We are pleased to have you join our team. Dining and Food Services employs over 120 student employees working in the Lodge, Cafe’ 65, Clyde’s restaurant, as well as four coffee shops spread across campus. Together we serve over a half a million meals a year to students, faculty, staff and university guests.

This handbook is designed to provide you with a broad overview of the basic expectations of all student employees. In addition, information about the pay system, office locations, and other useful information can be found here. Please contact your dining manager if you have questions regarding this handbook.

Academic Year 2015-2016
Welcome Guide

- Student Employee Expectations- Pages 3-4
- Training- Page 4
- Personal Appearance-Pages 5-6
- Smoking Policy-Page 7
- Schedules-Page 7
- Sickness-Page 7
- Shift Meals-Page 6
- Absences-Page 7
- Safety-Page 7-8
- Personal Conduct-Page 8
- Payroll:
  1. If you want to get paid-Pages 9
  2. Paychecks and Payroll Services-Page 9-10
  3. Merit Increases-Page 10
- Customer Service-Page 10
- Incident Reports-Page 8
- Point System-Pages 12
- Resigning your employment-Page 12-13
- Behavior Requiring Disciplinary actions-Page 13-14
- Student Director Position Limits-Page 14
- DFS Contact Phone Numbers-Page 15
Student Employee Expectations

• **Know your schedule**: You own your schedule for the semester. It’s yours!

• **Show up on time**: Always be on time and make arrangements to do so.

• **Give 100% while you are working**: The other members of the team are counting on you to contribute.

• **Check out with a manager before leaving at the end of your shift**

• **Use of Cell Phones is not permitted during your shift**: This sends a message to our guests that they are not important, and increases the chance of spreading germs from your hands to our guests’ food.

• **No Headphones**: For the safety of each employee we do not permit headphones; impairing your ability to hear can be dangerous to others and yourself in a work environment.

• **If for any reason you cannot make it to work it is your responsibility to find someone to cover your shift**: We count on every team member to show up to keep things running smoothly and efficiently.

• **Call at least two hours before your shift starts if you are sick**: It is very important that you do not come to work if you are sick. Each unit has their own specific sick number which you are required to call in order for it to be considered an excused absence.

• **Wear your complete and clean uniform**: This includes the employee shirt, hat and name tag we have provided for you. You are required to wear black pants and black closed toed shoes while at work. Your hat is to be worn with the bill forward.
• **No Jewelry**: Employees are not to wear any jewelry from elbows to fingertips with the exception of a single unadorned ring. There are not to be watches, bracelets, etc. If earrings are worn, they must minimal and no longer than one inch. Necklaces must be kept under your shirt.

• **Please do not wear nail polish or acrylic nails when working.**

• **Be flexible in your work assignment**: You may be required to change duties at a moment’s notice to accommodate the needs of the business.

• **Provide a current and active email address and phone number that you regularly check**: Email is our primary form of communication. It is important for us to be able to reach you quickly.

• **All students are required to work a minimum of 10 hours per week**: In addition DFS requires that all students work a 2 hour minimum shift. The maximum a student can work during the two week pay period is 50 hours. International students can only work 20 hours per week—40 hours every two weeks.

## Training

To help you be successful in your job, training programs are required of all employees. These training programs must be repeated routinely.

- Student meetings are required of all student employees from time to time. Attendance to these meetings is mandatory
- Students are required to take online trainings and quizzes covering: food service, emergency protocol and employee guidelines.
- There are three required trainings that all student employees must complete within 60 days of hire. The first two can be accessed through the My UCCS Student Portal.
  - 1. **CU- Discrimination and Harassment**
  - 2. **CU- Information Security and Privacy**
  - 3. **Conflict of Interest Disclosure:**
    
    [http://uccs.co1.qualtrics.com/jfe/form/SV_b9pw5Ww1ThQefFb](http://uccs.co1.qualtrics.com/jfe/form/SV_b9pw5Ww1ThQefFb)
• Dining and Food Services will also require you to complete a ServeSafe Course within two weeks of your hire. If you working in Clyde’s or Catering you will also have to take Tips Training as well.

**Personal Appearance**

Good personal appearance and hygiene habits are essential. Health requirements and state and local laws dictate the dining services standards of grooming and dress. All employees are required to comply with these standards.

- Dining Services will supply a shirt and hat that each employee must wear while at work. Students are also required to wear black pants and black closed toed shoes (preferably non-slip shoes). All clothing must be kept clean and be free of food stains or any holes.
- Do not take aprons out of the work area or into restrooms.
- Wearing shorts, sleeveless tops, miniskirts, leotards, spandex type attire, yoga pants, pants with holes, sweats, or pajama pants is not permitted.
- Facial piercings (e.g., nose, lips, and eyebrows) must be minimal and you may be asked to remove them before working.
- The health code requires hair restraints for all dining service employees. This means that every employee must wear a hat or hairnet.
- Hair that cannot be satisfactorily restrained by hats will be expected to be put into a ponytail. There should be no side ponytails or hair hanging in front of the shoulders.
- Neatly trimmed moustaches, sideburns, and beards are permitted.
- Non-slip shoes are recommended. Bare feet, sandals, crocs (with holes), or similar open-toed footwear presents a serious safety hazard and are not allowed. Your shoes must be sturdy, low-heeled, and completely enclosed.

**Student Uniform:**

- Black Hat on with the bill facing forward
- Black Dining and Food Services Staff shirt
- Name Tag
- Black Pants
• Black close-toed shoes (we recommend non-slip)

Catering and Clyde’s Uniform:

• Students should wear black business casual pants
• UCCS polo shirts for casual Catering events
• For formal Catering events black dress shirt required (DFS will provide this shirt)
• Black socks and shoes

Shift Meal Policy

• A shift meal is earned every 8 hours worked. Shift meals are a taxable benefit (valued at $3) and will be tracked for each staff member. For retail locations, specific meal bundles will be provided at department discretion and will be eaten in-house. **No pre-packaged items and items typically sold as retail may be consumed as part of this shift meal benefit. Beverages are restricted to bulk dispensers or brewers (no bottled beverages or espresso based drinks).** In all locations, consumption of food and beverages must be in reusable containers and follow food safety guidelines. The use/possession of compostable packaged items or cups will be viewed as a retail purchase and will require the presentation of a purchase receipt. A lack of receipt will be considered theft of product and will be handled as such. No shift meals can be redeemed in Clyde’s—except for Clyde’s staff. Shift meals in Café 65 are limited to meal bundles.

• Starting in the fall semester of 2015 all DFS Student Managers, Student Unit Operations Managers, the Student Director and Student Human Resource Managers will receive a shift meal for every four (4) hours worked.

• Shift meals are processed after payroll processing is completed. It could take five business days for your shift meals to be processed and placed on your student ID card.
Smoking Policy
Smoking is prohibited within 20 feet of all University of Colorado at Colorado Springs building entrances. Smoking is also prohibited where signs are posted.

Schedules
Your work schedule will be written to accommodate the needs of the dining center and your class schedule. This schedule is the same every week and is your responsibility for the remainder of the semester. Students will be notified of scheduling parties in November and April of each year for the following semester.

Sickness
To prevent foodborne illness, it is important that employees don’t come into work when they have an illness. However, as stated previously, all absences will be documented and can affect merit based pay increases.

- If you are unable to work because of a sickness, notify your supervisor a minimum of two hours prior to the start of the shift
- If possible, please try to arrange for a substitute before calling
- Calling your supervisor at least two hours before your shift counts as an excused absence, however, it will be documented and if it becomes habitual it can be grounds for discipline or termination
- If you become sick during work and must leave, notify the manager on duty before punching out. Verification of sickness may be requested by your manager

Absences
If you know of a day you will be absent, you are required to find a substitute. A form will be provided for you, your substitute, and your manager to sign.

- Simply posting a “sub sheet” does not relieve you of your responsibility. The substitute and manager must both sign the sheet for it to be official

Safety
Your safety and welfare are important to us. Note the following precautions:

- Report all accidents, serious or minor, to your supervisor
• Wipe up spills immediately
• Sweep up and dispose of broken china and glass immediately. Do not use your fingers. Use a broom, dustpan, and towels
• Use hot pads or gloves when handling hot containers and utensils
• Lift only what you can easily handle. Lift with your legs and arms. Keep your back straight. Ask for assistance lifting heavy items and move them with a cart
• Use mechanical and electrical equipment only after instruction
• Walk carefully and cautiously on wet floors
• Walk. Don’t run
• In case of a fire or other emergency please evacuate the building calmly and help customers do the same. Find your manager at the designated meeting spot (see manager for specific location)
• Reference the “Emergency Quick-Reference Guide” located near phones

**Incident Report**

It is very important to report all injuries that occur on the job to your manager *at the time that it happens*. Your manager will file an incident report online for your injury and send a copy to the risk management manager. This is for your own protection. Any injuries such as cuts, burns, etc. that occur at work can potentially be covered by the university’s insurance if medical attention is required. This prevents you from paying out of pocket, or through your own insurance for work related injuries.

• If an incident occurs that does not require an ambulance, employees must first seek medical care from Student Health Center. (719-255-4444)
• If the Student Health Center is closed employees should go to Seek the nearest Urgent Care facility. Penrose Community Urgent Care located at 3205 N. Academy Blvd (719-776-3216)
• Any physician’s reports received at the designated medical provider’s office must be given to your supervisor ASAP

**Personal Conduct**

It is important to act professionally at all times.

• Be friendly, but avoid excessive socializing with other employees and guests
• No horseplay, such as pranks or throwing items.
If You Want To Get Paid

- **MyLeave**
  All student employees will keep track of their timecards electronically on the MyLeave system. Student Employment will enroll students into the MyLeave system.
  - Each employee will have a punch time card at their location. This is used as verification for the hours that you will enter into My Leave. Also, if there are any issues or missed pay your punch time cards will be a way to prove the hours you have worked.
  - It is very important that employees submit their employment packet to the Student Employment office as soon as possible. Please make sure to turn in packets before starting work in order to be enrolled in the MyLeave system and receive pay.
  - You can access your My Leave calendar at any computer where you can access your UCCS student portal. You must keep track of your hours and enter your time into your My Leave every day. Remember that your hours should match your punch time card.
  - Every two weeks—when the pay period ends—you must submit your My Leave electronic timesheet. After submitting your electronic timesheet, print out a copy and attach your punch time cards. Your timesheets must be submitted to the Student Director’s office.
  - If you fail to complete all of these steps then you will not receive a paycheck.
  - If you miss two payroll cycles (entering your time into My Leave and submitting your electronic time sheet) it will result in the termination of your employment.

- **Paychecks and Payroll Services**
  Hourly students will be paid biweekly. The university requires direct deposit as means of payment. There is a two week delay between time worked and issuance of a paycheck. Please refer to your student employment packet for a schedule of the pay periods. Questions or problems concerning pay should be directed to the Student Director or the Business Manager.
• The Student Employment office is located in the Cragmor Hall in room 104. This office is located on the east side of campus near the main hall.

• **All employment packets must be submitted to this office before starting work and before pay can be received.** The hours for this office are as follows:

  Monday thru Friday  
  Academic hours 8:00am to 5:00pm

• **Merit Increase**

  Students may be eligible for merit increases based on an individual performance evaluation that indicates outstanding performance and attendance.

**Customer Service**

We strive to provide flavorsome, pleasing meals served by courteous, helpful employees in a pleasant and clean environment. A few points to remember to make the customer's experience a positive one:

- Smile and look people in the eye
- Remember to respect our diverse customer base
- Enforcing the rules helps all customers enjoy their meal and makes for a consistent experience
- Be courteous and friendly to all customers. When interacting with discontented customers this is especially important. Remain calm at all times and direct customers with complaints to your manager if the conflict persists
- Anticipate customers' needs. This means having a clean environment and making sure food is served neatly and in a timely manner. No guest should ever wait for empty trays of food to be refilled
- Be clean and neat. Your personal appearance is a great asset
- Say "hello", "how can I help you?" and "thank you"
- Be enthusiastic and welcoming
- Have fun, but stay focused at all times. Interacting with customers and coworkers should never side-track you from the task at hand
- If a customer has a question and you do not know the answer find someone who does. Do not guess!
Other Useful Resources

- University Police Non-Emergent: 255-3111, 3111 campus phone or police@uccs.edu
- Other Emergency: 911, 9-911 campus phone.
- CSPD Non-emergent line: 719-444-7000
- TESSA Crisis Line: 719-633-3819 (for emergency safe house, sex assault victim’s assistance and counseling services)
- CSPD Victim Advocacy Unit: 444-7529, 7649, 7567.
- Penrose Hospital: 719-776-5000
- Memorial Hospital: 719-365-5000
- Suicide Hotline: 1-800-784-2433
- UCCS Counseling Center: 719-255-3265

Attendance Point System

Points System: Attendance is tracked utilizing a point’s system. A worker’s points log run from August 25th through the last day of spring semester finals week of each year and is reset to zero points for the next academic year. In an academic year, if a student worker acquires 10 points or 2 NCNS he/she will be terminated. If a SM acquires 8 points or 2 NCNS he/she will be terminated.

During Academic Year:
- Late less than 30 minutes for a shift: 1 point
- If you call-in 2+ hours prior to your shift it will result in 1 points.
- 30+ minutes late—1/2 of shift: 2 points
- In proper call-in: 3 points
- If you call-in 1-2 hours prior to your shift it will result in 2 points.
- If you call-in less than 1 hour prior to your shift or during your shift will result in 3 points.
- 1/2 of shift or longer late: 3 points
- No Call No Show (NCNS): 4 points
- Missed meeting: 1 point
• If you call-in for a shift and bring in a signed and dated doctor’s or professor’s note for your absence you will not receive any points and will be counted as excused for the shifts specified on the doctor’s excuse. If going to Student Health Center the student employee must ASK for a note saying they were seen on said day and have it signed by the nurse or doctor.

• If you call in to two locations in the same day, you will receive points from the location in which you had the greatest number of points. For example, you call in less than one hour before your Lodge shift and three hours before your Cafe 65 shift. You will receive the points from the Lodge, resulting in three points for the day.

• Students may receive points for leaving a shift early pending the unit manager’s discretion. Remember, you own your entire shift.

Students are fully responsible for understanding the attendance point system. Students will be notified by email when they reach the 5 attendance points mark. You are able to verify your attendance points by checking with a student human resources manager.

• During Summer Break:

Summer worker point logs run from the Tuesday after Memorial Day—August 25th of each year and are reset to zero points for the beginning of the school year. In a summer session, if a student worker (regular, SM, or SOM) acquires 8 points they will be terminated. The point values listed for the academic year are the same for summer session as well.

**Resigning from Dining and Food Services**

Dining and Food Services requires that all students who are resigning their employment to give a full two weeks’ notice. This allows DFS to start the hiring process to fill your shifts.

• If you resign without a full two weeks’ notice you will not be eligible for future employment in DFS for the remainder of your student career.
• If you resign after the first eight weeks of a semester you will not be eligible for rehire in DFS until after a full calendar year from your last day of work.

Behavior Requiring Disciplinary Action

Dining and Food Services supports progressive or corrective discipline; this means penalties become more severe each time an employee must be disciplined. Except for very serious wrongdoings, an employee is rarely discharged for a first offense. The concept of corrective or progressive discipline holds that an employee be discharged only as a last resort after every possible effort has been made to help that person correct deficiency in performance and/or behavior. Corrective measures may include special instructions, coaching, counseling, verbal warnings, and written warnings. This is not a complete list of behaviors that could result in disciplinary action. Each area may have additional rules for employee performance leading to disciplinary action.

1. General Behaviors
   • Loafing, loitering, sleeping, or engaging in unauthorized personal business.
   • Unauthorized disclosure of confidential information records.
   • Falsify records or giving false information to employees responsible for record keeping by an authorized person.
   • Failure to comply with health, safety, dress code, and sanitation requirements, rules and regulations.
   • Negligence in performance of assigned duties.
   • Not following food safety or personal hygiene policy.
   • Chewing gum or tobacco while on shift.
   • Falsifying hours in the My Leave system. This would be grounds for immediate termination.
   • Eating food that is not part of your meal benefit.

2. Use of Property
   • Unauthorized or improper use of University property or equipment including vehicles, telephone or mail service.
   • Unauthorized posting or removal of notices or signs from bulletin boards.
• Unauthorized use, lending, borrowing, or duplication of University Keys.
• Unauthorized entry to University property, including unauthorized entry outside of assigned hours of work or entry to restricted areas.

3. Personal Behaviors
• Threatening, attempting, or doing bodily harm to another person.
• Threatening, intimidation, interfering with, or using abusive language towards others.
• Unauthorized possession of weapons.
• Making false or malicious statements concerning other employees, supervisors, students or the University.
• Unauthorized solicitation for any purpose.
• Inappropriate dress or lack of personal hygiene, which adversely affects proper performance of duties or constitutes health or safety hazards.
• Unauthorized or improper use or possession of uniforms.
• Failure to exercise good judgment, or being discourteous, in dealing with fellow employees, students or the general public.

Student Director Position Limits and Application Process

• The Student Director is limited to a 4 semester term—excluding summer sessions.
• Incoming Student Directors will be required to train for a full 8 weeks and must be able to work over the entire summer session.
• Student Directors will come from current student manager ranks. Student Unit Managers, Student Managers, and Student Human Resource Managers are all eligible to apply for the Student Director openings.
• Any student manager who is interested in applying for the open Student Director Position will need to complete a formal panel interview and the candidate will also have to give a presentation to the interview panel.
Contact Phone Numbers for DFS

- Lodge Kitchen: 719-255-4303
- UC Coffee: 719-255-3665
- Columbine Coffee: 719-255-4136
- Dwire Coffee: 719-255-3766
- UHall Coffee: 729-255-5254
- Clyde’s Manager Jonathon Graves: 719-331-4847
- Café 65 Manager Tonne Passalacqua: 719-425-5989
- Residential Dining Manager Rebecca Bogardus: 719-330-6094
- Asst. Residential Dining Manager: Kenitra Keeney: 719-439-6771
- Banquet Manager Samran Maier: 719-351-2647
- Materials Handler: Maurice Paez: 719-425-1634
- Student Director’s Office: 719-255-4178