



Zoo Teen

Appearance Policy

Introduction

The first impression our guests have of Binder Park Zoo is the one that our employees and zoo volunteers present to them. That's why your appearance and behavior are very important. Your posture, gestures, facial expressions, manner, attitude, grooming habits, and overall appearance combine to create an image that can communicate to our guests the warmth, friendliness, and professional attention that we want them to feel. That's why it is important that you observe the following standards when you are on duty.

Appropriate attire

Complete clean Zoo Teen uniform and name badge is required when on duty. Zoo Teens without complete uniform attire will be sent home. NO yoga pants, stretch pants, sweat pants, or exercise-type pants. NO baggy pants or low-riders. NO blue jeans. Pants or shorts must be free of embellishments such as studs, glitter, unique stitching, etc. Cargo pants are allowed as long as they sit at the natural waist and are not baggy. Pants and shorts must be in excellent condition and free of holes. Shorts must be Bermuda or knee length. Capris are now permitted as part of the uniform, they must be professional looking and cannot have drawstrings or cargo pockets.

Accessories

- Uniform T-shirt must be tucked in and a black or brown belt worn.
- Name tag must be worn on the right side of uniform shirt, opposite of the Zoo logo.
- Pants, capris, and shorts must properly fit; either black or khaki. Denim is acceptable, but no blue jeans.
- Shorts must be at least fingertip in length.
- Neutral color shoe/boots must be worn; shoes will get wet and dirty. Zoo Teens in Animal Care may choose to wear muck boots.
 - **No open-toed shoes.** Those wearing flip-flops or sandals will be sent home.
- Pants and shorts must be worn at waist level.
- Only BPZ baseball hats may be worn.

- Sunglasses are allowed. Please take off sunglasses before speaking to guests.
- Dress for the weather; be prepared for all types of weather at all times including bringing sunscreen, bug spray, and a water bottle. There are refillable bottle stations in the zoo office, the CDC, Carousel, Kalahari Kitchen, and Zamani School.

Hair & Hairstyling

Hair must be maintained in a neat and natural style. Extremes in hairstyling are unacceptable. Shaving designs, words, etc. into hair is unacceptable, as is the shaving of eyebrows.

Fragrance Products & Deodorants

Because we work with guests, staff and fellow volunteers, the use of deodorant or antiperspirant is required. Please do not use heavy or strong scents or fragrances.

Jewelry

When working directly with zoo guests, class rings, small rings, wedding rings and watches are permitted, unless otherwise directed by your supervisor. If necklaces are worn, they may not hang outside the shirt. Brooches, pins, and ankle bracelets are not allowed. Medical alert necklaces, bracelets, or ankle bracelets will be permitted.

Earrings and Other Body Piercing Jewelry

Earrings are allowed but no other 'visible' body piercing jewelry is permitted.

Eating and Gum Chewing

All Zoo Teens are expected to assume a professional attitude while representing Binder Park Zoo. This includes when wearing the uniform, or name badge identified with Binder Park Zoo. Please do not eat or chew gum while on duty.

Please refrain from eating in public areas. You may eat while taking a break in the restaurant, the picnic areas, or in the office break room. Be sure you clean up after yourself.