



Ryanair



Grooming Regulations

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1. Introduction

When you became a Cabin Crewmember you became the face of Ryanair. You became someone special in the public eye and people will notice your make-up, hairstyle and whether or not you're uniform fits correctly.

What is good grooming?

Projecting an image that our airline can be proud of and maintaining this standard through the whole day, half way through the day or on your way home.

What is good grooming:

- Good Grooming is taking care of your hair, skin, face, hands and your total body.
- Good Grooming can lift your morale and help increase your self-esteem.
- Good Grooming means that you are taking care of yourself, and that is important!

Good Grooming depends entirely on you and your wish to make the best of your abilities and looks.

A well groomed appearance takes constant effort; the heat, cold, humidity, pace of your job and many other things can sap your energy; but part of being a Cabin crew is to try not to let this show.

Also, your body language and general carriage is very important and can convey an impressive air of confidence and professionalism.

Your appearance is a statement of who you are. Your clothing and grooming should create the image that will identify you as a Ryanair Crew Member.

This booklet will help you to achieve Ryanair Grooming Standards.

***A SMILE IS THE QUICKEST WAY TO MAKE
ANY FACE BEAUTIFUL – IT COSTS NOTHING
TO GIVE AND TAKES NO TIME TO APPLY.***

1.1 A Word to the New Recruits

During these weeks of training, your grooming will be closely monitored, as this will enable us to offer guidance where necessary, to ensure that, when operating as a crewmember, your grooming will be impeccable and in accordance with the Ryanair standards.

When attending class you must dress appropriately

- Items not permitted include:

- Tracksuits
- Trainers (except for Fire Ground & Evacuation slide training)
- Jeans (except for Fire Ground & Evacuation slide training)
- Combat trousers
- Short skirts
- Shorts

- Appropriate foot wear must also be worn.

All grooming regulations must be adhered to when attending training.

You will be permanently observed and assessed by your Instructor and examiners during your training. During aircraft & base visits you will be assessed by the base supervisor and when on flights by the N^o1 and your fellow colleagues.

Your appearance, being a statement of who you are, must also express motivation and professionalism.

Choose neat, clean work clothes that fit comfortably. The clothes you wear affect your attitude and confidence levels. When you take the time to dress for success, you tend to feel good about yourself. When you feel good about yourself, you naturally convey confidence and a positive attitude and you can concentrate on your work.

On a normal working day, between passengers and general public, you will be assessed by an average of 800 people. Being in the public eye your grooming will always be observed.

Read the following guidelines carefully and, if you require any guidance in complying with any of them, do not hesitate to contact your Base Supervisor.

2. General

2.1 Hygiene

Personal hygiene is just as important as what you wear. You may select the right clothes, but neglecting personal hygiene can ruin the image you wish to present.

- Bathe or shower daily.
- Use deodorant at all times.
- Teeth must be brushed daily. Frequent dental checks are recommended. Use mouthwash (Beware of foods which may leave breath odour; beware of coffee and smoke odour). Dehydration may cause bad breath.
- Care for your ears; Keep them clean. You do not see them but the others do.
- Care for your feet; if needed use a deodorant foot spray.
- Perfumes/Colognes/After-Shave may be worn but sparingly. DO NOT use strong fragrances/aftershaves.

2.2 Tattoos

Visible tattoos are not acceptable and must be covered at all times:

- Flesh colour plasters may be used

2.3 Sunglasses

- Sunglasses may be worn in the summer months, but only when airside in bright conditions
- Frames may be black or brown only
- Sunglasses are never to be placed on the top of your head
- Mirrored sunglasses are not permitted

2.4 Glasses

- Glasses are not permitted in the cabin crew uniform
- Contact lenses are permitted and a spare set must always be carried.

2.5 Uniform

- The uniform must always be clean, pressed and in good condition:
- The use of the High Visibility (yellow jacket) is restricted to the RAMP AREA ONLY
- Nothing should be written on the High Visibility jacket and any graffiti on same will be considered as damaging company property
- Badges, pins or stickers are not allowed on the uniform
- During winter the use of a scarf of a classic design (black plain colour) is allowed
- During winter plain black gloves may be worn with the jacket or coat
- An umbrella of black colour may be used whilst in uniform

2.6 Rings

Rings must not be large or ornate. They should be worn on the ring finger only. Fashion rings are not allowed.

2.7 Watches

Watches must be worn and should be neat and conventional in style. They must have a second hand. Straps must be black, brown, gold or silver only.

2.8 Jewellery

In all instances jewellery, including watches must not be large or ornate and custom jewellery is not permitted.

2.9 I.D cards

The I.D. card must be clearly displayed at all times whenever attending any duty at the request of the company whether or not uniform is required.

2.10 Eating & Drinking

Crew members must be seated in a restaurant or seating area while eating or drinking. Cabin Crew must not:

- Drink Alcohol in uniform at any time
- Consume any type of Alcohol in the 8 hours before report time
- Be seen in a bar area in uniform whether or not consuming alcohol, as it may give the wrong impression to the public
- Chew gum in uniform at any time

2.11 Smoking

Smoking in uniform is not permitted unless you are seated in a designated smoking area. Under no circumstances may you smoke on a turn around, on the apron or onboard the aircraft.

2.12 Positioning

Cabin Crew may be required to position to other airports at the company request using different types of transportation (taxi, aircraft, train buses, etc.) and a smart standard of dress is required. Tracksuits, trainers and similar clothing are not acceptable.

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3. Female

3.1 Appearance

It is important to remember that when you are in uniform you are projecting that image of the Airline. You are the frontline of the airline, the part the public sees and meets personally.

As uniformed personnel you are selling Ryanair, so consequently you are expected to have pride in how you look.

3.1.1 Hair removal

Remove underarm and leg hair regularly. Also, remove any facial hairs as they appear. A depilatory or a bleaching cream may be needed if you have heavy facial growth.

3.2 Hair

Hair must be washed frequently to have it looking good. If hair is coloured it must be frequently maintained. Bright or unnatural colours are not permitted. Visible highlights are not permitted.

If the hair length goes below the jacket collar it must be worn up in a flattering manner in a French roll or a bun.

ALLOWED:

- Bun
- French roll
- Short hair to the collar



Bun too high



Messy French Roll



Hair too long

To achieve the perfect bun use a donut ring. Hair must not be loose from the bun. Hairpins and grips must be of the same colour as the hair.

Hair may be worn down, under the following conditions:

- Hair is cut above the collar
- Hair is cut neat in a business style
- Hair does not fall over the face
- Hair is regularly trimmed

NOT ALLOWED:

- Wigs
- Hair pieces
- Extensions
- Braids
- Dread locks
- Two tone colours
- Visible Roots
- Wet gel

Hi/Lo lights should be touched up regularly and colour should be natural looking to suit skin tone and to prevent showing of roots.

3.3 Face

3.3.1 Make-up

Use sparingly and be natural looking. The reason for cosmetics is to make you look prettier and highlight your best features. Do learn how to apply makeup properly. It may take practice. Ask a friend to help you or go to a cosmetic counter in a department store for advice. Here are some guidelines:

- Match foundation to skin tone for a natural look. Blend into jaw line so that there is no visible line. Foundation should be applied lightly.
- Face powder can also be worn with foundation. It smoothes the skin and eliminates facial shine.
- Eye makeup applied to the natural brow line is the most attractive. If you do wear eye make up, match or blend with your natural colour.
- Blush should be placed at the highest part of your cheeks and then blended in.

3.3.2 Lipstick

Wear lipstick at all times. Lip liner must match lipstick. Dark liner is not allowed. Lipstick with moisturising effect is recommended.

Stay away from extremely dark or bright and fluorescent colours.

3.3.3 Nail Polish

Colours to be worn must be definite and vibrant. The following colours are not allowed:

- Blue, black, purple, pale light and pastels colours
- Dark or fluorescent colours.

French manicure is allowed but must be well applied. Nail polish must be well applied without chips or peeling.

3.4 Hands

Your hands are very important in your job as they are in constant view of the passengers. They must be kept clean and good-looking. They must be washed before any food and drink service.

3.4.1 Nails should be clean and neat at all times.

3.4.2 Nails must be maintained in good repair and must not be too long

3.4.3 Female Cabin Crew must wear nail polish according with 3.3.3.

3.4.4 Nail extensions can be used as long as they are well maintained.

3.4.5 Nails must always be well manicured.

Lipstick and Nail polish must match and must always be used

3.5 Brands & Colours

We recommend the following lipstick and nail colours:

3.5.1 Rimmel

Colour Pink Lipstick - Sugar Plum n° 86

Nails - Rose n° 293

Colour Red Lipstick - Alarm n° 170

Nails - Hot Gossip n° 325

3.5.2 L'Oreal

Colour Pink Lipstick - Juice Roseglow n° 400

Nails - Resist and Shine n° 103

Colour Red Lipstick - Rouge Penelope n° 710

Nails - Jet Set Diamant n° 501

3.5.3 Maybelline

Colour Pink Lipstick - Down Pink n° 423

Nails - Tornado Rose n° 01

Colour Red Lipstick - Red Vibration n° 590

Nails - Cherry n° 30

3.6 Jewellery

3.6.1 Chains and necklaces are not permitted.

3.6.2 If ears are pierced you must wear earrings. Pearls, gold, silver and diamond studs are recommended. Hoop or drop earrings are not permitted



3.6.3 Up to one bracelet may be worn on the right hand wrist.



3.6.4 Bangles are not allowed.



3.7. Tights

Tights must be used at all times. Bare legs are not acceptable. Stockings, hold-ups or tights must be brown (chocolate colour) or barely black colour. Tights should be maximum 15 denier. Opaque tights are not permitted.

3.8 Shoes

Black court shoes must be worn with the uniform. These should be simple and plain with heels not higher than three inches but no lower than one inch. It is recommended that the Cabin Crew wear flat shoes (not lower than one inch heel) when working in the aircraft cabin. Ballet pump style cabin shoes are not permitted. Stiletto heels are not allowed inside the cabin. All shoes must be kept well heeled, scuff-free and well polished. No buckles.

3.8.1 Winter boots

Female Cabin Crew are allowed to wear knee high boots of classic design and black colour. They may be worn only during winter (OCT-APRIL). Winter boots should have a maximum heel height of 3 inches with a minimum height of ½ inch. Winter boots must be removed once in the aircraft cabin.



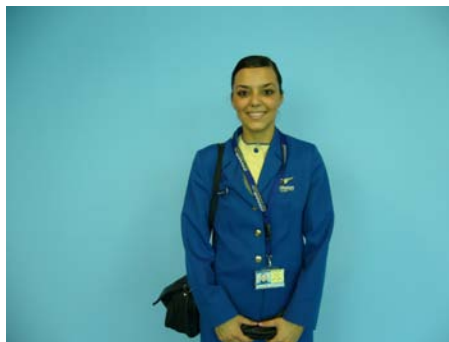
Uniforms

3.9.1 Composition

Jacket.....	01
Skirt.....	02
Blouse.....	05
Coat.....	01
Apron.....	01
Handbag.....	01
Crew bag.....	01

3.9.2 Jackets

1. Jackets must be worn buttoned at all times and may be removed only after Take off.
2. The supervisor (N^o1) may decide that the crew may take their jackets off; in this case all the crew on board must have either “Jackets on” or “Jackets off”.
3. Jackets are to be removed prior to the safety demonstration and are never to be worn during any services.
4. When sitting, unbutton the last button so the jacket is not pulling.
5. Collars of your Jacket should not be turned up.
6. Do not leave the aircraft without your jacket.



3.9.3 Scarves

Scarves are allowed with the winter coat. The scarf has to be of black colour, classic design and must be worn inside the coat. Always ensure that your scarf is clean and makeup free.

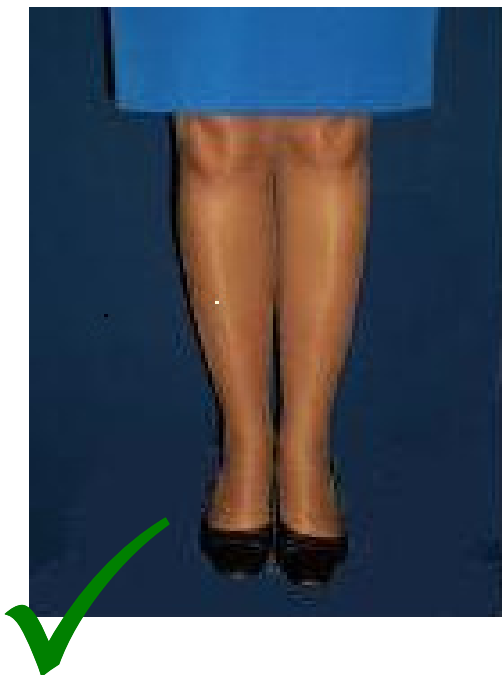


3.9.4 Blouses

Blouse must be changed daily and be clean and freshly laundered. A clean white or neutral bra must be worn under the blouse. Always ensure that the blouse collar is kept clean of makeup.

3.9.5 Skirts

Skirts should be worn on or below the knee. Always ensure that the skirt is clean and properly ironed. If, due to weight variations your skirt does not fit properly, try to adjust it immediately or, if unable, contact your base supervisor. The skirt linings must not be visible. The following photos are an example of what is and is not allowed.



Skirts (continued)



x

Too Tight



x

Too Tight



x

Too Tight



x

TOO SHORT



x

TOO SHORT



✓

CORRECT LENGTH



✓

CORRECT LENGTH

3.9.6 Belts

Female Cabin Crew are not allowed to wear belts.

3.10 Crew bag

The crew bags must be carried at all times and should not be used outside work.

3.10.1 Female Crew bag contents (minimum)

The following must be carried on your hand bag at all times:

- Passport
- Certificate of competence
- Hi-viz jacket
- Casual clothes (to cater for an unplanned overnight)
- Spare paperwork (mistakes happen)
- First aid kit (including pain killers)
- Sewing kit
- Spare underwear/blouse/tights
- Tea towel
- Calculator
- Pens
- Shoe polish
- Toiletries (toothpaste, toothbrush, deodorant, sanitary products, shower gel, shampoo/conditioner, contact lens solution, etc.)
- Cabin shoes
- Make-up
- Nail varnish

3.11 Handbag

Handbags must be used on the right hand shoulder and should not be overfilled. They must not be used outside work. Only Ryanair regulation handbag may be used.



3.12 Apron

Aprons must be freshly laundered for each day.

Aprons must not be worn until after takeoff and must be removed after the final service is complete and before taking up seats for landing.



4. Male

4.1 Appearance

It is important to remember that when you are in uniform you are projecting that image of the Airline. You are the frontline of the airline, the part the public sees and meets personally.

As uniformed personnel you are selling Ryanair, so consequently you are expected to have pride in how you look.

4.2 HAIR

Hair styles play an important role in the appearance of an individual. Extremes in styling or fashion fads do not contribute to the simple, classic styling of the uniform and are not permitted.

Hair must be washed frequently to have it looking good. Hair must be kept clean, short and neatly trimmed to ensure minimal attention during the flight.

Hair must :

- Be cut above the collar;
- Be cut neat in a business style;
- Be regularly trimmed;

NOT ALLOWED:

- Long sideburns;
- Wet gel



4.3 Face

No facial hair will be permitted. Male Cabin Crews must be clean-shaven at all times with no stubble.

4.3.1 Moustaches

Not allowed at any time;

Side burns should not reach below half way down the earlobe.

4.3.2 Beards

Not allowed at any time

4.4 Hands

Your hands are very important in your job as they are in constant view of the passengers. They must be kept clean and good-looking. They must be washed before any food and drink service. Nails should be clean and neat at all times.

Nail polish is not allowed for male Cabin Crew.

4.5 Jewellery

Male Cabin Crew are not permitted to use earrings, chains, or any other similar jewellery.

4.6 Socks

Socks of black colour must be used at all times. No pictures or writing allowed.

4.7 Shoes

Black plain, slip on or lace-up shoes without buckles must be worn with the uniform by male Cabin Crew. Shoes are to be kept well heeled, scuff free and polished.



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4.8 Male Uniform

4.8.1 Composition

Jacket	01
Trousers.....	02
Shirts.....	05
Tie.....	01
Coat	01
Crew bag	01

4.8.2 Jacket

1. Jackets must be worn buttoned at all times and may be removed only after Take off.
2. The supervisor (N^o1) may decide that the crew may take their jackets off. In this case all the crew on board must have either “Jackets on” or “Jackets off”.
3. Jackets are to be removed prior to the safety demonstration and are never to be worn during any services.
4. When sitting, unbutton the last button so the jacket is not pulling.
5. Do not leave the aircraft without the jacket.
6. Collars up are not allowed.

4.8.3 Scarves

Scarves are allowed with the winter coat. The scarf has to be of black colour and classic design. Always ensure that your scarf is clean.

4.8.4 Shirts

Shirts must be changed daily and be clean and freshly laundered and properly pressed.

4.8.5 Trousers

Always ensure that the trousers are clean and properly ironed. The trouser linings must not be visible.

4.8.6 Belts

Belts must be black and of a classic design

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4.9 Crew bag

Crew bag must be kept clean and free of stickers. Do not overfill. The crew bags must be carried at all times and should not be used outside work.

4.9.1 Male Crew bag contents (minimum)

The following must be carried on your crew bag at all times:

- Passport
- Certificate of competence
- Hi-viz jacket
- Civil clothes (to cater for an unplanned overnight)
- Spare paperwork (mistakes happen)
- First aid kit (including pain killers)
- Sewing kit
- Spare underwear
- Spare shirt
- Socks
- Calculator
- Pens
- Shoe polish
- Toiletries (shaving kit, toothpaste, toothbrush, deodorant, shower gel, shampoo/conditioner, contact lens solution, etc.)
- Tea towel

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5. Grooming Evaluation

Grooming check

Name			Crew Code			Rank		
Date / / 200			Base		Sign <input type="checkbox"/> agree <input type="checkbox"/> disagree			
ITEM	YES	NO	ITEM	YES	NO	ITEM	YES	NO
ID			Make up			Nails		
Passport			Well applied			Colour		
Flying Licence			Make-up bag			Clean		
Name badge			Hair			Freshly paint.		
Wings			Style			Jewellery		
Tie Pin			Colour			Correct		
UNIFORM			Accessories					
Size			Crew bag contents					
Clean			Blouse / shirt			Tea towel		
Pressed			Underwear			Ice tongs		
All buttons			Tights/Socks			Calculator		
COAT			First aid kit			Pens		
Size			Shoe polish			Spare p / w.		
Clean			Civil clothes			Sewing kit		
Pressed			Toiletries					
Blouse / Shirt								
Size			Memos					
Clean			25 min. turn around					
Pressed								
Tie								
Clean			CSS Only					
Skirt			Money bag			Float		
Size			Calculator					
Clean			Restricted memo <input type="checkbox"/> yes <input type="checkbox"/> no					
Pressed			Overall Comments					
Shoes								
Style								
Clean								
Polished								
Heels								
Tights / Socks								
Correct colour								
Miscellaneous								
Hi-Viz			Checked by					
Apron (fem. Only)			Crew Code			Sign		