

IMAGE 1999

Uniform Style,
Individual
Service!

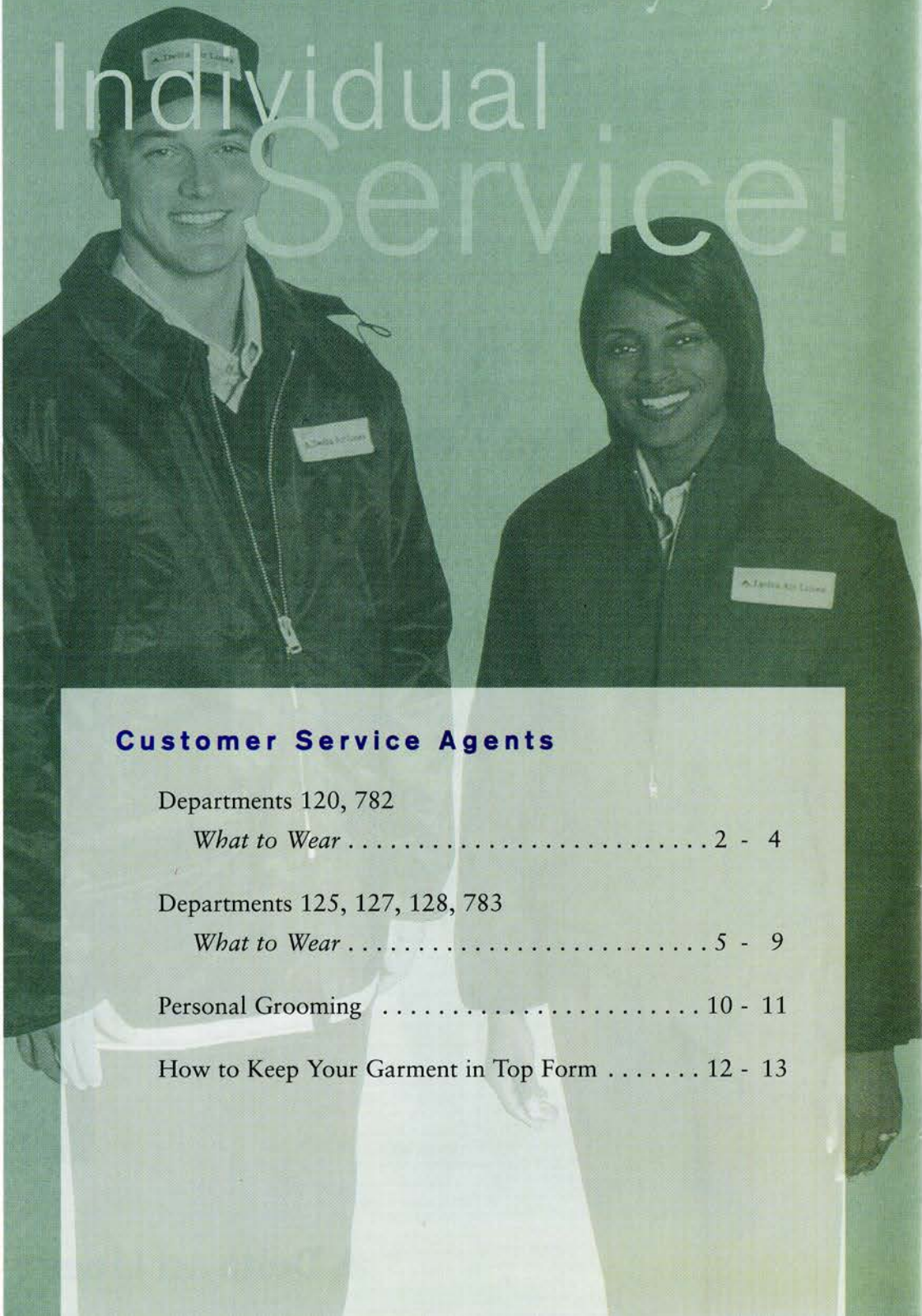


*Uniform
and
Grooming
Guidelines*

*Airport
Customer
Service*

 Delta Air Lines

Uniform Style, Individual Service!



Customer Service Agents

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Hartsfield Atlanta International Airport
Atlanta, Georgia 30320

In the customer service business, first impressions count. In fact, customers tell us that the professional appearance of a customer service provider is one important reason they choose a product or service. As uniformed Airport Customer Service personnel, you play a significant role in communicating Delta Air Lines' professional image to our customers.

I encourage each of you to take pride in how you look when you're here at work — whether you deal directly with customers or serve them in an under-the-wing or behind-the-scenes capacity. If your job requires you to wear a Delta uniform, wear it well!

The following uniform and grooming standards are provided to assist you in maintaining the high image standards and professional appearance our customers have come to expect from Delta.

And if you look good ... you'll feel good about the work you do ... every day!

John Selvaggio
Senior Vice President
Airport Customer Service

Customer Service Agents

DEPARTMENTS 120 782



Ramp and Operations

You are responsible for the overall appearance of your uniforms. To maintain a consistent image, only approved uniform items may be worn. Please refer to the uniform order form of Delta Air Lines' approved vendor for a complete listing of authorized garments.

Note: In Alaska and other extremely cold climates, employees in non-public contact positions may wear insulated snowmobile type boots or other insulated cold weather garments.

What To Wear

Jacket

- Cannot be worn if navy color is faded.

Pants/Shorts

- Cannot be worn if navy color is faded.
- Length of pants should be to top of shoe; shorts should have an 8" inseam, to maximum of 2" above the knee.
- Hems must be sewn, not rolled.

Shirt/Blouses

- No rolled-up sleeves.
- Only the top button (collar closure) may be open.
- Button down collars must be kept in a buttoned down position.
- Tucked in with collar down.

- Only white tee/under shirt with a v-neck or standard round collar or a navy blue turtleneck may be worn under a uniform shirt.

Sweater/Sweatshirts

- Current uniform sweater/sweatshirt only with appropriate Delta patch.
- Worn over authorized shirt.

Turtleneck

- Solid, dark navy in color.
- Can only be worn under a long sleeve uniform shirt; not as an outer garment.

Coveralls

- Uniform shirts must be worn under coveralls.

Belts

- Black or navy with reflective trim.
- No extreme buckles, either in size or design.

Hat

- Caps are not required, but when worn, bill must be to the front.

Shoes

- Black, clean and in good repair.
- Safety shoes are mandatory for non-public contact personnel.

Socks

- Solid black, dark navy or white.

Knee Pads

- Can be worn by non-public contact employees while performing work related duties.
- Black or navy.

Customer Service Agents

DEPARTMENTS 125 127 128 783

Back Support Belt

- Plain black or navy, with or without suspenders, support-type belts with no ornamentation (e.g. studs, decals).

Sunglasses

- If worn, must be conservative in appearance and not extreme in style or frame color.

Uniform Patches

- Current authorized patches will be supplied and applied in the approved position by the vendor.
- No other patches should be displayed on the garment.



Rainwear

- Only current approved uniform rainwear should be worn.
- All rainwear must be yellow in color and meet safety requirements.

Jewelry

- Should be worn sparingly.
- Must project a professional image.
- Rings - not to exceed two rings per hand.
- Female wedding set considered one ring.
- Females - one pair of matching earrings worn in earlobe only not to exceed 1 inch in width.
- Male employees may not wear earrings while in uniform.
- Necklaces/chains/religious medals may be worn, provided they hang under the undershirt or are choker length.
- No dangle styles or loose fitting jewelry/chains.
- Pierced body jewelry may not be visible with the exception of female earrings.

Please note:

Holiday accessories may be permitted during the month of December only. These items include ties, scarves, pins or earrings for female agents. Accessories must be in good taste and inoffensive to coworkers and customers.

Items worn or any personal grooming styles that present a safety hazard may be prohibited by local supervision.

Authorized uniform garments are only those listed on vendor approved order forms.

You are responsible for the overall appearance of your uniforms. To maintain a consistent image, only approved uniform items may be worn. Please refer to the uniform order form of Delta Air Lines' approved vendor for a complete listing of authorized garments.

What To Wear

Jacket

- Should be worn in terminal when air conditioning is adequate.
- Buttoned unless agent is working behind counter areas, such as ticket counters/gate positions.
- May be removed when working as a Ticket Agent/Gate Agent with Team Leader approval.
- Name badge must be worn on left breast pocket.
- Team Leaders and PSAs must wear jacket buttoned when on duty.
- Female PSAs should wear the white uniform blouse when in uniform.
- Pocket contents should not distort jacket shape.



Slack/Pant

- Length must touch the top of the shoe.
- Plain pant must be hemmed (no cuffs).
- Pleated pant may be worn hemmed or cuffed.
- Fitted pleats should fall smoothly.

Skirt (Female)

- Length must range from the top of the knee cap to 2" below the knee.
- Must fit properly without pulling or gaping.

Blouse (Female)

- Current uniform blouses only.
- Pleated front blouse must be buttoned at the neck with accessory scarf preferred.
- Plain front blouse may be worn with only the collar button open.
- Must be tucked in with collar down.
- Current uniform scarf optional with all approved blouses.
- No knit shirts/blouses permitted.

Shirt (Male)

- Current uniform shirts only.
- ACS name tag must be worn on left breast shirt pocket if jacket is not worn.
- Should be tucked in, buttoned with collar down.
- Cuffs must be turned down and buttoned.
- No rolled sleeves on short sleeve shirts.
- Must be worn with necktie.
- Top button must be buttoned.

Vest (Female)

- May be worn as an outer garment over blouse with either slacks or skirt.
- Cloth back vest must be buttoned.

Sweater

- Current uniform sweater only.
- Long sleeve or sleeveless may be worn as an outer garment, except by PSAs and Team Leaders.
- If worn as an outer garment, name badge must be worn.
- Turtleneck sweaters are not authorized.

Maternity Jumper/Skirt (Female)

- Length must range from top of the knee to two inches below the knee.
- Pocket contents should not distort shape of the skirt.

Coat Dress (Female)

- Length must range from top of the knee cap to two inches below the knee.
- Cannot be worn with blouse underneath.
- Must be buttoned with collar down.
- Current uniform scarf is optional.

Scarf (Female)

- Current uniform scarf only.
- May be worn under lapel of coattress, under collar of blouse or in a loop tie with the jewel neck blouse.

- Extreme styles are not permitted.
- Combining or intertwining with jewelry (using scarf as a cover for beads) is not acceptable.

The following scarf styles are not approved:

- Fashioned as a man's necktie
- Large elaborate bow.

Note: Men's neckties may not be worn by females.



Tie (Male)

- Approved uniform tie only.
- Neckties mandatory with uniform.
- Should be tied in a traditional knot.

Note: From May 1 through October 31 of each year, Skycaps may work without the uniform tie. Top button may be left unbuttoned when tie is not worn.

Belt (Female)

- Two-piece dress must be worn with approved belt.

Belt (Male)

- Black leather (not optional).
- Extreme buckles are not permitted (e.g. cowboy type).



Hosiery (Female)

- Natural skin tone or navy sheer only (not optional).

Socks (Male)

- Solid dark navy or black (not optional).

Shoes (Female)

- Dark navy or black dress shoes only.
- Must be clean, well shined and in good repair.
- Must be smooth leather or man-made material.
- Heels, toes and sides must be closed.
- Should have medium heel (1 inch to 2 inches).
- Small ornamental buckles acceptable.
- Plain boots that meet the shoe requirement may be worn with slacks.

The following are not approved:

- Lug sole or thick rubber tread sole (e.g. hiking boots, laced oxford shoe), cowboy boots, clogs, athletic shoes, slipper style, suede, reptile skin or patent leather.

Shoes (Male)

- Black dress shoes or boots.
- Must be clean, well shined, and in good repair.
- Must be smooth leather or man-made material.
- Extreme styles or heel heights not permitted.

The following are not approved:

- Lug sole or thick rubber tread sole (e.g. hiking boots), cowboy boots, clogs, athletic shoes, slipper style, suede, reptile skin or patent leather.

Note: Male and female orthopedic shoes must be approved on an individual basis and should meet color/style requirements.

Top Coat

- Preferred outer garment is approved all-weather coat with thinsulate lining.

Name Badge/ Language Badge

- Approved Public Contact name badge and language badge only.
- Name badge is mandatory.
- Name badge worn on the left breast pocket area of outermost garment.
- Language badge worn under name badge.

Service Pins And Others

- May be worn on the left lapel.
- One promotional pin at a time may be worn during active promotion.
- No more than two pins may be worn at any one time.

Jewelry (Female)

- Should be worn sparingly.
- Must project a professional image.
- One pair of matching earrings (one per ear).
- Earrings/necklaces/bracelets must complement overall uniform appearance.
- Earrings should not exceed 1 inch width.

- Earrings worn on earlobe only.
- No dangle styles, drops, geometric design earrings.

Note: Any earring which displays movement other than a hoop is considered a "dangle".

- Bracelet should not exceed ½" width.
- Charms/ankle bracelets may not be worn.
- Rings - not to exceed two rings per hand. Wedding set considered as one ring.
- Necklace - silver/gold combination, or pearls not to exceed 24" in length.
- Single strand white or cream pearls only.

Jewelry (Male)

- Ring, not to exceed two rings per hand, three total.
- No earrings.
- Diamond, pearl, gold or silver tie chains/bars.
- Gold or silver collar bar.
- Neck chains may not be visible.

Please note:

Holiday accessories may be permitted during the month of December only. These items include ties, scarves, pins or earrings for female agents. Accessories must be in good taste and inoffensive to coworkers and customers.

Items worn or any personal grooming styles that present a safety hazard may be prohibited by local supervision.

Authorized uniform garments are only those listed on vendor approved order forms.

Personal Grooming

GUIDELINES



Facial Hair (Male)

- Beards are acceptable based on the following guidelines:
 1. Fully cover the cheeks, chin and mustache area.
 2. Cover the mustache area, connect around the mouth and cover the entire chin while cheeks and throat remain clean shaven.
 3. Fully grown and filled in.
 4. Clean, neat and trimmed close to the face.
 5. At least ¼ inch long and not more than 1 inch long.
- No goatees (growth covering only a portion of the chin).
- Mustaches: neatly trimmed; not to extend below corner of mouth.
- No extreme mustache styles (e.g. "Handlebar" or "Fu Manchu").
- Sideburns must be light to moderate in thickness and should not extend below bottom of the ear lobe.

Note: Initial growing of a beard must be accomplished while off duty (vacation, etc.) and must be fully grown in when employee returns to work. The beard must not be patchy or unkempt at any time when the agent is on duty.

Make-Up (Female)

- Compatible with skin tone and hair color.
- Fresh and carefully applied - no excess nor extreme colors (blue, green, black).
- Lip colors must project professional image.

Hair (Female)

- Well groomed, clean and in good condition.
- Maintained in a style appropriate to project a professional image.
- Short and medium length hair should not fall across face.
- Shoulder length hair (top of the shoulder to two inches below the shoulder) must be worn either tied back on the sides, fastened at the nape of the neck or tied up with no tendrils.
- Hair extending more than two inches below the top of the shoulder must be fastened and worn up. Loose or loosely tied hair may not cover the back of the uniform.
- Conservative braids and cornrows are acceptable.
- Synthetic hair must be natural in appearance.
- Hair coloring must be natural in appearance.

Note: Dark barrettes, combs or navy/black grosgrain ribbon accessories approved.

The following are not approved:

- Extreme styles with regard to volume, crimped or frizzed styles, side pony tails or completely shaved head.

Hair (Male)

- Well groomed.
- Braids, cornrows, ponytails, shaved hair designs or extreme styles are not acceptable.

- Back length not to extend below the top of the shirt collar.
- Sides may not extend below the upper half of the ear, (e.g. hair over the ear may not extend below the top of the inner ear opening).
- Synthetic hair must be natural in appearance.
- Hair coloring must be natural in appearance.

Nails and Hands (Female)

- Clean/well manicured.
- Nails may not exceed ½" from fingertip.
- Nail polish must project professional image.
- No design, glitter or extreme colors (blue, green, black) may be worn.

Nails and Hands (Male)

- Clean/well manicured.
- Neatly trimmed, no longer than fingertip.
- Colored nail polish may not be worn.

Perfume/Cologne

- Light scent may be used sparingly.

Undergarments (Female)

- Appropriate undergarments must be worn, but not visible.
- Brassiere required.
- White or skin tone, solid camisole/undershirt may also be worn.

Undergarments (Male)

- Appropriate undergarments must be worn.
- Undershirt/T-shirts are optional.
- If worn, undershirt/T-shirts must be plain white without logos, slogans, pictures, etc.

Personal Hygiene

- Keep complexion at its best.
- Maintain personal cleanliness to prevent offensive perspiration/body/breath odors.
- Maintain good oral hygiene.
- Dental retainers in gum tone, clear or silver.
- Clear plastic or silver braces.

Miscellaneous

- No gum chewing.
- No eating or drinking in public view (except in restaurant, breakroom, etc.).
- Smoking in designated areas only.
- Tattoos may not be visible while in uniform.
- With the exception of female earrings, pierced body jewelry may not be visible while in uniform. This includes areas such as the tongue and upper portions of the ear.
- Lanyards worn with the uniform for the purpose of holding identification cards must be solid blue, black or represent a Delta approved company promotion. Promotional lanyards should be worn only during the active promotion.

How to Keep Your GARMENTS IN TOP FORM

The life of your garment depends on how well you treat it. Between cleanings, keep it looking its best by following these tips:

- Brush your uniform regularly to remove surface dirt.
- Don't dry wet uniform in direct sun or near extreme heat.
- Use wooden hangers for jackets and trousers; suspend trousers at full length by cuffs.
- Double up on uniforms and alternate wearings.
- Rotating uniforms gives the fabric a chance to recover and causes the fabric to last longer.
- Treat stains as they happen. Armed with a little knowledge, and a few household agents (e.g. club soda), you can do a professional spot-cleaning job at home.
- Treat perspiration stains promptly by blotting area with a damp sponge. Dry-blot between two towels and hang to air-dry. If dry cleaning, be sure to call stain area to the attention of your cleaner.
- Check manufacturers inside care labels for complete care instructions.
- Poly/wool garments should be dry cleaned only - never machine launder or machine dry.
- Poly/wool garments may be touched up between wears by steam pressing with a steam iron on wool/steam setting.
- Poly/wool garments should be dry cleaned every four (4) weeks.
- Poly/cotton garments should have heavy stains pre-spotted. Poly/cotton should be machine washed in warm water. Wash light colors separately from dark colors. Use nonchlorine bleach on whites only.
- If adequate changes are utilized, two sets per a five day work week (two blazers, two pants, two skirts, three pants or three skirts), and proper rotation occurs, your poly/wool garment should last 18 months. If a quality dry cleaner is not used, it can shorten the life of a garment. Poly/cotton garments can be either dripped/air dried or tumbled dry on low.
- Extremely hot irons should NOT be used on poly/wool blend garments. The polyester fibers will melt and cause the "frosting" effect on the garment fabric.



