

Eastern University Dining Services

Student Worker Handbook

Revised Aug 2009

IMPORTANT!

This handbook contains important information that you are required to know. You must read this entire handbook, and detach the bottom portion of this page and turn it in to Steve as soon as possible. Failure to understand this material may result in your termination.

Yes, I have read the materials in this book thoroughly. I have asked Steve any questions that arose from these materials. I understand that failure to follow any of these procedures may result in my termination without further notice.

Signature

Date

Printed Name

Welcome!

You have been hired to work for Sodexo. Jobs at Sodexo offer the best pay on campus. Unlike off campus jobs you do not need to request off during school vacations. If you stay with us while you are at school, you will have the opportunity for merit-based pay increases, and build a great resume from our student leadership program.

And like any job, there are a few simple and non-negotiable rules.

1). Attend all meetings. If for any reason you cannot attend a meeting, you must provide a E-MAILED note to Steve at least THREE (3) days prior to the meeting. Failure to do so may result in your termination.

2). You must find a replacement if you cannot work. If you have an extreme medical or family emergency, you must call us. If your shift is in the Dining Commons, you should dial 610-225-5051. If your shift is in the Eagle's Nest, Breezeway, or Jammin Java, you should dial 610-505-5897.

3). If you decide that you want to quit, do not just stop showing up to work. Come talk to us and let us know. We are required to tell Financial Aid when students quit without proper notice, and it will affect your employment prospects with other departments on campus. Quitting without notice also affects your fellow students, our customers and can cause locations to close unexpectedly.

4). Have fun.

Strike Rule

Students have been terminated because they did not follow or understand the rules on this page. Please read this page carefully and ask any questions you may have as soon as you can.

It is incredibly important that everyone shows up to work when they are scheduled. If something happens and you cannot work, you must find a replacement. If you do not find a replacement, you will get a strike. After three strikes your employment will be terminated. Any strikes you have will be taken into consideration when you re-apply for work in future semesters, or when pay raises are determined. One or two strikes may be enough to keep you from being re-hired in future semesters or receiving a pay raise.

Three Important Notes: 1). It is your responsibility to remind your replacement to show up for work, and to tell your supervisor about the switch. 2). If you do not tell your supervisor that you were unable to find a cover, you may be terminated, *even if it is your first strike*. We cannot stress the importance of telling your immediate supervisor enough. 3). If we agree to hire you after a third strike, you will lose any pay raises you have accumulated.

EXAMPLES:

Joe Slacker works the Jammin Java counter Thursday late nights, and has never missed work before. He does not show up to work his shift, and he did not tell his supervisor, Steve, that he would be out. Unless Joe was in a hospital Thursday night, he will lose his job.

Sally Studious works in the Dining Commons during Saturday Lunch. Her class is taking a field trip on Saturday. She tells her supervisor Tony about it, and Tony shows her the optional student telephone list. She calls around and finally finds someone who can help her out. She tells Tony who will be covering for her, and reminds her replacement before the shift. The replacement shows up. Sally does not get a strike.

Phil Forgetful works in the Dining Commons during Monday breakfast. On Friday he remembers that he is leaving for the weekend in 30 minutes and will not be back in time to work. He talks to his supervisor, Doc, about it. Doc

says it will be ok. Phil Forgetful will still get a strike because he did not find a replacement. As long as he does not get 2 more strikes, he will probably not get fired. But the next semester Phil Forgetful re-applies to work, and he does not get priority because he has one strike.

If you have a medical or family *emergency* that requires you to miss work, you must contact your direct supervisor. **All students in the Dining Commons should leave a voicemail at 610-225-5051, and all students in retail should call Steve's cell phone at 610-505-5897.** If it is the middle of the night, it is acceptable for retail students to send text messages to Steve's cell phone. It is never acceptable to use e-mail to call out from a shift.

Uniform Policy

If you fail to wear an appropriate uniform, you will be sent home.

Everyone:

- *Shoes:* Shoes may be any color (although black shoes are preferred), but they may not be open-toed, high heeled, or sandals. They should be comfortable and have good traction. We highly, highly recommend that you purchase special non-slip shoes available from many retail stores, or for purchase through Sodexo. They are inexpensive, comfortable, and they really work. See Mike Kenis in the Dining Commons for details.
- *Pants:* You must provide your own black slacks. Do not wear black jeans, black sweat pants, black capris, black stretch pants, black carpenter pants, etc. You need "black khakis." Students in the Dining Commons have the option of wear black pants that we will provide. They must be returned at the end of the shift, and Sodexo will wash them for you.
- *Hat:* All students are required to wear hats. Students in the Dining Commons have the option of wearing either: black chef hats that must be returned at the end of their shift and Sodexo will wash them, or black ball caps that we will provide and are yours to keep. Students in retail locations (Eagle's Nest, Jammin Java, and Breezeway) must wear black ball caps. Students working late night shifts at the Breezeway have the option of wearing a sports team ball cap instead of the black ball caps we provide.

- *Shirt:* Sodexo will provide a polo shirt for you to wear during your shift. The shirt must be returned at the end of your shift, and Sodexo will dry clean it for you.

Basic Food Safety

Food safety is an incredibly important issue. One of the reasons why starting pay is so high at Sodexo is the extra responsibility you bear in food safety. You are required to memorize all of the information on this page; failure to do so may result in your termination.

Personal Hygiene: Nail polish may not be worn at any time, and fingernails must be kept neat and trimmed. No earrings may be worn. No rings, bracelets, or wristwatches may be worn. (The only exception to this is smooth wedding bands). *You must wash your hands at the beginning of your shift, after you use the bathrooms, **and every time you change gloves.***

Gloves: You must wear gloves whenever you are handling food. Also, you must remove your gloves as soon as you are done handling food. Do not wear gloves while you are taking a break, or any time when you do not need to; it makes customers think that you never change your gloves, even if you change your gloves before working with food again.

Temperatures: Memorize the following (Supervisors will be asking)

10 – The highest temperature allowed for freezers.

40 – The highest temperature allowed for refrigerators.

40 – All cold food must be less than 40 degrees. (Example: Salad Bar, Lettuce & Tomato in the Eagle's Nest)

140 – All hot food must remain higher than 140 after it is cooked. (Example: Classics, Chicken Steaks at the Breezeway, Soups)

145 – All vegetarian items must be cooked to 145.

155 – All beef must be cooked to 155.

165 – All chicken must be cooked to 165.

Also: After leftover food has been cooled properly, it may only be reheated once.

Storing Food: All food must be stored promptly and properly. Saran wrap thoroughly, and make sure to *use a day dot*. Day dots are stickers with the

day on them so that others know when the food was prepared. They also have labels on them so that you can say exactly what the food is. In the refrigerator, food that is ready to eat must be stored above all other foods. Unwashed produce should be below washed produce. Raw meat should be on the lowest possible shelf.

Basic Customer Service

This is a real job, and the students here are real customers, and should be treated accordingly, so...

1). Know what you are serving: If you are working on the Classics line, make sure you can answer questions like, "Is that vegetarian? Are those beef or pork ribs? Does this have dairy?" When you work the Salad Bar, find out what chick peas and water chestnuts look like, and what kind of deli special there is, what kind of soup there is, etc. At the Breezeway, Eagle's Nest, and Jammin Java you should know what the specials are, and how they are prepared.

2). Smile: Even if you are having a terrible day, or dislike the area you are working, smile and make the best of it. If you cannot smile tell your supervisor so that she or he can put you somewhere that customers will not see you.

3). Care: If you see something that is wrong, make it better. Ask yourself what you would think if you were eating the meal instead of serving it. If you notice something is empty or broken, fix it or ask a supervisor for help.

Personal Possessions

You should not bring any item that you do not want to disclose to the company to work, including illegal substances, drugs, firearms, ammunition, or weapons of any sort. Possession of any prohibited item in any foodservice area will be grounds for termination.

Sodexo does provide some storage for possessions at each location. However, we do not have enough lockers for everyone, especially at the Dining Commons. Sodexo is not responsible for anything that is stolen, and such areas are not secured or monitored. You should not bring any valuables with you to work, including cash, cell phones, jewelry, mp3 players, etc, even

if you hide them in your backpack. It is recommended that you keep wallets, cell phones (turned off, of course), etc with you at work.

Dining Commons employees may give their bags to a supervisor who will lock them in a cabinet, however we cannot guarantee their security. We recommend you do not bring valuables to work.

Pay & Bonuses

1). Your paycheck: Your paycheck comes from Eastern University. Therefore, you must make sure that you have filled out all of your Eastern University forms, or you will not get paid. The forms you need are: an **1-9 Form**, a **W-4 Form**, and an **ECE/FWS Contract**. The 1-9 & W-4 forms only need to be filled out the first time you work at Eastern University. So if you have worked for Sodexo, Plant Ops, ITSC, or any other on campus job, you do not need to fill out a new one.* The ECE/FWS Contract needs to be completed once per school year. A summer contract carries over for the following fall, and the fall carries over into the spring. ECE/FWS Contract do not carry over from other departments or from other years. So if you worked for Plant Ops, ITSC, or anywhere else on campus, or if you worked for Sodexo in a different school year, you need to fill out a new contract. **Every year a new ECE/FWS Contract must be filled out, without exception.** A copy of the Eastern University Student Handbook can be found at www.easternultimatedining.com. **If you are confused about your forms, please see Financial Aid immediately.**

2). Employee of the Month: Every month two students are chosen based on merit. Employees of the Month receive \$25 on their e-card, two free movie passes, and a rather nice certificate.

3). Pay Increases: Student pay increases are based on performance, not on the amount of time with the company. There are no automatic increases, only merit-based ones. There are annual merit-based pay increases, as well as increases for students who are promoted to Student Supervisor or Student Manager.

* The only exception to this if you get married, change your name, get divorced, have a child, etc.

4). Promotions: There are a limited number of Student Supervisor positions available. Student Supervisors must work later shifts, accept more responsibility, and plan to stay with Sodexo for a little while. They also receive higher pay, go on special Student Supervisor trips (which are really cool), and get resume building experience through the Sodexo Student Leadership Program.

5). Free Food: You get a free meal during their shift, plus free soda fountain drinks. You may not take “rain checks” for your meal and eat before or after your shift. You may not give your meal to a friend. Dining Commons students may not eat in the Eagle’s Nest. You must work at least 3 hours to qualify for a free meal. You may not eat any prepackaged goods, such as candy bars, bottled beverages, or chips. **If you choose to purchase any prepackaged goods or Jammin Java drinks, you must keep the receipt as proof. Supervisors will ask.**

6). Federal Work Study: Unlike most on campus jobs, FWS students at Sodexo can earn more than their award amount.

Sodexo Phone Book

Keep this page handy just in case you have an emergency and need to contact your direct supervisor

All Dining Commons students should leave a voicemail at 610-225-5051 if they have a family or medical *emergency* that requires them to miss work.

All Retail students should call Steve's cellphone at 610-505-5897 if they have a family or medical *emergency* that requires them to miss work. It is acceptable for retail students to send text messages if it is the middle of the night and they include their name in the body of the text.

All students, retail or Dining Commons, who need to make a permanent change in their schedule should e-mail Sodexo@eastern.edu. Please allow 2 weeks for permanent schedule changes.

Kitchen: 610-225-5050 (most likely to be answered).

Do not leave voicemail on the kitchen phone.

Dining Commons Call Outs:

610-225-5051

Eagle's Nest/Breezeway/Jammin Java Call Outs:

610-505-5897

Offices :

Doc Carr, Tony Jenkins, Josh Jetty: 610-225-5051

Mike Kenis: 610-225-5052 mkenis@eastern.edu (cell 610-721-7080)

Steve Jacke: 610-225-5053 Sodexo@eastern.edu (cell 610-505-5897)

Scottie Lofland: 610-341-5820 slofland@eastern.edu

Locations:

Dining Commons Cashiers: 610-225-5028Dining Commons Kitchen: 610-225-5050

Eagle's Nest: 610-341-5811..... Jammin Java 610-341-5828.....Breezeway 610-341-1771

Do not leave voicemail at the Breezeway, Eagle's Nest, or Checker's Station.

Webpage:

www.easterndining.com

Schedules for Thanksgiving Break, Spring Break, etc are usually available on the web page.

