



Glamour requirements:

1. Hair must be worn in a glamorous style with no clips or tie backs. A full curled or slightly bent, free-flowing style is required. Short hair must be worn full and fabulous! Hot rollers work great for long hair. After curling, hair should be brushed and/or fluffed, NO ringlets.
2. Naturally curly hair should not appear wet or 'crunchy' with too much product.
3. Never apply too much hair spray. Hair must move freely without appearing over-styled.
4. Hair must be 1 color. No trendy roots or coloring. Subtle highlights are acceptable with approval. Blondes must be a natural shade of blonde. No extreme colors are permitted such a bleach blondes or jet black. Roots must be maintained professionally at all times.
5. Extension clips and tracks must be invisible! If Jills management see's them, we will ask you to remove them. People stare at the back of your head! Extensions must be maintained professionally.
6. These cosmetic products must be worn while auditioning or while in Jills uniform: Foundation, blush, 3 natural eye shadow colors (lid cover, highlighter, definer), eye liner, mascara and red lipstick.
7. False eye lashes (top only) are highly recommended for auditions and performances.
8. Nails must be groomed. They can be worn naturally without polish or with a French manicure only. No colors of any kind.
9. The only piercings permitted are 1 in each ear. Other piercings cannot be worn while auditioning or while in Jills uniform.
10. The only other jewelry that can be worn while auditioning or while in Jills uniform are engagement and wedding rings.
11. Eye brows must be a natural color to closely match your hair. No penciled in brows. They should also have a natural arch. Remember the pencil trick!- See Dawn
12. Do not over tan!!! Too much tan or redness is unattractive. (and unhealthy)
13. Visible tattoos must be covered with a thick, waterproof foundation to match your skin tone.
14. Pantyhose- Peavey Hosiery (Prolegs.com-Cal Sun, footless) or Diva Hosiery (divahosiery.com-suntan, footless)
15. Audition attire: ½ top and short-shorts, sneakers or dance shoes. Swimsuit with heels you can manage. Interview attire if you make it to last rounds.

Jills Glamour Team:

- **Charlene Fadel, Hair Stylist** : Teez Salon, 471 Englewood Ave. Buffalo, NY 14223, 716-998-0031
- **Motives Cosmetics**, Chelsea and Kathy Ackerman: Aesthetic Associates Centre, 2500 Kensington Ave. Amherst, NY 14226, 716-839-1700
- **Dawn Drescher, Brow specialist**, (at practice 1x per month) 716- 597-9638
- **Lisa Damone, Sugarist**, (at practice 1x per month) 716- 990-0822

Article requirements & tips:

1. Each article presentation needs to be approx. 2-3 minutes
2. If your article is too short, or you appear unprepared, you will receive a "late".
3. You need to stand and face the team while presenting.
4. Articles should be on Buffalo Bills or related current events. (Health and nutrition info may be ok to present *occasionally* if furnished by a reputable resource)
5. Try to make it relevant to how the Jills can use this information in a conversation at an appearance or with friends.
6. Do not repeat too many statistics or numbers, they will never be remembered.
7. Do not read an article as your presentation.
8. NO Handouts.
9. Be aware of nervous body language. I.e. hair twirling, moving too much, rocking, paper shuffling, "um", "like" and other slang.
10. Resources for articles: newspaper, Bills website & radio.
11. You may be given an "Article Feedback Form" from Stephanie/Nichole after your article presentation.

General hygiene & lady body maintenance

1. Wash hands often to prevent spread of viruses.
2. Remove make-up every night before going to bed!
 - A. Make-up left on pillow cases causes break outs. Even if you wash one night and not another, you've left bacteria on your pillowcase for a clean face.
 - B. Make-up left in the creases of your skin creates early wrinkles.
 - C. Make-up left in your eye area can cause infection and affect your vision.
3. Do not use lufa's or sponges. They hold TONS of germs! *Throw them away now!*
4. Clean make-up applicators often with non-perfumed soap & water. (brushes & pads) They carry lots of bacteria.
5. Never reuse a washcloth after it's been wet & sitting.
6. Wash your hands immediately after blowing your nose.
7. ALWAYS shower after a work out and change undergarments.
8. Never share make up. (use new applicators if you must)
9. Try to cough or sneeze into your arm, not your hand. If you use your hand, wash immediately.
10. When you wash, remember where your hands have been while washing, do not transfer dirt or germs to other areas of your body.
11. Intimate area's: Never use a deodorant or chemically enhanced product. Simple, non-deodorant soap will help maintain the right PH balance.
12. When menstruating, use a product that right for your menstrual flow. A tampon too big can irritate and develop fungus. A product left in too long can cause bacteria or fungus build up. Products should be changed at least every 4 hrs. Except when sleeping, they can be left in for the night.
13. Clean/rinse razor often while shaving. Especially after going to a new "area". Change razors often, they harbor bacteria.
14. Replace toothbrush often. Clean regularly in peroxide. Brush at least 2x a day & floss to rid of hiding bacteria. Alcohol, coffee, smoking, garlic and dairy products can lead to bad breath quickly.
15. Wash bath & kitchen towels often. When they develop an odor, it's been too long!
16. Wash your feet daily! This will help control foot odor & keep fungus from developing in toenails. Cotton socks also help with odor. Nylons and nylon socks create sweaty feet which creates odor.
17. Keep toe nails tightly trimmed & clean. PEDICURES!



Appearance Etiquette

1. Always arrive a minimum of 10 minutes early. Get directions ahead of time, getting lost or trying to find parking is not an excuse for being late! LEARN to use Mapquest: www.mapquest.com, then click on "Driving Directions"
2. Introduce yourself when you arrive and find the contact no matter who presents themselves to you first. They may not be the person "in charge" of you. Confirm your scheduled time frame. I.e. "We're so glad to be here, we're scheduled until 4pm so let me know if there's anything we can do for you while we're here."
3. If you are late, plan on staying AT LEAST that much later after the scheduled end time. Don't over explain lateness, just say... "I'm so sorry I'm late; I'll certainly stay past my scheduled time to help you out wherever I can."
4. Do not spray perfume on right before going in. Too strong!
5. If you are a smoker, do not smoke before going in to an appearance! It will linger on your breath and clothes. Non-smokers will smell it and it is offensive.
6. Try to brush your teeth or use a mouthwash before an appearance. Bad breath is offensive. Always keep it in check.
7. Know what the event is about in advance or ask for the event to be explained to you upon arriving and ask what they would like you to do. Never say... "I don't know what's going on here, what are we supposed to be doing?"
8. When asked to dance/cheer on the spot. - *"Oh I'm sorry, our Director must have been unaware you wanted a performance. We're not permitted to perform without a rehearsal. Some of us are trained in different routines so it would be impossible to simply perform without a practice. Perhaps we can hand out some brochures for you instead or meet & greet at the door?"*
9. Always say "Good-bye" and "thank you" to your contact! NEVER leave without an acknowledgment of doing so. You may want to try to find your contact a few minutes before you leave so you are not there too long after your scheduled time.
10. Turn off or silence cell phones. Never talk on phones or text while working!
11. This is your job for the scheduled time frame! Mix with customers, be approachable, pleasantly aggressive and don't make people come to you. You are hired to be friendly and professional. Work or don't sign up!
12. Do not talk amongst each other and avoid standing together.
13. Never engage in gossip! Change the subject or excuse yourself from the situation.
14. Do not be overly opinionated about anything. Do not complain about anything- ever hang out with a whiner? It's exhausting and boring.
15. Never apply make up or fuss with hair in front of people. If it's absolutely necessary you re-apply/freshen up, go to the ladies room and do not hang out and talk while there. Beware! Other women will judge you in there too!
16. Pose for pictures enthusiastically. Avoid posing with people who have drinks or cigarettes in hand. Ask nicely if they mind putting it down for the photo. Sometimes you can tell a person wants a photo but is shy about asking. If you notice this, be friendly and offer a photo opportunity.
17. Do not be overly suggestive or critical of event; it can be insulting.

18. Do not use slang in conversations. Never use words/phrases such as: "like", "I seen it", "You's guys", "dude", "them guys" "pee" & "ain't".
19. Use "Oh My Goodness" rather than "Oh my GOD".
20. Cover your mouth when yawning, coughing or sneezing!
21. Always stand and move around unless the appearance calls for sitting.
22. Be positive and consistently optimistic about everything. Yourself, other Jills, the Bills, sponsors, etc. Never complain!
23. If you are asked to do something you are uncomfortable with or feel it is inappropriate, say so and offer an alternative. If the client insists, call Nichole or Stephanie.
24. Do not linger in restrooms having conversations and applying make up at length while other people are using the facilities.
25. Fans and non-fans will ask you the same kinds of questions repeatedly. "Why do you do this?" "How can you cheer for a losing team?" "Bet you have lots of boyfriends!" "Do you date the players?" "Do you know _____ who used to be a Jill?" You need to be patient and remember although YOU hear these comments a lot, to a fan, it's usually their first encounter with a Jill. Think about how you would like to be treated when you call a customer service line for the first time! ;)
26. Do not consume conversations & watch body language. Be aware of female companions and children. Always turn the conversations back to the other person. Never flirt!
27. Ideally, write "thank you notes" to the clients you do appearances for. I.e. "Thank you for having the Jills at your event, I had fun getting to know your staff and customers. Please let us know if the Jills can ever help you out in the future!"
28. No gum chewing. Remember table manners if appearance calls for a meal. Never eat in uniform unless arrangements have been made in advance. Just say "Thanks so much for offering but no thank you"...NEVER say, "Oh, we're not allowed to eat!"
29. Watch other poor manners or nervous habits such as: Nail biting, knuckle/neck cracking, excessive sniffing and too many arm movements.
30. Always say, "Excuse me" when you burp, sneeze or cough. Even when you think there isn't anyone around.
31. Nails should always be done nicely & no chipped polish. French or natural at a Jills function.
32. Handle disruptive people/fans with class and professionalism. Get assistance if necessary. Never engage in arguments or retaliation.
33. The Jills need to have a classic style. Your hair and clothing should never be trendy. We need to appeal to the masses. Watch yourself at your job as well. Casual Friday does not mean low-rider jeans, shorter tops and visible bra straps.
34. Always follow lead or experienced Jill without argument.
35. **Know all of our sponsors & basic Jill's history.** -You may be asked to promote, discuss or speak about them.
36. Always keep current on basic Buffalo Bills news & events. People will WANT to talk Bills & football with you. www.buffalobills.com- Make it your home page!
37. You are at an appearance/event to work. Do your job **enthusiastically** or don't sign up!



Appropriate "conversation starters" for appearances & general etiquette:

Please, think before you speak and always pay attention & listen. Ask yourself; is it likely that this person will be interested in what I am about to bring up? Nod and use eye contact to show interest and that you are actively listening. If you look away often, you will appear uninterested.

Beware of: interrupting and being in a person's personal space- stand far enough away so that the other person won't have to look up or down to you which can quickly grow uncomfortable. Watch what can be perceived as flirtatious behavior such as; casual touching, giggling and spending too much time with one person. Know when to stop talking! Watch body language of yourself and others.

Be considerate of people with physical disabilities for example a person in a wheelchair or with a hearing impairment. It's ok to ask them what is most comfortable for them. I.e. you may want to kneel down to speak to someone in a wheelchair. "Would it be best for you if I knelt by your chair?"

People view the Jills as an extension of the Bills team. The more you can engage people about football, the more intelligent you appear. Even if you simply just start the conversation, you'll be perceived as someone people enjoy talking to.

* Avoid starting conversations about the weather unless the other person brings it up-it seems like a desperate attempt:

1. In what way are you connected to this event today?
2. Are you from this area?
3. Are you a football fan? (If yes...) So what did you think of the game last week?
4. Are you excited about the new coach this year?
5. Are you a season ticket holder?
6. Where do you like to watch the games?
7. Have you ever gone to an away game? How were you treated by that city?
8. Who's your favorite Bills player? Why?
9. A *sincere* compliment on what a person is wearing. I.e. Bills attire? Certain jersey?
10. (If career or job is obvious, ask surface questions about their job. Avoid this though if it's not career orientated or if they don't seem positive about their position, people may be reluctant to discuss a less than exciting position. "Tell me more about your job, it sounds interesting." NEVER discuss income!

11. If the person obviously has a child/children with them, always talk/ask about them & bring them into the conversation. Same approach applies if a male has a female companion; don't ever exclude her from the conversation. Watch their body language- If she appears uncomfortable with you talking to her "date", make a graceful exit.
12. Can you tie in our sponsors into the conversation?
13. Can you tie in our radio stations? Do you listen to 97 Rock or 103.3 The Edge for the games?

Other ideas:

To Kids:

1. Where do you go to school?
2. What's your favorite subject?
3. What is your teacher's name?
4. Compliment attire if old enough to understand. I.e. "oh, I like your shoes!" maybe that little girl has on sneakers with a children's character on them and would love to talk about it.
5. Do you have any pets at home? What are their names?
6. Do you have a best friend?
7. Do you have any hobbies? Dancing, sports, reading?
8. What do you like to do for fun? I.e. ride your bike, sticker collection, like to color?
9. Do you like football?
10. Young girls have dollies....Do you have dolls at home? Which ones are your favorites? What are their names?
11. To girls...do you like dancing? Jr Jills opp.
12. Have you ever been to a Bills game? (If old enough) Do you have a favorite player?

Always avoid:

- Politics
- Religion
- Sexual references
- Talking about "last night"
- Too personal of an inquiry
- Don't try talk about your personal life: job, boyfriends, what you're doing later, etc...
- Inappropriate jokes
- Strong opinions
- Gossip
- Saying "I" or "me" too often.



Always fair to kids

Etiquette for FORMAL dining:

1. When several of the same utensils are offered, start at the outermost utensil and use one for each course. In a formal setting, the silverware will be removed with the dish, leaving you with a clean slate.
2. When cutting meat. Never cut the full piece of meat all at once. Cut as you go. American style (cut and switch fork to right hand to eat) or European style (keeping fork in left hand to eat) eating is acceptable.
3. When trying to "capture" a small piece of food onto a utensil, it is acceptable to use another utensil for aiding it aboard. Never use your fingers.
4. In formal settings, used utensils should never be allowed to touch the surface of the table. Also, do not allow any utensil served with a non-flat dish, to stay inside that dish. For example, a soup spoon should not be left inside a bowl; the spoon should be left on the plate under the bowl.
5. Putting your silverware down. If you are simply resting or leaving the table temporarily and still plan to dine, place your silverware parallel to each other, both on the right side of your plate, leaving room for more food. If you are finished dining, place your silverware parallel to each other, horizontally across your plate, signifying that you are finished.
6. Soup spoon. Dip the spoon into the soup, moving it *away* from the body, until it is about two-thirds full, then sip the liquid, *without slurping*, from the side of the spoon without inserting the whole spoon into the mouth. This prevents soup from being spilled onto your clothes.
7. Napkins. As soon as you are seated, remove the napkin from your place setting, unfold it and put it in your lap. At some very formal restaurants, some waiters may do this for you. When you leave the table at the end of the meal, place your napkin loosely next to your plate. It should not be crumpled or twisted, which would reveal untidiness or nervousness, respectively; nor should be folded, which might be seen as an implication that you think yours might reuse it without washing. When leaving the table temporarily during dining, do not leave your used napkin on the table; place it nicely on your chair. If you need a fresh napkin, graciously signal to a waiter that you need new linens.
8. Elbows- always off the table. Keep arms in near your body.
9. Passing items at the table. When asked to pass something, pass that item to the person closest to you or place it by that closest person directly on the table. Items should never be passed across another person's body. Always pass the salt and pepper together as one item.
10. Bread. Should be torn to eat and/or butter, not cut with a knife. Do not overeat bread at a formal setting.

11. Place settings; Water & wine glasses-upper right (Water glass is bigger than wine glass). Coffee cups-on the right, slightly below water and wine. Bread plates-upper left (11 O'clock). Salad plate if offered, will be on your direct left (9-10 O'clock). General rule of thumb-liquids on the right, solids on the left.
12. Eat at the same pace as the people you are dining with.
13. Do not apply any kind of makeup or brush your hair at the table in a formal setting. I.e. lipstick, powder compact. (Lipstick ok with good friends at very casual rest.)
14. Purses should be placed on the floor next to your chair. Cell phones should be turned off or silenced.
15. Never pick food from your teeth. Excuse yourself if you need to clear something from your teeth.
16. Never talk with food in your mouth. If asked a question while chewing, simply hold up your index finger to imply, "one moment" and then speak after you swallow.
17. Never overtly show dissatisfaction with food. Discreetly signal to the waiter and *privately* discuss your concern. Always be reasonable and gracious. If you are at a private home as a guest, simply express that you are full and do not draw attention to yourself. If you are at a close friends home, you may pull that person aside discreetly and express your concern. Know the difference between your expectations of a meal and bad food. If you technically received what you ordered, you have no reason to be upset but perhaps ask nicely if it can be changed.
18. Do not share food in a formal setting. If you are amongst very familiar friends and/or family, putting a sample of food on your bread plate and then passing, may be acceptable.
19. If served pasta, never cut it to eat. Twirl a small portion on your fork with the assistance of the spoon.
20. Never crunch ice at the table.
21. Always tip the parking valet at least \$1.
22. Never dicker over the bill and always offer to contribute your part.
23. Avoid ordering food that may be difficult to manage such as certain finger foods or meat with small bones.
24. Be careful about your attire while dining in a close setting. Bare shoulders and low cut or revealing tops are not considered appropriate. Bring a cover up if going out afterwards.
25. Never debate politics, religion or any other sensitive issues during dinner.

General related etiquette:

1. Always RSVP in a very timely fashion when receiving an invitation.
2. Don't ask the host for a tour of their house unless it's a housewarming. Let them offer one if they want to.
3. If a wedding invitation specifies you and a guest, don't call to ask if you can bring your children too.
4. You can bring a gift for the hostess, but just make sure that it isn't something that would preoccupy them before or during a party. If an invitation says no gifts, don't bring them, or else you might embarrass other gift-less guests.
5. If you have been invited to a wedding and can't go, you should still send a gift.

6. Don't ask for cash gifts as wedding gifts (in print), Rely on word of mouth instead.
7. Thank you notes are a must after receiving a gift. Make sure they get out within a 2 weeks of receiving the gift. "Thank you's" for weddings may be the exception since you may be honeymooning.

Tipping:

1. Restaurant server: 15-20% of your bill. If you received free food, you should still tip as if you paid full price. Only tip the host if you received special service. (I.e. special table)
2. Bar: 10-120%
3. Valet: \$1-2.
4. Salon services: 10-20% per service.
5. Hotel maid: \$1-2 per day.
6. Hotel bellhop: \$1-2 per piece of luggage THEY haul.

Other notes:



Communicating with people with disabilities

1. Speak directly rather than through a companion or sign language interpreter who may be present.
2. See a person with a disability as a person first, not an illness, a tragedy an object of pity nor a saint who's never allowed to express negative emotions.
3. Don't be embarrassed or intimidated about asking questions. Expect each person to react differently. Incorrect assumptions hurt more than the process of gaining understanding.
4. Expressions of empathy (NOT sympathy) are usually appreciated, but recognize that coping with disability is an individual, personal situation with which you may not be able to fully identify. That's OK.
5. Ask before trying to assist a person. Don't assume you know what this particular person needs at this particular time.
6. Be honest with yourself and the person with a disability about what you feel comfortable in helping them do. And, ask how you should respond if you are with a person when they have a reaction or unusual symptoms caused by the disability.
7. Consult with a person with a disability what accommodations you can make to make he/she comfortable. I.e. wheelchair placement, getting a chair.
8. Offer to shake hands when introduced. (for adults) People with limited hand use or an artificial limb can usually shake hands and offering the left hand is an acceptable greeting.
9. Always identify yourself and others who may be with you when meeting someone with a visual disability. When conversing in a group, remember to identify the person to whom you are speaking. When dining with a friend who has a visual disability, ask if you can describe what is on his/her plate.
10. If you offer assistance, wait until the offer is accepted. Then listen or ask for instructions.
11. Treat adults as adults. Address people with disabilities by their first names only when extending the same familiarity to all others. Never patronize people in wheelchairs by patting them on the head or shoulder.
12. Do not lean against or hang on someone's wheelchair. Bear in mind that people with disabilities treat their chairs as extensions of their bodies. And so do people with guide dogs and help dogs. Never distract a work animal from its job without the owner's permission.
13. Listen attentively when talking with people who have difficulty speaking and wait for them to finish. Do not interrupt and/or finish for them what you think they are

trying to say. If necessary, ask short questions that require short answers, or a nod of the head. Never pretend to understand; instead repeat what you have understood and allow the person to respond.

14. Place yourself at eye level when speaking with someone in a wheelchair or on crutches. Be careful not to lean over as if talking with a child. However, do not draw attention to them or make them the center of attention by trying too hard. I.e. getting a chair if everyone else is standing. Be subtle. Always best to simply ask what they prefer.
15. Tap a person who has a hearing disability on the shoulder or subtly raise your hand to her his attention. Look directly at the person and speak clearly, slowly and expressively to establish if the person can read your lips. If so, keep hands and food away from your mouth when speaking. If a person is wearing a hearing aid, don't assume that he/she has the ability to discriminate your speaking voice. Never shout to a person. Just speak in a normal tone.
16. Relax. Don't be embarrassed if you happen to use common expressions such as "See you later" or "Did you hear about this?" that seems to relate to a persons disability.
17. Lastly, each person with a disability must take responsibility for his/her own successful interactions with people. Every individual has difficult situations to deal with in a lifetime. Having a disability is only one type of situation, which can disrupt daily routines or lifelong goals.

Sources:

("Program Development Associates-Training Resources that Work- 1999")
(Adapted from the article "How the Rhino Got its Flaky Skin" by Emily Levy)