Welcome to Our Team

Welcome to Dining and Conference Services! The purpose of this handbook is to help you succeed as a member of the Dining and Conference Services (DCS) Team. DCS policies will be explained and various guidelines for workplace behavior and performance will be presented in order to give you all the information you will need to excel in your new job.

The spirit of the Dining and Conferences Services Department is one of service to our customers, our co-workers, and to the entire campus community. You have joined many other individuals whose pride and abilities are making the Dining and Conference Services Department a leader at the University of Puget Sound. You will have an equal opportunity to advance and share in our success. Our student staff are an essential part of the Dining and Conference Services Team. They make up over half of our staff!

This handbook is a summary of the Dining and Conference Services Department policies, procedures, and practices and is not intended to be a comprehensive explanation of those policies and procedures. This handbook is not a contract of employment, nor does it constitute a promise by Dining and Conference Services that the policies will be rigidly followed in every case. It merely establishes guidelines to govern our daily activities. Puget Sound students are expected to adhere to the highest standards of ethical conduct and leadership, inside the classroom and out. Use the student handbook ("The Logger") and University of Puget Sound resources designed to support all members of the student body.

It is inevitable that new policies will need to be written from time to time and outdated policies will need to be revised. While we reserve the right to make changes without notice, we will strive to advise you of certain changes affecting your employment as soon as is practical. Should you need further information or would like to discuss any policy in the handbook, please feel free to speak to a member of the Management Team.

We are happy to have you with us!

Sincerely,

The Management Staff
## Table of Contents

**Welcome to Our Team**  2  
**Overview of Operations**  4  
**Payroll, Scheduling & Benefits**  5-7  
- Pay Checks  5  
- Time Clock & PeopleSoft  5  
- Work Study  5  
- Break Allowances  5  
- Work Assignment  6  
- Meal Benefit  6  
- Student Leads and Liaisons  6-7  
**Attendance Policy**  7  
- Substitutions  7  
- Illness  8  
- Scheduling  8  
- Problematic Absenteeism  8  
- Lateness & Personal Emergencies  8-9  
**Health, Safety and Team Member Attire**  9  
- Food Worker Card  9  
- Personal Sanitation  8  
- On-the-Job Accidents  8  
- Appearance & Dress Code  8-9  
**Policies: Miscellaneous**  11  
- No Tip Policy  11  
- Cell Phones  11  
- Sexual Harassment Policy  11  
**Coaching Opportunities and Code of Conduct**  11-12  
**Resources**  12
OVERVIEW OF OPERATIONS

Our Mission Statement
As a cornerstone of the campus community, Dining and Conference Services is dedicated to excellence and quality, providing nutritious foods and a variety of services to our customers. As a diverse team of individuals, we strive to create a personable atmosphere that emphasizes customer satisfaction.

About Dining and Conference Services
The Dining and Conference Services Department (DCS) is an indispensable part of the University of Puget Sound. In addition to serving the day-to-day meal needs of University students, faculty, staff, and guests; DCS caters meetings and special events and coordinates conferences held on campus. The Department has gone through many phases to keep up with the growing needs of the University, and will continue to evolve in the future. Staff members in the Dining and Conference Services department work individually as well as with a team (including regular university staff members and student staff members) to meet the needs of customers in a friendly and courteous manner. Staff members additionally follow instructions and guidelines set up by the department management team and assist other Dining Services personnel in the day to day duties of the department. All positions entail working in cooperation with regular or student team members, or involve receiving additional direction from regular team members. Our DCS team strives to provide the campus community with a welcoming atmosphere in which customers receive the highest quality service, exceeding expectations, by socially and environmentally conscious means.

Organizational Structure & Our Staff
We have wonderful personnel within DCS. The head of the department is the Director of Dining and Conference Services. The Director is supported by the Sr. Dining Services Manager, Manager of Conference Services, Assistant Director of Catering and Cafes, as well as administrative support staff. The Dining Managers support the Sr. Dining Services Manager, and are the immediate supervisors of the Regular Team (full time, part time, and temporary), the Student Managers, and the Student Team. The Leads and Liaisons supervise the Student Team. If you have any specific work-related questions, problems or concerns while you are employed by the department, you should bring them to a Dining Manager or a Lead or Liaison. These individuals will inform the appropriate Management Team Member(s) as necessary. If you have more general concerns, please feel free to contact any member of the Management Team.

For a list of key operational staff and managers, visit this link: http://www.pugetsound.edu/about/offices--services/dining--conference-services/contact-dining-services/
PAYROLL

Payroll
The university is on a semi-monthly payroll cycle. All student workers are paid on the 15th and the last day of each month. If the 15th or the last day of the month falls on a weekend or holiday, payday will be the preceding business day.

Every Day: Student Workers using Time Clock Method Only
- Swipe badge or enter your ID to ---- clock actual in/out times (Dining Services encourages submission at this time but is not required)

Each Pay Period: Student Workers
- Review timecard for Accuracy in PeopleSoft
  - Navigation: Cascade > PeopleSoft Human Resources for Staff > Oracle sign in with same credentials > Main Menu > Self Service > Time Reporting > Report Time >
- Submit timecard for Approval
  - The “Submit” button saves your reported time and routes it to your payroll supervisor for approval. You must submit all your hours by the 6th and 21st for supervisor approval on the 7th and 22nd of every month through >Time Reporting > Report Time > Timesheet and clicking the submit button on lower left of timecard.
  - Note: Timecards submitted after the deadline will be processed during the next payroll cycle
  - View approval history through Time Reporting > View Time > Payable Time Detail.

This link references PeopleSoft Payroll and Timekeeping:
http://www.pugetsound.edu/about/offices--services/accounting--budget-services/payroll/online-timekeeping-and-semi-mo/

Contact the following managers and coordinators with your timecard questions or to report missed punches:

- Diner: DCS Diner Managers DinerStudentTime@pugetsound.edu
- Catering: Catering Coordinator mcarbone@pugetsound.edu
- Oppenheimer Café: Barista Coordinator oppcafe@pugetsound.edu
- Diversions Café and Cellar: Student Human Resource Liaison and Café/Cellar Manager dcshrliason@pugetsound.edu and pphillips@pugetsound.edu
- All Venues Payroll Coordinator nmartinclapp@pugetsound.edu

Pay Checks
Puget Sound encourages sustainability within our community and Dining Conference Services offers direct deposit. Please email Nan Martin-Clapp, Payroll Coordinator, at nmartinclapp@pugetsound.edu to sign up for direct deposit into your bank account. Alternatively, your paycheck will be available for pick up at the Payroll office in Howarth Hall (Room 016) on or around the 15th. Pay rate information is available from your manager.

Break Allowances
In accordance with Washington State law, a portion of your shift is set aside for paid and/or unpaid breaks. The type, length and number of breaks depend on the length of your shift. If you are not entitled to a break during your shift you may not accept the offer for a break from any staff member. You are required by law to clock out.
for unpaid 30-minute breaks and clock back in afterwards. Do not clock out for paid 15 minute breaks. There is no set time you must take your break if you are entitled to one, though it should be taken as close to the middle of your shift as possible. Coordinate when to take your break with your fellow staff members to accommodate business levels.

<table>
<thead>
<tr>
<th>LENGTH OF SHIFT</th>
<th>BREAKS ALLOWED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fewer than 4 consecutive hours...</td>
<td>NONE</td>
</tr>
<tr>
<td>More than 4 consecutive hours...</td>
<td>One 15-minute paid rest break</td>
</tr>
<tr>
<td>More than 5 consecutive hours...</td>
<td>One 15-minute paid rest break</td>
</tr>
<tr>
<td></td>
<td>One 30-minute unpaid meal break</td>
</tr>
</tbody>
</table>

For additional information regarding breaks and meal periods, please visit the Department and Labor Industries website at [http://www.lni.wa.gov/WorkplaceRights/Wages/HoursBreaks/Breaks/](http://www.lni.wa.gov/WorkplaceRights/Wages/HoursBreaks/Breaks/)

**Work Assignment**

**Diner Staff:** When you arrive to begin your shift, check the bulletin board to see where you are stationed. Either a daytime or evening staffing list will be posted on the time clock. Your name should be listed along with your shift time and your assigned station(s). If you do not find your name on the list, check with a manager or a student manager to receive your work assignment. If you are assigned to a station for which you have not been trained, ask a student manager or the full-time employee working at that station to receive proper training.

**Diversions, Oppenheimer and Cellar/CStore Staff:** Communicate with student leads and staff when you begin your shift and rotate positions effectively to encourage business flow.

**Meal Benefit**

Dining Dollars are to be used before, during your break, or after your shift.

**Oppenheimer Café’:**
You will receive a complimentary drink while you’re on shift, plus the $2 dining dollar meal benefit.

**Diner/Catering:**
You are entitled to a complimentary beverage from the Diner while on shift, plus the $2 dining dollar meal benefit.

**Cellar:**
You are entitled to a complimentary beverage from the Cellar while on shift, plus the $2 dining dollar meal benefit. However, when the diner is closed you are entitled to the same complimentary beverage and $4 at the Cellar for your benefit. There are restrictions with the Cellar meal benefit, you cannot purchase CStore items, only recipe or house made menu items are eligible for student meal benefit.

**Diversions:**
You will receive a complimentary drink while you’re on shift, plus the $2 dining dollar meal benefit.

In addition to monetary compensation, DCS student team members receive benefits from their employment. The list below is a starting point, not a total summary of every possible benefit of joining our team.

**Floor Leads**

After working for DCS for one full academic year, you may apply to become a Floor Lead/Student Liaison. Applications for these positions will be available in the spring for the following school year. If hired, you will be expected to work as a Floor Lead/Student Liaison for the entire following academic school year. Leads/Liaisons should be treated with the same respect you give to the managers and their instructions should be followed as if they were coming from one of the managers. Basic job overviews are as follows:
Floor Leads:
Oversees the set-up, service, staffing and cleanup for all daily services in a residential college environment. Complies with Dining & Conference Services (DCS) standards and philosophy in performing all key areas of accountability and other essential duties and responsibilities.

Floor Leads assist in effectively guiding the daily operations of the university’s student operated venue. Leads will work with DCS, specifically under the direction of the venue and applicable manager to ensure a responsible party is physically in the operation and there is consistent management coverage throughout all parts of the business day.

DCS Student Liaison:
Daily human resources support for both Diversions Café and the Cellar. Under the direction of the Café/Cellar Manager, DCS Human Resources Representative and Assistant Director of Catering & Cafes, work to ensure that policies and procedures are being met with regard to student staffing.

DCS Student Purchasing Liaison:
Daily ordering to keep Diversions, the Cellar and CStore stocked. Will ensure that weekly order guides are set up, maintained and ordered from consistently and efficiently. Will work with Dining & Conference Services (DCS), specifically under the direction of the Café/Cellar Manager, Purchasing Manager and Assistant Director of Catering & Cafes, to ensure that consistent ordering and inventory levels are monitored and maintained.

**ATTENDANCE & SCHEDULING POLICY**

**Substitutions**

**Diversions, Oppenhiemer and Cellar:**
If you cannot work your shift for any reason, you are responsible for finding a substitute. A substitute is a student currently employed by your department who has agreed via HelloScheduling to work your shift. The HelloScheduling substitution process is outlined in your department’s Training Resource Guidebook.

There will be various means of communication for substitutes between you and your coworkers. Managers will send out an e-mail list early in the semester that can be used to email the entire staff. You may also communicate your need for a shift cover face to face or via phone. However, you are ultimately responsible for the shift based on the HelloScheduling documentation. In other words, if you find a team member to cover your shift, but do not exchange the shift in HelloScheduling and that team member doesn’t show up for the shift, you will be documented for the appropriate occurrence.

Reach out to your peers asking for a substitute as soon as you are aware of an event which conflicts with your work schedule. If you have failed to find a substitute up to 24 hours before your scheduled shift you are still required to work your shift and should speak with a manager if there are concerns.

**Diner:**
If you cannot work your shift for any reason, you are responsible for finding a substitute. A substitute is a student currently employed by your department who has agreed via HelloScheduling to work your shift.

There will be various means of communication for substitutes between you and your coworkers. You may email the entire Diner student staff team by selecting “Email Staff” in the HelloScheduling Dashboard and typing “everybody” into the address box. You may also communicate your need for a shift cover face to face or via phone. However, you are ultimately responsible for the shift based on the HelloScheduling documentation. In other words, if you find a team member to cover your shift, but do not exchange the shift in HelloScheduling and that team member doesn’t show up for the shift, you will be documented for the appropriate occurrence.
Reach out to your peers asking for a substitute as soon as you are aware of an event which conflicts with your work schedule. If you have failed to find a substitute up to 24 hours before your scheduled shift you are still required to work your shift and should speak with a manager if there are concerns.

**Scheduling**
Schedules are designed and set in semester format to accommodate each employee that works for DCS. You are responsible for your assigned schedule that has been agreed upon with your manager(s), for the entirety of the semester during operational hours. Any schedule changes during the semester are subject to the discretion of the manager(s).

**Illness**
Dining and Conference Services does not expect or want you to come to work if you are seriously ill. Per Washington State Food & Beverage Workers’ Manual, when you feel sick, you should not work with food. Food workers may not work with food if they have: diarrhea, vomiting, jaundice, diagnosed infections such as Salmonella, Shigella, E. coli or hepatitis A, infected, uncovered wounds, and/or continual sneezing, coughing, or runny nose. If you become sick within two hours prior to your shift you must CALL your manager. If your shift is left unattended due to an illness, and you have not previously been excused by a manager, you will receive a “No Show,” which may result in disciplinary action. If you have miss three (3) consecutive shifts, you will need to provide a doctor note to validate and excuse your absence.

**Problematic Absenteeism**
The university may view absenteeism as problematic when short-term absences exceed the rate of six occurrences per year, and/or there is a pattern of absences immediately before or following days off and holidays. Problematic absenteeism and/or failure to notify a supervisor according to established university and departmental policies may result in corrective action, up to and including termination of employment.

**Lateness & Personal Emergencies**
You are expected to be at work and ready to work at the time you are scheduled. 8 minutes after the start of your shift, you will be considered late. Problematic trends associated with this privilege may be noted as a coaching opportunity. Each time you are late is considered ½ an occurrence. If you are more than 15 minutes late in one shift, it will be considered 1 occurrence. If you are late for a shift by more than one hour and do not contact your manager within that timeframe, it will be considered a no call/no show and is 2 occurrences.

Occurrences are calculated by each semester fall/spring/summer session:

- 2 occurrences will prompt a verbal warning (4 – ½ occurrences)
- 3 occurrences will prompt written counseling (6 – ½ occurrences)
- 4 occurrences will result in a final written counseling (8 – ½ occurrences)
- Any occurrence over four (4) full occurrences will result in termination.
- 2 no call/no shows may result in termination of employment

In the unfortunate circumstance that an emergency suddenly arises, it is your responsibility to inform the DCS Management Team as soon as possible. Communication is imperative to a successful partnership with your management team and the success of your employment. The following qualify as legitimate emergencies: death, family crisis, and hospitalization. Call your manager(s) if you will be late or if an emergency arises.

If you develop a pattern of arriving to work late, this is considered a performance issue and will be addressed appropriately, which could include corrective action, up to and including termination.

**HEALTH, SAFETY AND TEAM MEMBER ATTIRE**
The health and safety of DCS Team Members and customers is our top priority. When preparing and serving food, cleanliness is more than just a matter of presentation; it is the most important health precaution we can take. The following guidelines are designed to protect you, your fellow Team Members and our customers, and are in accordance with relevant State and Federal regulations.

Food Worker Card
Washington State requires that food service employees obtain a Washington State Food Worker Card. You must attain this card before you are scheduled for work. Failure to obtain this permit will result in immediate termination. Online and in-person testing information is available through your manager(s). To renew your Food Worker Card, please visit: https://www.foodworkercard.wa.gov/

Personal Sanitation
Washing our hands well and often is the single most important thing we can do to prevent the outbreak of food borne illness. In addition, state health regulations require that a “barrier” be maintained between the food handler and the food at all times. This means that any time you handle food, you wear disposable gloves. Remember that gloves get dirty, and they need to be changed often. Never wash and reuse gloves. They are meant to be thrown away. We expect you to have good personal hygiene. If you do not, then it becomes a performance issue and it will be addressed.

Team Members must thoroughly wash their hands every time they:

- Clock in and start work;
- Return from a break;
- Resume work after eating, drinking or smoking;
- Use the restroom;
- Sneeze or cough anywhere near their hands;
- Adjusting their glasses;
- Touch their face or hair;
- Change their gloves;
- Grabbing utensils;
- Take out the trash;
- Pick up anything from the floor

On-the-Job Accidents
For your benefit and protection, it is your responsibility to report any and all accidents (large or small) that occur while you are working to a Lead or Liaison immediately. The Lead/Liaison will assist you in filling out the required accident report forms so that the school holds the liability for your accident. This includes, but is not limited to, falls, burns, cuts, scrapes, etc.

Appearance & Dress Code
All positions require all student staff members to be punctual, dressed appropriately for work and ready to provide excellent customer service to customers as well as to fellow team members of the department. The way we present ourselves to our customers influences their perception of our establishment. A clean, neat, and professional appearance tells people that we care about our work. Your Student ID card is part of your required uniform since you need it to clock in for your shift. Out dress policy helps ensure the safety of all Team Members.

Diner Dress Code:
- A departmental issued shirt.
- Students may wear a long sleeved (non-collared) tee shirt under their blue Dining Services tee shirt. The long sleeved tee shirt must be a solid gray, black, blue or white, and tucked in.
- Shorts, skirts, and ‘skorts’ should be no shorter than 2 inches above the knee.
• Pants, shorts, skirts, and jeans must be in good condition and clean. Athletic wear, leggings/stretch pants, or cargo style pants are not permitted; pants must be professional looking with a hem.
• Shoes must be slip resistant, closed-toe and closed-heel.
• Each Team Member must wear an apron and name tag. Team members are responsible for their own name tags. You may not wear any name tag other than your own. Stickers or pins not issued by the Department are not allowed on any name tags.
• No other head coverings are allowed (no scarves, bandanas, sweatbands, etc.)
• Students may wear a sweatshirt over their Dining Services t-shirt (but under their apron) if it is a generic UPS logo sweatshirt (nametag must be visible).
• Watches, rings, and bracelets may not be worn at work due to Health Department regulations. Use good judgment regarding safety and accessories.
• For safety and consistency, dangling or excessive jewelry (more than 1 necklace or 1 earring per ear) may not be worn while working. Fingernails are to be kept well-trimmed.
• Hair that is long enough to touch the collar must be pulled back, up and off the collar while working.
• Ear buds/headphones are not to be worn during your shift unless you are on a scheduled break.

Diversions, Oppenheimer and Cellar/CStore Dress Code:
• Students are issued shirts, aprons and name tags.
• Ensure that uniforms are clean and free of spots, paint, dirt, holes, rips, etc. at the start of each shift.
• Pants, shorts, skirts, and skorts should be clean and in good condition.
• Shorts, skirts and skorts should be no shorter than 2 inches above the knee.
• Shoes should provide proper support; completely cover the foot (closed toe and closed heel). All shoes should provide a non-slip walking surface.
• Aprons should be worn while in your work area. For sanitation reasons, you should remove your apron before using the restroom and going on break.
• Baseball caps may be worn, but should be solid black, white, maroon, or gray in color. University logo’d baseball caps are permitted. Baseball caps should be worn with the bill facing forward.
• Knit caps are permitted if they are University logo’d.
• Bandanas and sweatbands are not permitted.
• Outerwear, as necessary for your position, should be Department-issued or University logo’d.

Catering Workers:
The department will provide shirts, aprons, ties and nametags. The department will also provide outerwear for inclement weather days. All other required attire must be purchased by the staff member.
• The uniform during the academic year and for all evening events will consist of black shoes, black socks or approved nylons, black slacks, white dress shirt or green camp shirt, black tie, black apron, and a university name tag. Shirts are to be tucked in with the exception of the green camp shirt and T-shirts used during concession.
• Shoes will be basic black oxford. No slippers, open toe, open heel, high heel, or boots will be allowed. Solid black athletic type (non-tennis shoe) shoes will be allowed for all shifts except for dinner. Any athletic shoe needs prior approval before use. Any exceptions will need written approval by management.
• Pants will be basic black slacks. No denim, corduroy, spandex, leather, or jeans are allowed. Slacks cannot be faded or worn, and must be free of stripes, polka dots, or any other types of adornments. Belts need to be worn with slacks. Plain black belt with no adornments is the standard. No skirts are allowed.
• Socks are basic black socks. No designs or additional colors are allowed. No knee high socks are allowed unless they are worn under slacks. Nude or with a slight tint are acceptable standards for nylon wear.

If you report to work dressed improperly, you will be sent home (unpaid) and will not be allowed to return to work until you are dressed in the proper attire. Patterns of behavior and non-compliance with dress code may
result in further disciplinary action. If you have any questions regarding a specific item, please feel free to ask a Manager before your shift begins.

**POLICIES: MISCELLANEOUS**

**No Tip Policy**
All Puget Sound staff are prohibited from receiving or accepting gifts, gratuities (tips) or anything else of monetary value from customers, including but not limited to all students, vendors, visitors, or event attendees.

**Cell Phone Policy**
Cell phone use on the job will not be tolerated while you are on the clock working a shift. The only time you may use your cell phone is while you are on your fifteen minute break or lunch break. If you bring your cell phone to work, it must be either turned off or turned on silent mode during your shift. Failure to comply with cell phone guidelines may result in corrective coaching action by your department managers.

**Harassment Policy**
All student workers on in the Dining Services and Conferences Department are required to read the university’s sexual harassment policy, as well as take the eTutorial supported by the Human Resources department. Please visit the following link to start your Harassment eTutorial http://www.pugetsound.edu/about/offices--services/human-resources/professional-development/self-paced-e-learning/. Upon completion, you will have the opportunity to print off your certificate of completion. Please print and return the certificate to the DCS Student Employment Coordinator located in the DCS administrative office in Wheelock A passing grade for this tutorial will be required before you are eligible to work for DCS.

**Music Policy**
Music that is selected and played at any DCS outlet must be at an appropriate volume and free of explicit content.

**COACHING OPPORTUNITIES AND CODE OF CONDUCT**

The University of Puget Sound will take appropriate actions based on its assessment of the seriousness of the situation and circumstances. The evaluations of the seriousness of the situations and the relevancy of the circumstances are made by the university’s management; Dining and Conference’s Service team.

Coaching opportunities may be oral or written or may take the form of a performance appraisal indicating unsatisfactory or less than satisfactory performance in one or more areas. Corrective action will conclude with suspension, probation or termination. Which of these forms of actions are used, whether any others are used prior to termination, will depend upon management’s assessment of the seriousness of the situation.

**The following are some examples of conduct that may result in verbal or written corrective action:**

- Failure to call in and communicate with management each shift when unable to work
- Using cell phone, including texting
- Patterns of absenteeism or tardiness
- Failure to eat, drink, or use any form of tobacco in designated areas where the contamination of exposed food. Failure to drink from a closed beverage container.
- Violation of the civil or criminal laws on University property or while on University business, misuse of University property
- Completing homework while on the clock (not including the 15-minute paid break and 30-minute unpaid lunch break)
- Abuse or violation of DCS and University Policies.
- Violation of safety rules, and health standards
- Rude, unprofessional, threatening, or violent behavior
- Negligent, below standard, or unsatisfactory job performance
- Insubordination; failure or refusal to perform assigned work
- Working unauthorized overtime
- Engaging in or threatening physical violence
- Inappropriate and/or unprofessional conduct and topic of conversation
- Sitting on countertops, reading while on the clock, playing board games, or any other unprofessional behavior.

Student misconduct in the workplace that also involves a potential violation of student conduct standards as outlined in the Student Integrity Code may also be referred to the Associate Dean for Students for separate and independent adjudication under the Student Integrity Code. To view the Student Integrity Code, visit: http://www.pugetsound.edu/student-life/student-handbook/student-integrity-code/university-standards-of-integr/

RESOURCES:

Student Employment Responsibilities and Procedures: http://www.pugetsound.edu/about/offices--services/ces/students/building-experience/student-employment/resources-for-student-staff/responsibilities--procedures/
