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.

It is inevitable that new policies will need to be written from time to time and outdated policies will need to be revised.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
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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. Staff members in the Dining and Conference Services department work individually as well as with a team 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 Leads, and the Student Team.

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

Diversions, Oppenhimer, Lillis, and Cellar/C-Store
The Coordinators in the DCS Outlets (Diversions Café, The Cellar, Lillis Café, Catering, and Oppenhimer Café) support the Assistant Director for Catering and Cafés 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, or Lead. 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

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 30 minute 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 Café Student Staff:  Oppenhimer Coordinator
    - Diversions Café Student Staff and Leads:  Diversions Coordinator
    - Cellar/C-store Student Staff and Leads:  Cellar/C-Store Coordinator
    - Lillis Café Student Staff and Leads:  Lillis 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

Time Card Edits & Sick Leave Usage
Failure to submit edits by the pay period deadline may cause you to not get paid on time. If you are eligible to use any sick leave this pay period, be sure to include the shift you were absent for due to illness or injury. To use sick leave it must be verified by a manager. To view your available sick leave hours click on the “Leave/Compensatory Time” tab located at the bottom of your time sheet.

Pay Checks
Puget Sound encourages sustainability within our community and Dining Conference Services offers direct deposit. Please sign up for direct deposit via MyPugetSound.
Break Allowances
In accordance with Washington State law, a portion of your shift may be 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 <em>paid</em> rest break</td>
</tr>
<tr>
<td>Between 5 and 8 consecutive hours</td>
<td>One 15-minute <em>paid</em> rest break &amp; one 30-minute <em>unpaid</em> meal break</td>
</tr>
<tr>
<td>More than 8 consecutive hours</td>
<td>Two 15-minute <em>paid</em> rest breaks &amp; one 30-minute <em>unpaid</em> 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 lead or the regular staff member working at that station to receive proper training.

Divisions, Catering, Oppenheimer, Lillis, and Cellar/C-Store Staff
Communicate with staff and Floor 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 four hours and $4.00 for any shift four hours or more. There are restrictions with the meal benefit. House made menu items are allowable, but C-Store items are not eligible for purchase with the student meal benefit. You are not allowed to let others use your meal benefit.

In addition, you will receive a complimentary drink in your outlet of employment while you’re on shift if you use sustainable drinkware. If using your meal benefit, it’s a requirement to have it in sustainable drinkware. You may use your allotted meal benefit for additional drinks while not on shift at any DCS outlet.
Floor Leads
After working for DCS for one month, you may apply to become a Floor Lead. 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 for the entire following academic school year. You will not be eligible for Lead positions if you will not be attending the University for a full academic year. Leads 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 Lead:
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.

ATTENDANCE & SCHEDULING POLICY

Substitutions

Cafés and Cellar/C-Store:
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 outlet’s Training Resource Guidebook.

There will be various means of communication for substitutes between you and your coworkers. You should 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 to ask 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 next page).

Note: You are not required to find a replacement when an absence is for a qualified reason under the Washington State Sick Leave Policy.

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.

Note: You are not required to find a replacement when an absence is for a qualified reason under the Washington State Sick Leave Policy.
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 8-10 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.

Scheduling – Finals Week
In your job agreement you are required to work through finals week. If your final schedule conflicts with your work schedule, you must contact a manager or Student Lead within the deadline given. Failure to communicate within that time frame or missing a shift during finals week for non-excused reasons may result in disciplinary action, up to and including termination.

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>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
- Amassing over four (4) full Occurrences may result in termination of employment
- 2 no call/no shows may result in termination of employment

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

- Amassing 6 occurrences in one 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. Please call/text your manager as soon as possible if you are unable to work. If your shift is left unattended 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.

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.

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 obtain 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 to the 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;
- Use their cell phone;
- 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, or Lead. 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 Generalist as soon as possible.

Personal Appearance
Cleanliness is an essential part of high quality service to our guests and is especially important for maintaining hygiene of our food service operation. Management reserves the right to correct a staff member that displays an appearance inconsistent with our standards.

Hygiene
- Nails must be clean, neatly trimmed, and moderate in length.
- Hair should be neat, clean, and trimmed. If your hair extends past the top of your collar you will need to pull it back. Hair should not fall on the face or obstruct eye-to-eye contact.
- Facial hair should be professional, clean and neatly trimmed.

Uniformed Staff Members
Many staff members in Dining & Conference Services are required to meet special dress, grooming and hygiene standards, depending on the nature of their job. Uniforms will be provided to you by your manager. You are expected to present a neat appearance and are not permitted to wear ripped, frayed, or disheveled clothing or athletic wear. No open toes, open heels, or high heels permitted. Shoes must be non-slip for safety. No jewelry is permitted that could get caught in equipment or dangle in food. Supervisors will communicate any specific workplace attire and grooming guidelines to staff members during their onboarding. Any questions about the department’s guidelines for attire should be discussed with the immediate supervisor.
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.
- Staff 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.

Standard Practice for Cell Phone Use
If you have an urgent call or text you need to respond to, it must be done out of the view of customers and on an occasional basis. Don’t allow cell phones (or any other distraction) to get in the way of providing great customer service. If you must leave your station, be polite and let your co-worker or Lead know. Must thoroughly wash hands if cell phone is used per health code standards.

Harassment & Sexual Misconduct Policies
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 Discrimination & Harassment 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. The Campus Policy Prohibiting Sexual Misconduct is binding upon all members of the University including faculty, students, staff, and administrators.

All student staff have access to Unlawful Harassment Prevention training course through myPugetSound HR Self-Service menu. You are required to take this training within one month of employment. A certificate of completion should be printed and given to the DCS Student Employment Coordinator.

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

Corrective action may be oral or written. The University of Puget Sound will take appropriate actions based on its assessment of the circumstances. The evaluations of the seriousness of the situations and the relevancy of the circumstances are made by the university’s management; DCS management team. The form of actions that are used, whether any others are used prior to termination, will depend upon management’s assessment.

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
- 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
- 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/Lead
- Any theft – including merchandise and time

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.

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: