

Subject: Uniform & Footwear Standard for F&B Service and Housekeeping		No:LD 23 V 01 12-2025
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Issued by: Human Resources	Approved by: CEO	Distributed to: All HR, All GMs

GENERAL OVERVIEW:

This SOP is developed as an addition to the existing Grooming and Uniform Standard to provide clearer guidance on footwear and uniform practices for operational teams, specifically Food & Beverage Service and Housekeeping staff across all Archipelago brands.

This SOP aims to support employee safety, comfort, mobility, and long-term health, while maintaining a professional and consistent appearance aligned with hotel operational standards.

SCOPE of APPLICATION and APPLICABLE CONDITIONS:

This SOP applies to all roles across Food & Beverage (F&B) Service and Housekeeping teams.

All roles may follow the new training shoe standard. However, for female Greeters, Supervisors, or Managers within the F&B Service team whose approved standard uniform includes long skirts, the existing leather shoe standard remains applicable.

UNIFORM STANDARD:

Food & Beverage Service team members are required to follow brand-approved uniforms. As part of this standard, pants are applied as the primary uniform for daily service operations. The use of skirts or long skirts is limited to specialty restaurants only, where they form part of an approved restaurant concept and uniform design.

Housekeeping team members are required to wear pants as part of the standard operational uniform.

PROCEDURE:

1. Food & Beverage Service and Housekeeping staff are required to comply with the footwear standards as outlined in this SOP during all operational duties.
2. Department Heads and Supervisors are responsible for ensuring that assigned staff wear appropriate footwear in accordance with the acceptable and unacceptable footwear guidelines.
3. Footwear compliance should be checked as part of daily grooming and uniform inspection prior to the start of each shift.

4. Any non-compliance must be addressed promptly and corrected before the employee is assigned to operational duties.
5. Human Resources is responsible for communicating this SOP, providing clarification when needed, and supporting consistent implementation across all properties.

GENERAL FOOTWEAR & SOCKS REQUIREMENTS (Applicable to F&B Service and HK):

1. Footwear must be closed-toe and suitable for prolonged standing and operational activities.
2. Footwear must be clean, well-maintained, and in good condition at all times while on duty.
3. Socks are mandatory and must be plain, solid in color, ankle-length, and worn visibly above the ankle.
4. Socks with patterns, decorations, or visible logos are not permitted.

DEPARTMENT-SPECIFIC FOOTWEAR STANDARDS:

a. ACCEPTABLE FOOTWEAR - FOOD & BEVERAGE (F&B) SERVICE:

1. Athleisure, training shoes, or sneakers designed for daily work activities are permitted for operational duties.
2. Footwear must be in a solid full black or solid full white color. Shoe laces, if applicable, must match the shoe color, and any visible logo must be neutral and non-contrasting.

b. ACCEPTABLE FOOTWEAR - HOUSEKEEPING (HK)

1. Black slip-on work shoes designed for daily housekeeping activities are required for operational duties
2. Footwear must provide slip-resistant support suitable for housekeeping activities.

UNACCEPTABLE FOOTWEAR:

1. Sandals, flip-flops, open-back shoes, or open-toe footwear.
2. Shoes with multiple colors, bright accents, or contrasting designs.
3. Shoes with logos, branding, or decorative elements in contrasting or bright colors that differ from the base color of the footwear (e.g., black shoes with red, green, or other brightly colored logos).
4. High heels, wedges, or formal dress shoes for operational duties.
5. Footwear that is worn out, damaged, or poses a safety risk during work activities.

OPERATIONAL CONSIDERATION:

Footwear selection should support operational safety and efficiency. Human Resources and respective Heads of Department are responsible for ensuring consistent application of this SOP, in alignment with existing grooming and uniform standards.

Any exception or deviation from this SOP shall be subject to prior approval by the respective Corporate Leader and the respective Regional General Manager (RGM).

IMPLEMENTATION:

This SOP shall be implemented and complied with by all applicable staff **no later than 30 June 2026**.

Presentation slide for reference: [NEW LOOK: F&B Service & Housekeeping Team](#)