

Eastern University Dining Services

Student Worker Handbook

Revised August 2011

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 the Dining Services of Eastern University. Jobs at the Dining Services 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.

Attendance Policy

In the service industry, customer service is our first priority. In order to make sure that we give our customers the very best service possible, everyone must be at their job every scheduled day. Your absence causes your team a hardship. Someone else always has to do your work. For those very same reasons, you must be at work on time. Tardiness keeps us all from getting organized and ready to work.

We do understand absence resulting from sickness or family emergencies, but we cannot accept or excuse poor or ineffective service resulting from employee absence. Therefore we are communicating the following dependability policy to you for two very important reasons:

1. To ensure good service to our customers; and
2. To insure that you do not burden fellow employees with your work.

Definitions:

- An **“absence”** is defined as an unscheduled call off from work or missing more than 50% of your scheduled work time due to a late arrival or leaving early, unless such absence is protected by the Family and Medical Leave Act (“FMLA”) and/or state leave law. An absence includes all unscheduled, lost work time whether avoidable or unavoidable, regardless of the reason or the lack of fault of the employee and/or whether the employee receives pay for the time off. An absence of multiple consecutive days due to the same illness, injury, or other reason will be counted as one absence for purposes of this policy. For purposes of constructive counseling, each “absence” equals one (1) point.
- A **“no call, no show”** is defined as an unscheduled absence from work without notifying management. For purposes of constructive counseling, each day of “no call, no show” equals three (3) points.
- A **“tardy/leaving early”** is defined as reporting to work 15 or more minutes after your scheduled starting time or leaving work more than 15 minutes prior to your scheduled ending time, unless approved by your manager or supervisor in advance, or the supervisor has said that all of the work for the day is done. For purposes of constructive counseling, each “tardy/leaving early” equals a half (.5) point.

Call-Off Notification Procedures:

You must follow these call-off notification procedures any time you have an unscheduled absence. If you contact someone at the unit, but do not follow these procedures, you will receive one point for purposes of constructive counseling.

- If you are unable to report to work as scheduled in the Dining Commons, it is your responsibility to leave a voicemail at 610-225-5051. You must include your full name, as well as the date and time of your shift in the voicemail.
- If you are unable to report to work at scheduled in the Eagle's Nest, Jammin Java, or Breezeway it is your responsibility to call Steve Jacke's cell phone at 484-918-0547. If it is late at night or early in the morning it is OK to send a text message if you include your name and the time of the shift in your message.
- You are expected to call your manager yourself. Having another person call on your behalf is not acceptable, unless there are extenuating circumstances that prevent you from personally calling.
- You are required to call your manager by telephone. E-mailing, leaving a note on a desk, or any other means are not acceptable.
- If you will be absent for longer than one day, you will be required to keep your manager or supervisor informed of your status on a daily basis, unless directed otherwise by your manager or supervisor.

Requests for Time Off:

In order to help our busy student workers plan their study times, schedules stay the same from week to week. If you need an extra day off for appointments or other needs, you have two options.

- Option A is to find a coworker who has been trained in your job to cover the shift yourself.
- Option B is to notify Steven Jacke by e-mailing Sodexo@eastern.edu at least 10 business days prior to the end of the shift. All requests for time off will be considered in light of operational and business needs. A request for time off does not guarantee that it will be granted.

Attendance Standards:

Absences, no call, no shows, tardy/leaving early ,and failing to follow call-off procedures are counted in a rolling twelve (12) month period, and points will expire after 12 months.

Absence = 1 points

No call, no show = 3 points

Tardy/leaving early = .5 point

Failure to follow specific call-off procedures = 1 point

1. Constructive counseling for absenteeism will be as follows:
 - After accumulating 2-3 points in a rolling 12 month period: **Written Coaching**
 - After accumulating 4-6 points in rolling 12 month period: **Written Warning**
 - After accumulating 7 points in a rolling 12 month period: **Termination of Employment**
2. Absences due to qualifying reasons protected by FMLA and/or state leave law will not be counted and will not result in the accumulation of any points, provided you comply with your responsibilities under these laws, the Call-Off Notification Procedures included herein.
3. We reserve the right to require a medical clearance and/or verification from your health care provider any time you miss work due to medical reasons not protected by the FMLA and/or or state leave law.

Attendance Records

For reasons of consistency and fairness, all instances of absence, tardiness, and leaving early (including those for sickness, broken cars, etc.) will be recorded in an attendance log, regardless of the reason for the absence and whether or not prior approval was granted. Employees may view their attendance record upon request.

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 us. They are inexpensive, comfortable, and they really work. See Mike Kenis in the Dining Commons for details.
- *Pants:* You can 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 pants that we will provide. They must be returned at the end of the shift, and we will wash them for you.
- *Hat:* All students are required to wear hats. Students in the Dining Commons wear black chef hats that must be returned at the end of their shift and we will wash them. Students in retail locations (Eagle's Nest, Jammin Java, and Breezeway) must wear black ball caps, which we will provide for you. 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:* We will provide a polo shirt for you to wear during your shift. The shirt must be returned at the end of your shift, and we will dry clean it for you. Veteran employees in the Breezeway Late Night may be given raglan shirts instead. If you have a raglan you will be expected to keep it clean and stain free.

Basic Food Safety

Food safety is an incredibly important issue. One of the reasons why starting pay is so high in the Dining Services 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.

Theft has been a problem at some locations in the past. 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.

We do provide some storage for possessions at each location. However, we do not have enough lockers for everyone. The Dining Services are not responsible for anything that is stolen, and such areas are not secured or monitored.

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 the Dining Services, 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 the Dining Services 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.eastern.edu. **If you are confused about your forms, please see Financial Aid immediately.**

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

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 working. 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/Student Promotion Coordinator.

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 the Dining Services 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 Student Leadership Program.

5). Free Food: You get a free meal during your 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 the Dining Services can earn more than their award amount.

Dining Services 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 484-918-0547 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:

484-918-0547

Offices :

Doc Carr, Tony Jenkins, Tim Armstead: 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.