- Chick-fil-A nametag must be worn at all times. Other miscellaneous pins, buttons, stickers and/or ribbons may not be worn on the uniform or affixed to the nametag.
- Nametag must be on outermost garment, on Team Member's right chest. Nametag should be positioned using name tag eyelets when present. (Splash apron and yellow apron are not considered part of uniform so nametag should never be worn on these aprons.)

- Nametag contents:
 - Team Member's first name must appear on first line of nametag.
 - At Operator's discretion, surnames may also appear.
 - At Operator's discretion, second line of nametag may have title or years of service.
- For Licensed Locations, either Chick-fil-A nametag or nametag of food service company must be worn.



Belts

- Belts must be trimmed so that end does not hang below belt line.

Pants

- Pants must fit properly.
- Pants must be hemmed to fall at midpoint of heel. Cuffed or pegged pants are not acceptable.

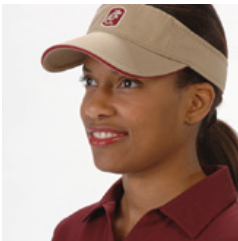
Skirts

- Skirts should be no shorter than mid-calf.

Footwear



- Males must wear solid black socks.
- Females must wear solid black socks, black hose or flesh-toned hose.
- Shoes must be solid black and constructed of leather or man-made (non-cloth) uppers with slip-resistant rubber soles (e.g., Shoes for Crews).
- Shoe styles must be closed-heel and closed-toe.
- Shoes must fit properly with laces tied, unless limited by temporary medical conditions requiring corrective orthopedic devices (due to broken bones, surgeries, etc.).



Caps/Visors

- Chick-fil-A TeamStyle caps/visors may be worn, at Operator's discretion or in order to comply with local Health Department requirements.
- Cap/visors must be clean and have no visible stains or discoloration.
- Caps/visors should be worn on the head with the bill facing directly forward and above the eyebrows so that eyes are clearly visible under brim of cap.

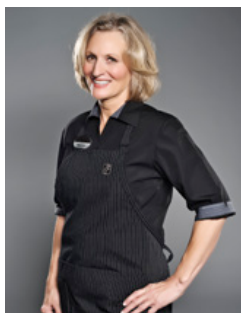
Chick-fil-A Ties

- Male: Chick-fil-A neckties must be worn with all long-sleeved shirts.
 - Ties must be properly knotted and securely fastened and should fall to the midpoint of the belt buckle.
 - Ties must not be worn with short-sleeved, button-front shirts.
- Female: Ties may not be worn with any shirt.

Scarves

- Female: Chick-fil-A scarves are not required, but may be worn with all $\frac{3}{4}$ -sleeved or long-sleeved shirts.

Uniforms for Special Roles



Dining Room Host/Hostess Uniforms

For Team Members serving as the Dining Room Host or Hostess, a specific look has been defined and includes the following:

- Full- or half-length pin-striped apron. (This apron can hold a pack of Table Turners.) This apron is considered part of the uniform and, if wearing full-length apron, nametag should be on apron, not on black shirt underneath.
- Female: Black pants (or skirt) with black, $\frac{3}{4}$ -sleeved shirt.
- Male: Black pants with black, long-sleeved shirt. Tie is required.





Face-to-Face Uniform for Drive-Thru Host/Hostess

Team Members delivering Face-to-Face Ordering are required to wear:

- Red Drive-Thru polo shirt with reflective piping.
- Charcoal microfiber shorts, black pants or skirt, or khaki pants, shorts or skirt. (See [Requirements Related to Wearing Shorts](#) in this section.)
- Black slip-resistant shoes such as Shoes for Crews and solid black socks. OR, if wearing shorts, clean athletic shoes and white socks are also permissible.

In addition, Drive-Thru Hosts/Hostesses may wear

- Red cap/visor with reflective piping.
- Half-length charcoal apron with reflective piping, with pockets for menus, pads, pens, etc.

Requirements Related to Wearing Shorts



- Shorts are to be worn only by Drive-Thru Hosts/Hostesses working the Drive-Thru lanes.
- Wearing shorts is an option and not a requirement for Drive-Thru Hosts/Hostesses; standard uniform pants or skirt may be worn instead.
- Team Members are required to change back into their standard uniform pants or skirt when assuming traditional duties inside the Restaurant. Uniform pants or skirt is required at all times for all positions inside the Restaurant.
- During breaks, Drive-Thru Team Members should enter the Restaurant through the back door to avoid having shorts behind the counter.
- Team Members on break who require a meal must ask another Team Member (in standard uniform) to retrieve all food and beverages on their behalf. At no time may a Team Member in shorts be behind the front counter or in food prep or boards areas.
- Team Members may wear shorts in the Team Member break area only.
- Due to standard health codes, Team Members should change their pants in the restrooms and not in the office, kitchen or break areas.



Chef Coats/Hats for Back of House Team Members

Chick-fil-A Chef Coats and Hats may only be worn by Team Members working in back of house.

- Chef Coats can be worn with all buttons buttoned or with only top button unbuttoned.
- Chef Coats are worn untucked, and both male and female Team Members must wear T-shirt under Chef Coats.
- Team Member name may be embroidered on right chest panel of Chef Coat instead of wearing Chick-fil-A nametag.
- Team Members wearing Chef Coats may wear Chef Hats or TeamStyle caps/visors, but Chef Hats may only be worn by Team Members wearing Chef Coats.

Uniforms for Special Events

Special events are single day, limited time events (e.g., Daddy/Daughter Date Night) that occur within the Restaurant. Events that occur on a frequent basis (e.g., Family Night) are not considered special events.

Team Members whose roles do not require them to handle food and beverages (e.g., Dining Room Hosts/Hostesses) can wear theme-appropriate attire as long as that attire satisfies certain requirements.

Because of concerns related to food safety and Team Member safety, Team Members in food prep areas or Team Members in Front Counter/Drive-Thru area need to remain in approved TeamStyle uniform.



Theme-appropriate attire must meet the following requirements:

- All shirts, tops and dresses must have sleeves.
- All skirts and dresses must reach the mid-calf.
- All shirts, tops and dresses must have necklines in keeping with image of the TeamStyle collection (i.e., no shirts unbuttoned to mid-chest; no plunging necklines).
- All males must wear a plain white or black t-shirt underneath their shirt.
- All Team Members must wear slip-resistant shoes like Shoes for Crews.
- All Team Members must wear their nametag on their outermost garment.
- For outside events, TeamStyle shorts may be worn in accordance with the [Requirements Related to Wearing Shorts](#) (in this section).
- Team Members must follow procedures related to grooming (see [Team Member Appearance: Grooming](#)).

The following items should NOT be part of a Team Member's Special Event uniform:

- Items with jewels, fur, feathers and other features that could fall into food
- Dresses or tops that are too low-cut
- Face paint
- Sweatpants
- Items containing trademarks other than those belonging to Chick-fil-A

Additional Requirements for Cow Appreciation Day®



- Dress from the waist up in appropriate, clean cow-spotted apparel such as tucked-in shirts, Chick-fil-A® Cow ties, cow vests and cow hats. (Dress from the waist down in TeamStyle uniform.)
- Use resources and local Campaign Options provided to guests, such as downloadable cow spots, cow headbands and cow signboards.

Udders, tails and items that could fall into guests' food should NOT be part of a Team Member's Cow Appreciation Day attire.