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 is 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It is inevitable that new policies will need to be written from time to time and outdated policies will need to be revised.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>
<thead>
<tr>
<th>TABLE OF CONTENTS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome to Our Team</td>
<td>2</td>
</tr>
<tr>
<td>OVERVIEW OF OPERATIONS</td>
<td>4</td>
</tr>
<tr>
<td>Our Mission Statement</td>
<td>4</td>
</tr>
<tr>
<td>About Dining and Conference Services</td>
<td>4</td>
</tr>
<tr>
<td>Organizational Structure &amp; Our Staff</td>
<td>4</td>
</tr>
<tr>
<td>Diner</td>
<td>4</td>
</tr>
<tr>
<td>Catering</td>
<td>4</td>
</tr>
<tr>
<td>Diversions, Oppenheimer, Aquatics, and Cellar</td>
<td>4</td>
</tr>
<tr>
<td>PAYROLL</td>
<td>5</td>
</tr>
<tr>
<td>Payroll</td>
<td>5</td>
</tr>
<tr>
<td>Every Day</td>
<td>5</td>
</tr>
<tr>
<td>Each Pay Period</td>
<td>5</td>
</tr>
<tr>
<td>Pay Checks</td>
<td>5</td>
</tr>
<tr>
<td>Break Allowances</td>
<td>6</td>
</tr>
<tr>
<td>Work Assignment</td>
<td>6</td>
</tr>
<tr>
<td>Meal Benefit</td>
<td>6</td>
</tr>
<tr>
<td>Additional Benefits</td>
<td>7</td>
</tr>
<tr>
<td>Floor Leads/Student Liaison</td>
<td>7</td>
</tr>
<tr>
<td>ATTENDANCE &amp; SCHEDULING POLICY</td>
<td>7</td>
</tr>
<tr>
<td>Substitutions</td>
<td>7</td>
</tr>
<tr>
<td>Divisions, Catering, Aquatics, Oppenheimer, and Cellar:</td>
<td>7</td>
</tr>
<tr>
<td>Diner</td>
<td>8</td>
</tr>
<tr>
<td>Scheduling</td>
<td>8</td>
</tr>
<tr>
<td>Lateness</td>
<td>8</td>
</tr>
<tr>
<td>Occurrence system</td>
<td>8</td>
</tr>
<tr>
<td>Personal Emergencies</td>
<td>9</td>
</tr>
<tr>
<td>Illness</td>
<td>9</td>
</tr>
<tr>
<td>Religious Holidays</td>
<td>9</td>
</tr>
<tr>
<td>Problematic Absenteism</td>
<td>9</td>
</tr>
<tr>
<td>HEALTH, SAFETY AND TEAM MEMBER ATTIRE</td>
<td>10</td>
</tr>
<tr>
<td>Food Worker Card</td>
<td>10</td>
</tr>
<tr>
<td>Personal Sanitation</td>
<td>10</td>
</tr>
<tr>
<td>Hand Washing</td>
<td>10</td>
</tr>
<tr>
<td>On-the-Job Accidents</td>
<td>10</td>
</tr>
<tr>
<td>Appearance &amp; Dress Code</td>
<td>11</td>
</tr>
<tr>
<td>Diner Dress Code:</td>
<td>11</td>
</tr>
<tr>
<td>Divisions, Oppenheimer and Cellar/CStore Dress Code:</td>
<td>11</td>
</tr>
<tr>
<td>Catering Workers</td>
<td>12</td>
</tr>
<tr>
<td>POLICIES: MISCELLANEOUS</td>
<td>12</td>
</tr>
<tr>
<td>Staff Meetings</td>
<td>12</td>
</tr>
<tr>
<td>No Tip Policy</td>
<td>12</td>
</tr>
<tr>
<td>Cell Phone Policy</td>
<td>12</td>
</tr>
<tr>
<td>Harassment Policy</td>
<td>12</td>
</tr>
<tr>
<td>Alcohol &amp; Drug Policy</td>
<td>13</td>
</tr>
<tr>
<td>Music Policy</td>
<td>13</td>
</tr>
<tr>
<td>CORRECTIVE ACTION AND CODE OF CONDUCT</td>
<td>14</td>
</tr>
<tr>
<td>RESOURCES</td>
<td>15</td>
</tr>
<tr>
<td>APENDIX A: DCS ORGINIZATIONAL CHART</td>
<td>16</td>
</tr>
</tbody>
</table>
OVERVIEW OF OPERATIONS

Our Mission Statement

Our mission is to provide excellence and quality by serving nutritious food, creating memorable experiences and continuing education outside the classroom. Our diverse team of individuals lives the University of Puget Sound’s values while creating a personable atmosphere that exceeds our customers’ expectations.

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.

Diner
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.

Catering
Catering student staff support the Catering Staff Leads. Catering Staff Leads support Assistant Director of Catering and Cafes. The Catering Coordinator supports the Assistant Director of Catering and Cafes.

Diversions, Oppenhimer, Aquatics, and Cellar
The Coordinators in the DCS Outlets (Diversions, The Cellar, The Aquatics Café, Catering, and Oppenhimer Café) support the Assistant Director for Catering and Cafes and are the immediate supervisors of the Student Leads and Student Staff. The Student Leads supervise the student team in the absence of a Coordinator.

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, Coordinator, 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 complete organizational chart of the DCS staff, see appendix A.

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
- Swipe badge or enter your ID to clock actual in/out times
- If an unpaid 30min break is necessary, swipe badge or enter ID number to clock out (“Meal”) and in (“In”)

Each Pay Period  Student Workers
- Review timecard for Accuracy in PeopleSoft
  - Navigation: myPugetSound > sign in with Username and Password > HR Self Service > Timesheet
  - Report any variances or errors:
    - Diner Student Staff and Leads: DCS Diner Managers
    - Catering Student Staff: Catering Coordinator
    - Oppenheimer Cafe Student Staff: Oppenheimer Coordinator
    - Diversions Cafe Student Staff and Leads: Diversions Coordinator
    - DCS HR Liaison
    - Cellar/C-store Student Staff and Leads: Cellar/C-Store Coordinator
    - DCS HR Liaison
    - Aquatics Cafe Student Staff: Aquatics Coordinator
      - DCS Student HR Liaison: Cellar/C-Store Coordinator
    - All Venues: Payroll Coordinator
      - View approval history through HR Self Service > Payable Time Detail.

This link references PeopleSoft Payroll and Timekeeping:
http://www.pugetsound.edu/about/offices-services/human-resources/payroll/peoplesoft-timekeeping

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. 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. Rest breaks and meal periods may not be taken all at once or at the beginning or end of the workday.

Break Allowances:

<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>Between 4 and 5 consecutive hours</td>
<td>One 15-minute paid rest break</td>
</tr>
<tr>
<td>Between 5 and 8 consecutive hours</td>
<td>One 15-minute paid rest break &amp; one 30-minute unpaid meal break</td>
</tr>
<tr>
<td>More than 8 consecutive hours</td>
<td>Two 15-minute paid rest break &amp; 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 clipboard located outside of the Dining Services Managers office to see where you are stationed. Either a daytime or evening staffing list will be posted. 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 lead 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 regular staff member working at that station to receive proper training.

Diversions, Catering, Oppenheimer, Aquatics, and Cellar/C-Store Staff
Communicate with staff and student leads 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. Meal benefits are not to be used while performing work (not on break). Student workers will receive $10.00 dining dollars per week, and Student Leads will receive $16.00 dining dollars per week. Catering workers will receive $2.00 for any shift less than fours hours and $4.00 for any shift four hours or more. There are restrictions with the meal benefit. All student workers cannot purchase CStore items, only recipe or house made menu items are eligible for student meal benefit.

In addition, you will receive a complimentary drink in your outlet of employment while you’re on shift. You may use your allotted meal benefit for additional drinks while not on shift at any DCS outlet.
Additional Benefits

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/Student Liaison
After working for DCS for one full semester, 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. You will not be eligible for Lead/Liaison positions if you will not be attending the university for a full academic 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 Human Resources Liaison:
Daily human resources and timekeeping support for both Diversions Café and the Cellar. Under the direction of the 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. In addition, serving as an unbiased communication liaison between DCS management, student leads, and student staff.

ATTENDANCE & SCHEDULING POLICY

Substitutions

Diversions, Catering, Aquatics, Oppenheimer, 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 outlet who has agreed via TrackSmart to work your shift. The TrackSmart 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 TrackSmart documentation. In other words, if you find a team member to cover your shift, but do not exchange the shift in TrackSmart 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 before your scheduled shift you are still required to work your shift and should speak with a manager if there are concerns. Missed shifts will be documented accordingly (see below).
Diner:
You are obligated to show up to your scheduled shifts on time and if for some extenuating reason cannot make a shift, you will follow the substitution policy in its entirety to get a substitute to cover your shift. The substitution policy is listed below:

There will be a single method of communication for substitutes and their co-workers using the 3x3x24 policy. You must email the entire diner student staff team via the staff email address by sending out three emails twenty four hours apart at least three days before your scheduled missed shift. You may also communicate your need for a shift cover face to face or via phone. However, you are responsible for the shift based on 3x3x24 policy. In other words, if you find a team member to cover your shift but do not relay or notify coverage information to the managers (dinermanagers@pugetsound.edu and dinerstudentleads@pugetsound.edu) then you will be documented for the occurrence accordingly.

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. As a standard, each employee is expected to work at least 7 hours per week with some flexibility allowed. Catering staff are scheduled on an on-call basis with the exceptions of homecoming and commencement events. Any schedule changes during the semester are subject to the discretion of the manager.

Lateness

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. If the trend continues after the employee has been made aware further coaching leading up to and including disciplinary action may occur. 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—see below for more information. If you are running late, contact manager on shift.

Occurrence system

<table>
<thead>
<tr>
<th>Occurrence Time frame</th>
<th>Occurrence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Between 1min - 7:59min late</td>
<td>No occurrence unless trend develops*</td>
</tr>
<tr>
<td>Between 8:00min - 14:59min late</td>
<td>½ Occurrence</td>
</tr>
<tr>
<td>Between 15:00min – 1h late</td>
<td>1 Occurrence</td>
</tr>
<tr>
<td>Over 1h late (without contact to manager/lead)</td>
<td>2 Occurrence (no call/no show)</td>
</tr>
</tbody>
</table>

*More than 50% of shifts within one pay period may result in Occurrence(s)

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

- Any level of occurrences will prompt a documented conversation
  - Documentation will be held on file for future reference
- Amassing 4 occurrences will result in a final written counseling with coordinator or manager
- Any occurrence over four (4) full occurrences may result in termination of employment
- 2 no call/no shows may result in termination of employment

While Occurrence are calculated on a semester-by-semester basis, some reoccurring issues may be considered throughout the academic year:

- Amassing 6 occurrences in one academic year may be considered a performance issue and may result in disciplinary action up to and including termination.
Personal Emergencies

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
- Hospitalization

Call your manager(s) if you will be late or if an emergency arises.

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, it is your responsibility to find a cover. If, within two hours prior to your shift, a cover has not been acquired, you must call/text your manager. If your shift is left unattended due to illness, and you have not taken the necessary action to get your shift(s) covered or excused by a manager, you will receive a “No Show,” which may result in disciplinary action. If you miss three (3) consecutive shifts, you may be asked to provide a doctor note to validate and excuse your absence.

Religious Holidays

A supervisor and/or department head should make reasonable accommodations in arranging work schedules for an employee who wants time off for significant events of their faith. A list of major religious holy days is available from the department of Spirituality, Service, and Social Justice or from Human Resources. If an employee who wishes to take time off work for a religious holy day, the employee must first attempt to get the shift(s) covered. If the employee is unable to get the shift covered, the management staff should be notified 24 hours prior to the shift so that proper accommodations can be made. If your shift is left unattended due to a religious holiday, and you have not taken the necessary action to get your shift(s) covered or excused by a manager, you will receive a “No Show,” which may result in disciplinary action.

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.
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 from the DCS Student Employment Coordinator. To renew your Food Worker Card, please visit: https://www.foodworkercard.wa.gov/

Once you receive your Food Worker Card, submit your card to the Dining and Conference Services business office (WSC Room 240) or email it DCS Student Employment Coordinator. You will be issued cash reimbursement within 30 days.

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.

Hand Washing
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 Manager, Coordinator, Lead, or Liaison immediately. Your supervisor 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. A good guideline for accidents; if you have to stop to take care of your injury (band-aid, cold water, wrap), you’ll need to report it. Injury report forms need to get to the DCS HR Representative as soon as possible.
**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. Our dress policy helps ensure the safety of all Team Members.

**Diner Dress Code:**
- A departmental issued chef coat.
- Students may wear a long sleeved (non-collared) tee shirt under their chef coats. The long sleeved tee shirt must be a solid black, grey, or white.
- Shorts, skirts, and ‘skorts’ should be no shorter than 2 inches above the knee.
- Pants, shorts, skirts, and jeans must 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.
- Socks must be worn at all times.
- 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.
- Skull caps are permitted if they are issued by the department. No other head coverings are allowed (no scarves, bandanas, sweatbands, etc.)
- Watches, rings, and bracelets may not be worn at work due to Health Department regulations. Use good judgment regarding safety and accessories.
- Ear buds/headphones are not to be worn during your shift unless you are on a scheduled break.

**Diversion, Oppenheimer and Cellar/CStore Dress Code:**
- Students are issued shirts, aprons and name tags which must be worn at all times on shift.
- 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.
- Socks must be worn at all times.
- 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.
- Hair that is long enough to touch the collar must be pulled back, up and off the collar while working.
- No shirts that reveal the lower back or midriff are to be worn on shift.
- As per Washington Health Department: nail polish or artificial nails are worn, the food worker must wear gloves when preparing all foods, not just ready-to-eat foods.
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

Staff Meetings

- All DCS outlets hold staff meetings and attendance is mandatory. Unexcused tardiness or absence will be treated like a normal shift and will result in a corresponding occurrence.
- Employees should clock in for staff meetings, and clock out at the end.

No Tip Policy

All Puget Sound staff is 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 unless your cell phone is used by your outlet for communication. If you bring your cell phone to work, it can only be used on a break, for work-related calls, or during emergencies. Failure to comply with cell phone guidelines may result in corrective coaching action by your department managers, coordinators, and/or leads.

Harassment Policy

The University of Puget Sound prohibits discrimination in education or employment on the basis of sex, race, color, national origin, religion, creed, age, disability, marital or familial status, sexual orientation, veteran or military status, gender identity or any characteristic that is legally protected under applicable local, state or federal law. This Campus Policy Prohibiting Harassment and Sexual Misconduct explicitly defines harassment, including sexual harassment, as a prohibited form of discrimination. In addition, the university prohibits consensual sexual relationships between a faculty or staff member and a student whenever the faculty or staff member is in a position of professional responsibility with respect to the student.
The University of Puget Sound also prohibits sexual misconduct in any form including sexual assault and other forms of nonconsensual sexual conduct. Sexual misconduct will not be tolerated within the college community as it is harmful to both the learning environment and the sense of community the college fosters among students, faculty, staff, and administrators.

To view our campus policy prohibiting harassment and sexual misconduct please visit our HR website at: http://www.pugetsound.edu/about/offices-services/human-resources/policies/campus-policies/campus-policy-prohibiting-hara/

**Alcohol & Drug Policy**

The University of Puget Sound prohibits the irresponsible or unlawful possession, use, or distribution of alcohol and drugs by students, faculty, and staff on university premises or as part of any of its activities. It is also important to note the university expects all staff members to report to work unimpaired by the effects of alcohol or drugs, even when such use is consistent with federal and/or state laws. This Alcohol and Drug Policy is intended to meet, at a minimum, the requirements of all applicable federal and state laws, including but not limited to the Drug-Free Schools and Communities Act of 1986, as amended, and the Drug-Free Workplace Act of 1988. See Alcohol and Drug Policy on Human Resources web page for additional information.

**Music Policy**

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

Corrective action 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 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 corrective action:

- Failure to call in and communicate with management each shift when unable to work
- Patterns of absenteeism or tardiness
- Using cell phone, including texting while on shift for non-work or non-emergency related issues
- Sitting on countertops, reading, doing crossword puzzles, playing games, or any other unprofessional behavior while on the clock
- Inappropriate and/or unprofessional conduct and topic of conversation, including profanity
- Rude, unprofessional, threatening, or violent behavior
- Negligent, below standard, or unsatisfactory job performance
- Insubordination; failure or refusal to perform assigned work
- Completing homework while on the clock (not including the 15-minute paid break and 30-minute unpaid lunch break)
- Failure to eat, drink, or use any form of tobacco in designated areas. 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
- Abuse or violation of DCS and University Policies
- Violation of safety rules, and health standards
- Working unauthorized overtime
- Engaging in or threatening physical violence
- Violation of the Drug & Alcohol policy
- Playing explicit/potentially offensive music on the sound system
- Student staff are not permitted to allow posters to be hung or demonstrations to occur without the written previous approval of a Coordinator/Manager.

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-integrity](http://www.pugetsound.edu/student-life/student-handbook/student-integrity-code/university-standards-of-integrity)
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/

Workplace Rights through the Department of Labor and Industries:

Student Integrity Code:
APENDIX A: DCS ORGINIZATIONAL CHART