



**Dining and Culinary Services**  
**UNIVERSITY HOUSING**  
**UNIVERSITY OF WISCONSIN-MADISON**

**Student Employee Supplemental Handbook**  
**Academic Year 2020-2021**

# Contents of this Student Guide

This student employee guide provides University Housing Dining & Culinary Services specific work rules and information that supplement the conditions and expectations of University employment and the University Housing student employee handbook. Any questions or concerns with these work rules or the information in this employee guide may be addressed to a student employee's Head Supervisor, Office Supervisor, Unit Manager, or the Human Resources department.

## About Dining & Culinary Services

Dining & Culinary Services is one of several operations of the University of Wisconsin-Madison Division of University Housing. The Division of University Housing, and therefore Dining & Culinary Services, are self-supporting and receive no subsidies from the University or State of Wisconsin. Dining & Culinary Services has over 1,200 employees, the majority of which are student employees. Dining & Culinary Services operates six dining facilities on campus that on an average day, serve a combined total of approximately 15,000 customers. Food is sold on a la carte basis in all of the dining units, which is different from many colleges that require a resident to purchase a certain number of meals or pay a set meal price regardless of what they take on their tray. Dining & Culinary Services also has a central production kitchen and an extensive catering operation that serves everything from small coffee breaks to large banquets dinners and receptions.

## Employment with University Housing

Many things can impact a student employee's success on the job and it is each employee's responsibility to be aware of these factors. All student employees should know how choices they make in any number of areas affect both employment and academic standing at the University. The following list includes many, but not necessarily all of the factors that could affect a student employee's employment with Dining & Culinary Services.

- Status as a Housing resident
- Performance on the job
- Accurate completion of any paperwork
- Attendance and participation in orientations and trainings
- Work related discipline
- Residence hall related discipline
- University related discipline
- How and when employment is ended

These factors, as well as other issues, may affect a student employee in respect to the ability to:

- Earn performance based recognition
- Retain one's current job
- Transfer between units within Dining & Culinary Services
- Return to employment in subsequent years
- Apply for summer employment
- Be promoted to a position of responsibility
- Seek out other positions within Housing
- Utilize Housing as a reference in future job searches

## Employment

All University Housing, and therefore Dining & Culinary Services, student employees can find the proper information for employment in the student employee handbook. All student employees should be aware of all necessary paperwork including, but not limited to, I-9 verification, tax information, as well as all payroll information including timekeeping, earnings distribution, and break periods. Student employees should be aware of University Housing's policy on work accommodations. The following information is pertinent to employment of Dining & Culinary Services student employees in regards to the policies and procedures of the scheduling process and the procedures for amending work schedules.

## **Work Schedules**

Prior to the semester beginning, student employees will be notified of their semester-long schedules, which repeat on a weekly basis for the entirety of one semester. New schedules are created each semester in an effort to accommodate students' new class schedules. All student employees' schedules are maintained in the online Kronos timekeeping and scheduling system and employees are responsible for all shifts that appear in their schedule.

Student employees are expected to consistently work at least 9 hours per week and 2 weekend shifts per month. The ending times of all shifts are approximate and student employees must receive permission from their supervisor to end their shift early, unless directly replaced by another student employee.

Schedules are created by the student supervisors and will include the requirements set by the home unit (i.e. working an opening or closing shift, a lunch shift, or rotating weekends). Supervisors will ask for class schedules and ensure employees understand the unit's requirements before creating work schedules.

Student employees will have the opportunity to pick one shift of their choice for their weekly schedule. This will be done with a seniority system in which the total hours an employee has working in Dining & Culinary Services and University Housing are used to determine the order in which student employees are able to pick a shift of their choice. Schedules for student employees will be based on the availability in regards to classes and extra-curricular activities.

Students who will not be able to meet their unit's specified schedule requirements or time commitments should speak with their Head Supervisor prior to receiving their schedule.

A student employee should not exceed an average of 30 hours of work on campus in any work week during the academic year, even if the employee works more than one job on campus. If an employee is near the 30 hour limit at any point during the week they should talk to their Head Supervisor prior to working any other shifts. Due to visa requirements, international students may not work more than 20 hours per week on campus in any work week during the academic year, even if the student works more than one job on campus. International students can work more than 20 hours per week during break periods (i.e. summer or winter). The Housing Payroll Office will email supervisors directly if they have an international student that works more than 20 hours per week.

Student employees who believe there are inaccuracies present within their online schedule or wish to change their schedule should contact their Head or Office Supervisor for assistance. In most instances, student employees will be able to change their schedule so long as all of the initial shift requirements are still met. Students are generally not offered work over closed periods such as winter or spring break. Additional hours may be available for special events within the unit; student employees seeking to gain more hours should ask their supervisor how the unit recruits staff for events. In addition, Catering is occasionally in need of employees for events, and if an employee is interested in a change of pace in their regular work schedule, they can contact their supervisor about working an event for Catering.

## **Shift Substitution**

All student employees are expected to be at work for their scheduled shifts, barring any exams or other excused academic conflicts that have been pre-approved by a Head or Office Supervisor. If a student employee is unable to work for any reason, it is the responsibility of the employee to obtain a substitute. Any substitute must be an employee of the same unit and must be currently trained for the position that they will be substituting for. Verbal agreements, email communications, and social network arrangements for substitution may be used to communicate the need for a substitute, but are not recognized as official notification of substitution for attendance or disciplinary purposes. All student employees are trained on utilizing the Kronos substitution system and it will be the only official form of shift substitution.

Student employees are not to make excessive use of the substitution system to the degree that it affects the regularity and stability of the job assignment. Substituting out the same shift two or more times in any one month would meet the "excessive substitution" limit. Student employees may be issued discipline for excessive substitution and this determination will be made by a full-time manager or designated discipline representative.

If a student is seriously ill or otherwise incapacitated for a length of time which makes it unreasonable to expect the student to find substitutes, the student must notify a Head or Office Supervisor immediately. Some absences may require the employee to apply for a leave of absence or attain specific correspondence from a medical professional. Student employees should refer to the student employee handbook or contact Human Resources for more information.

## **Academic Conflicts**

Academic conflicts include any exam or activity that directly impacts a student's grade in a course. All academic conflicts should be brought to the attention of the Head or Office Student Supervisor at least 72 hours in advance, and must include either a syllabus or email from a Professor or TA to confirm the academic conflict time.

Academic conflicts are considered conflicting with a shift if one of the following situations occur:

- The academic conflict directly conflicts with a shift.
- The academic conflict ends 15 minutes or less before the beginning of a shift.
- The academic conflict begins 15 minutes or less after the end of a shift.
- The academic conflict begins before 8:00am following a closing shift the night before.

If the Head or Office Supervisor approves the excusal, the shift will be automatically removed from the employee's schedule and put up for substitution and the student employee will no longer be responsible for that shift.

## **Requests for Transfer**

If a student employee wishes to transfer to another unit within Dining & Culinary Services, the employee must speak with their Head Supervisor or Unit Manager for approval. Upon approval by both the employees' current unit and the prospective unit, the employee will be transferred to the requested unit at which point they will be required to attend an orientation and receive unit-specific training. Each request will be handled individually and will be at the discretion of the Unit Manager based on the need of the individual unit at the time of the request. There is no guarantee that transfers for personal reasons can be fulfilled. If a student employee wishes to work at two different locations at the same time, the same procedure must be followed in order to approve the dual employment.

## **Unpaid Personal Day**

All student employees will be granted up to three unpaid personal days per academic year and two unpaid personal days per summer term. If a student's hire date is after the start of the semester, unpaid personal days will be prorated. If the student's hire date is on or before October 1st of the fall semester or March 1st of the spring semester, the student will receive 3 unpaid personal days. If the student is hired after October 1st but before November 1st of the fall semester or after March 1st but before April 1st of the spring semester, the student will receive 2 unpaid personal days. If the student is hired after November 1st of the Fall Semester or April 1st of the Spring Semester until the end of the semester, the student will receive 1 unpaid personal day.

- Personal days are not subject to discipline under the attendance policy, as long as the absence is made up. Failure to make up the shift within 14 days will result in the absence being addressed under the attendance policy.
- These absences are intended to be used at the employee's discretion. Unpaid personal days may be used for any reason by the student employee, including illness, study time, personal trips, etc.
- Student employees who would like to use an unpaid personal day are expected to call in at least one hour prior to the start of the shift.

If a student is able to find a substitute for their shift before it starts, they will not be required to use an unpaid personal day and they will not be required to make the shift up. If a student is working more than one shift in a day, the employee must make that information known to the supervisor and will only use one of their three personal days for the shifts, but they will be required to make up all of the shifts within a 14 day period. Excessive (more than 3) absences per semester (call/no show) may be referred to the Unit Manager or Student Employment Manager for a disciplinary investigation.

## **Tardy Policy**

Arriving to work and being at your assigned work area at your scheduled time is essential to the operation of Dining & Culinary Services. Punctuality is expected of all employees for every shift. Tardiness is considered reporting to a shift or work area 3 minutes or more after the start time of that shift. Students who arrive late for their shift are considered to be in violation of the tardy policy. If a student employee knows they will be consistently tardy to a shift due to class or other issues, they should talk with their Head Supervisor to see if they can move the start time of the shift back to accommodate travel time. Excessive tardiness may result in a work rule violation, up to and including termination.

## Unscheduled Absence Policy

An unscheduled absence is an absence from a shift that has occurred when a student has exhausted all unpaid personal days or has not obtained prior approval from a supervisor to miss that shift. Students may request approval to miss a scheduled shift from their Head Supervisor or Unit Manager for academic conflicts or other personal reasons. Approval is granted based on operational needs. If a student employee is not approved to be absent from a missed scheduled shift, it is considered an unscheduled absence. An unscheduled absence, no call/no show, or failure to follow the call in procedure are work rule violations and may lead to discipline, up to and including termination.

## Proficiency Levels

Students are eligible to be paid based on semesters worked as defined below. Dining has two cutoff dates that will be used to determine what counts as a semester worked. Employees must have a start date before December 1<sup>st</sup> to count for the fall semester or April 15<sup>th</sup> for the spring semester. The summer term does not count as a semester. Employees will receive an increase for every additional semester they are actively employed with Dining or until they reach the highest level in their title.

- Review of employees for semester increases will occur twice a year. Assessments will be made as close to the cutoff dates as possible.
- Pay increases will be effective the start of the next pay period following the cutoff date.
- Semesters worked at any unit count towards this total.
- Semesters worked at other Housing departments do not count towards this total, due to the different skills involved.
- *\*Proficiency level requests outside of the cutoff dates will be made on a case by case basis*

### Semester Definition:

- Fall semester: start of academic Fall semester to December 1<sup>st</sup>
- Spring semester: start of academic Spring semester to April 15<sup>th</sup>

### Team Member

Level	Criteria
1	Meets all minimum criteria as listed in the position description
2	Has a start date before the upcoming Fall or Spring cutoff date
3	An additional semester of experience
4	An additional semester of experience
5	An additional semester of experience

### Student Supervisor

Level	Criteria
1	Meets all minimum criteria as listed in the position description
2	1 full semester of experience <ul style="list-style-type: none"> <li>• <i>Newly hired/promoted supervisors will start at a level 1 pay rate and must work through the next semester cutoff date to qualify for level 2</i></li> </ul>
3	2 full semesters of experience
4	3 full semesters of experience & a successful performance evaluation <ul style="list-style-type: none"> <li>• <i>Review for level 4 increase will occur in conjunction with the cutoff dates listed above</i></li> <li>• <i>Should a student fail the evaluation, a review will take place at the next cutoff date</i></li> </ul>

### Office & Head Student Supervisor

Level	Criteria
1	Meets all minimum criteria as listed in the position description
2	1 full semester of experience <ul style="list-style-type: none"><li>Newly hired/promoted supervisors will start at a level 1 pay rate and must work through the next semester cutoff date to qualify for level 2</li></ul>
3	2 full semesters of experience & a successful performance evaluation <ul style="list-style-type: none"><li>Review for level 3 increase will occur in conjunction with the cutoff dates listed above</li><li>Should a student fail the evaluation, a review will take place at the next cutoff date</li></ul>

### Office Assistant & Dietetic Nutrition Office Assistant

Level	Criteria
1	Meets all minimum criteria as listed in the position description
2	Has a start date before the upcoming Fall or Spring cutoff date
3	An additional semester of experience

## Service Expectations

Dining & Culinary Services customers are more than just students or residents, they are the reason jobs within Dining & Culinary Services exist. Dining & Culinary Services customers pay the entirety of the costs of unit operations, which include all employee salaries. Because of the importance of these customers, customer service, sanitation, and employee uniforms are three very important aspects of service that are not taken lightly in regards to the expectations Dining & Culinary Services holds all employees to.

### Customer Service

Dining & Culinary Services holds the motto “Be the place where everyone wants to eat” and to make this a reality, excellent customer service is an absolute must. Customers expect quality and consistent dining experiences each and every time they dine in one of Dining & Culinary Services’ facilities across campus. In receiving a quality and consistent experience, customers expect:

- A clean, comfortable and friendly atmosphere
- Fast and courteous service
- High quality, nutritious food
- Perceived value for the money they are spending

In order to meet, and exceed, these expectations, Dining & Culinary Services has developed the following expectations for all student employees when providing customer service.

- All customers should be acknowledged and greeted with a smile
- Discussions with friends or co-workers always come second to the needs of the customer
- If a customer requests an item that is not currently in stock, apologize and suggest an alternative
- In any situation, do not hesitate to involve a supervisor or manager
- Know the products that the unit offers including the ingredients and the preparation methods
- Maintain a clean work environment and report any equipment problems to a supervisor
- From the first customer of a shift to the last, ensure that each one receives the same exceptional service

## **Personal Business**

When employees are on the clock, all personal business and devices must be out of sight. In pursuing excellent customer service, it is expected that the undivided attention of the student employee is focused on the customers. If an emergency situation arises, or certain circumstances require having a means of outside contact at all times, student employees should speak with a supervisor regarding any allowed personal electronic device use.

## **Sanitation**

Sanitation is defined as the creation and maintenance of healthy or hygienic conditions. Sanitation is what helps keep the food that is served safe for our customers. It is important to understand that clean is not the same as sanitary. Equipment can appear to be very clean, but may still harbor thousands of invisible disease causing agents, which make it unsanitary. There are three main areas of sanitation that student employees are key in maintaining; the food that is served, the people who prepare and serve the food, and the facilities in which the food is prepared and served.

In general, there are some sanitation basics that all student employees should be aware of:

- Wash hands frequently with soap and hot water, especially when changing gloves or tasks, and after smoking, eating, drinking, or using the restroom.
- Make sure to keep uniforms clean. Change into a new shirt or apron when necessary.
- Wear gloves whenever handling food and change them frequently.
- Always wear a hair restraint when working, and if necessary, a beard net.
- Keep all work areas clean and sanitary. Clean up all spills immediately.
- Know the correct temperatures for preparing and holding foods and make sure they are always up to temperature.
- Eating, drinking, and gum chewing are prohibited in work areas. This includes cashiers and any other position that may not work directly in the kitchen but still has potential contact with food items.

Certain illnesses require that employees may not work while contagious and must be reported directly to a Head Supervisor or Unit Manager. If an employee ever has a question or concern regarding a potentially contagious illness and whether or not to work, they must contact a Head Supervisor or Unit Manager prior to coming into the workplace. Depending on symptoms, you may be asked questions about the nature of the illness to allow the supervisor or manager to make a determination as to whether you may remain at work due to health code regulations.

## **Online Training**

In striving to maintain the highest standards of customer service, sanitation, and employee well-being, all student employees working for Dining & Culinary Services are required to complete five online training modules that cover sanitation, allergens, hazardous materials, blood borne pathogens, and workplace ergonomics. These training modules are offered as a collective course titled Food Safety Training on each student employee's Canvas. Each student employee must attain a score of 90% or higher on each of the training modules to complete the online training.

Upon completion of all courses and quizzes, employees will be compensated for their training. Completion and scores will be monitored by the employee's Head or Office Supervisor and upon completion the employee will be paid for three hours of work if they were not punched in while they took the quizzes. It is an expectation of continued employment that these quizzes will be completed before the first shift, or retaken by their expiration date. If a student fails to complete the online quizzes, they will not be allowed to work on station until the quizzes are completed. Students who have not completed quizzes by their first scheduled shift will be expected to arrive on time for their scheduled shift and complete the quizzes during that time. If a student employee experiences difficulty with the program, understanding the content of the courses, or requires any additional assistance, they should ask their Head or Office Supervisor any questions that they may have.

In addition to the general training for all student employees, employees who work with cash registers must complete separate online training. In order to provide the convenience of credit card use to Dining & Culinary Service's customers, any individual who operates a cash register must be Payment Card Industry (PCI) certified prior to operating the register.

## Work Uniforms

To exhibit consistency and professionalism, Dining & Culinary Services has established the following guidelines for student employee uniforms which all student employees are expected to follow:

- Employees must wear black, solid denim, or khaki colored ankle length pants. Pants must be in good condition, with no holes or fraying. Jeans are acceptable.
  - Employees may not wear spandex, sweatpants, wind pants, leggings, or athletic pants.
  - Employees may not wear skirts, capris, or shorts.
- Employees must wear shoes that cover the entire foot. Shoes must be clean and in good condition.
  - Employees may not wear sandals, clogs, flip-flops, or moccasins.
- Employees must wear a unit-issued shirt. Uniforms should be the appropriate size, if available, and all buttons must be buttoned. Unit-issued shirts should be changed as needed to maintain appearance.
  - Long sleeved shifts worn under the unit-issued shirt must be solid black, grey, or white.
  - Employees may not wear hooded sweatshirts under the uniforms.
  - Employees may not wear a sweatshirt or jacket over their uniforms.
- Employees must wear their unit-issued nametag on the right side of the front of the uniform at all times.
- Certain positions may require the employee to wear a unit-issued black apron tied at the waist over the unit-issued shirt. Aprons should be changed as needed to maintain appearance.
  - Employees wearing a Flamingo Run t-shirt are not required to wear an apron.
  - Delivery staff must remove their apron when leaving the unit to make a delivery.
- Employees must wear a unit-issued hat/and or hair net at all times, without exception.
  - Should the employee's hair be longer than shoulder length, it must be kept in place with a secondary restraint.
  - Beard nets may be required for those with facial hair, while performing some jobs. If the employee's facial hair can be pinched, the employee may be required to wear a beard net.

In addition to the required student employee uniforms, Dining & Culinary Services has established the following guidelines for accessories which all student employees are expected to follow:

- Small rings may be worn, but gloves must be worn at all times.
- Earrings may be worn but must be nickel-sized or smaller.
- Necklaces may be worn, but must be tucked into the uniform.
- Bracelets and watches may not be worn.
- Nail polish or artificial nails are discouraged. If worn, the employee must wear gloves at all times.

Employees who work for Catering will be supplied with a white button down shirt, black apron, and bow tie. Employees are required to report to the event wearing black dress pants, solid black shoes and a plain white undershirt.

Dining & Culinary Services will provide all uniform shirts, jackets, and aprons to all student employee and will launder them for the employees. All uniforms must stay within the unit an employee is working in, taking uniforms from the unit is considered theft of University property. Any requests for exceptions to the uniform policy should be addressed to a student employee's Head Supervisor, Office Supervisor, or Unit Manager.

## University Property

Dining & Culinary Services provides locks at each dining location to store employee belongings while on shift. Student employees who are issued a lock are responsible for that lock until the end of their employment. When an employee ends employment with Dining & Culinary Services, they must return the lock to their Head or Office Supervisor.

Dining & Culinary Services provides an additional service of food deliveries to Housing residents and so University Housing issues keys or key fobs for entry into University Residence Halls. University Housing takes the safety and security of its residents, customers, and staff very seriously. With this in mind, student employees are personally responsible for keys and access cards issued to them. Keys and access cards are solely for the use of the student employee it was issued to, and only for delivery and trash removal purposes. Keys must be secured to the person at all times. If a key or access card is lost or damaged, student employees must report the issue to a supervisor immediately and remain at the location until assistance arrives. Failure to follow any of these policies may result in disciplinary action up to and including termination.