



OHIO
UNIVERSITY

OHIO UNIVERSITY
DINING SERVICES

2009-2010 STUDENT
EMPLOYEE HANDBOOK

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Telephone Numbers

Ohio University Catering	593-4035
Bakery/Vegetable Prep	593-2980
Bobcat Essentials	566-0934
Boyd Dining Hall	597-5904
Boyd Market	597-3399
Café BiblioTech	593-0807
Front Room Coffee House	566-0936
Jefferson Dining Hall	597-5800
Jefferson Market	597-8632
Latitude 39	566-0940
Nelson Dining Hall	597-7113
Nelson Market	593-9958
Nelson Grab n' Go	597-5777
Shively Dining Hall	597-5900
West 82 Food Court	566-0932

Dining Services Main Office 593-2970

- Gwyn Scott – Executive Director of Culinary and Dining Operations**
- Rich Neumann – Director of Dining Services**
- Mohamed Ali – Director of Retail Operations**
- Matt Rapposelli – Executive Chef**
- Patti Barnes – Associate Director of Culinary and Dining Operations**
- Gail Washington – Assistant Director, Menu Planning**
- Shellie McVey – Administrative Coordinator**
- Valerie Denney – Administrative Associate**

Dear Student Employee,

Congratulations on receiving employment with Ohio University Dining Services! We are happy to welcome you to our team.

The main function of our department is to offer our customers quality food and service at a reasonable cost. It becomes your responsibility to share in meeting these goals and objectives. Now that you are an employee with our department, please communicate your ideas concerning our operation to a member of our management staff.

The department has an annual budget in excess of 25 million dollars. Dining Services employs over 1,000 students, along with 165 full-time employees, working in the four dining halls, three markets, the Central Food Facility, and Baker University Center. We are a self-supporting operation (receiving no aid from outside sources) and it is very important that we monitor our operation very carefully. A willing and productive work force is essential to our success.

You will receive individualized on-the-job training from our management staff, supervisors, and student managers as well as fellow employees. Please give them your attention. They are here to help you.

This handbook has been designed to introduce you to the department as well as to give you tips that will help you do your best. It is your responsibility to know and understand the contents of this handbook. Please read it carefully.

Again, it is good to have you on our team, and we wish you the best of luck, not only in your employment with us, but also in your academic endeavors here at Ohio University.

Sincerely,
The Management Staff
Ohio University Dining Services

Mission Statement

The mission of Ohio University Dining Services is to provide the highest quality dining experience possible for the diverse university community and guests, in support of the educational mission and residential concept of the institution.

Vision Statement

The vision of Ohio University Dining Services is to accomplish its mission by:

- Continuous improvement.
- Preparing and serving healthy, well-balanced, delicious and nutritious meals.
- Providing quality customer service in a friendly, pleasant, and caring environment.
- Maintaining efficient and up-to-date facilities.
- Effective stewardship of the resources entrusted to our care.
- Maintaining the highest level of safety and sanitation for our customers and employees.
- Creating opportunities for personal growth for all employees and students.
- Committing to be an active and vital part of the Dining Services Team.
- Striving for excellence and total customer satisfaction.

Dining Services Motto

"SERVICE is an attitude!"

Standards that exceed our customers' expectations

Environment that creates diversity and a social atmosphere

Responsive, friendly staff and accessible facilities

Vision and innovation

Integrity and professionalism

Commitment to excellence

Education of our customers and staff

Work Locations

Dining Services offers employment at the following locations:

- Bobcat Essentials - Phone 566-0934
Student positions in retail apparel and gift store
- Boyd Dining Hall - Phone 597-5904
Student worker positions in the dining hall and Grab n' Go
- Boyd Market - Phone 597-3399
Student worker positions working as cashiers and stockers
- Café BiblioTech - Phone 593-0807
Retail food service worker positions
- Central Food Bakery & Vegetable Preparation - Phone 593-2980
Student worker positions in the bakery and vegetable processing area
- Front Room Coffee House - Phone 566-0936
Retail food service worker positions
- Jefferson Dining Hall - Phone 597-5800
Student worker positions in the dining hall
- Jefferson Market - Phone 597-8632
Student worker positions working as cashiers and stockers
- Latitude 39 – Ohio University's fine dining restaurant - Phone 566-0940
Student worker positions available working as servers and kitchen helpers
- Nelson Dining Hall - Phone 597-7111
Student worker positions in the dining hall and catering
- Nelson Grab n' Go - Phone 597-5777
Student worker positions working as cashiers and kitchen help
- Nelson Market - Phone 593-9958
Student worker positions working as cashiers and stockers
- Ohio University Catering - Phone 593-4035
- ~~Shively Dining Hall~~ – to reopen 2010
- West 82 – Food Court at Baker University Center - Phone 566-0932
Retail food service worker positions

All locations offer the chance to advance to student manager and coordinator positions.

Employment and Job Eligibility

In order to be eligible for student employment, a student employee must be enrolled in classes at Ohio University, Hocking College, or a local area Secondary school. Ohio University and Hocking College students must be enrolled for a minimum of six credit hours as an undergraduate or a minimum of five hours as a graduate student. Students must be able to verify that they are enrolled as a student and may be asked to provide a statement from their school verifying enrollment. After a student graduates, the student may continue to work for one quarter after graduation. Once the quarter after graduation is completed, they are no longer eligible to work unless they re-enroll as a student.

If at any time a student employee drops below the minimum number of hours of work, which is eight hours in a two-week period, the student employee is required to speak to a manager and give a valid reason why the eight hour requirement was not met. All future incidences will result in forfeiture of their position.

Sign up for only as many hours of work that you can handle. It is important that student employees think about their studies before asking to work a certain number of hours. It causes problems when employees feel they must cut back on their work hours in the middle of the quarter. Remember, student employees can always pick up extra hours by substituting or by working catering on the weekends. **Student employees must work at least eight hours per pay period.**

Pay Information

Any future changes in State and/or Federal law may require changes at any time. Also, the university may institute, at any time, a pay freeze due to state budget conditions.

Latitude 39

Wait staff are paid a tipped wage of \$3.50 per hour plus tips. All tips are to be reported by the waitperson at the end of each shift. Charged tips are added to payroll check. All others are paid according to dining services operations-floor captain, busser, and kitchen worker.

Dining Halls and all other Dining Services Operations

Level 1: \$7.30-\$7.70 Level-1 jobs: checker, market worker, server, salad helper, dessert helper, dining room clean-up, dish room worker, runner, laundry worker, outside clean-up, dining room host, student inventory clerk, kitchen assistant, bakery student workers, vegetable prep worker, Food Pro clerk.

Level 2: \$7.45-\$8.25 Level-2 jobs: student secretary, dish room clean-up, steward (pots & pans), beverage attendant, kitchen clean-up, grill clean-up, wok bar attendant, wait staff, bartenders, Food Pro assistant, vegetable prep and bakery assistant, and student managers in training.

Level 3: \$7.85-\$9.45 Level-3 job: Student Manager. This position requires supervision and training a student staff of 10-30 and requires extensive training including a one credit course HCFN 105. A free meal is included for each shift worked as a student manager.

Level 4: \$8.45-\$10.45 Level-4 job: Student Coordinator. This position is the highest student position in Dining Services. This position requires hiring and supervision of students and student managers, student payroll, student recruiting, and in some cases ordering food and supplies. This position requires extensive training and previous experience as a student manager. A free meal is included for each shift worked as a student coordinator.

Raises, Promotions & Pay Check Information

In order to be eligible for the raise, the student employee must have started work prior to the end of the fifth week of the quarter, have zero no-shows, have zero late call-offs, worked one or more shifts during finals week, and have no more than one strike in each of the three quarters. Students will start at the bottom of the pay level based on the job they are doing. If a student performs two different jobs in two different pay levels, he/she will be paid at the appropriate level. After working three consecutive quarters a student will earn .40/hr raise if the requirements above are met. Students will continue earning raises until he/she reaches the pay level maximum. A student who is promoted or takes a job in a higher pay level will retain all earned raises up to the cap.

Example: a student at level 1 is at \$7.70/hr. (.40 worth of raises earned). If he/she performs or is promoted to a level 2 job, he/she will start at \$7.85/hr. (\$7.45 base rate for level 2, plus .40/hr in earned raises). If he/she performs or is promoted to a level 3 or level 4 job, he/she will start at \$8.25/hr. for the level 3 job and \$8.85/hr. for the level 4 job. This works in reverse as well. Example: a student is hired to do kitchen clean-up, which is a level 2 job, he/she will start at \$7.45/hr. The next quarter the student works as a line server, which is a level 1 job, he/she will be paid \$7.30/hr.

As long as a student maintains the status of student manager or coordinator, he/she will always be paid his/her student manager or coordinator rate of pay. An exception to this rule is during the summer – a student manager or coordinator must be working as a student manager or coordinator. If not, the student will be paid according to the pay scale listed in this handbook.

Student managers will start their training in level 2 as an assistant student manager. The student manager training process typically takes one quarter to complete. In order to be promoted to level 3, the student manager must complete the student manager class (HCFN 105) and perform satisfactorily on the job.

Student employees who quit their job or do not sign up for hours the next quarter and then get rehired will start at the base rate of pay. For example, a student has worked three quarters and is at level 1 earning \$7.70/hr. after receiving one raise and then quits. If this student is rehired, he/she will start at \$7.30/hr. Students who are unable to work because of school related activities such as: internships, student teaching, study abroad,

etc. will have their accrued raises carry over. For example: a student has worked four quarters and is earning \$7.70/hr. at level 1 and leaves to study abroad. When the student returns, he/she will earn \$7.70/hr.

Students who transfer work locations must fulfill all of their work obligations before transferring to a new dining hall. Failure to do so will result in forfeiture of any raises earned.

- Payday is every other Friday. After 9am, you may pick up your check at the dining hall where you work. Please avoid picking up checks during lunch (11:00 - 1:30) or dinner (4:00 - 7:00).
- Student employees must work a minimum of eight hours but not more than 40 hours in any two-week period (80 hours during summer). **Student employees may not work more than 20 hours per week during the school year. If a student employee has any other job with Ohio University, he/she must count the hours worked at the other job as part of the 40 hours per two week maximum** (80 hours during summer). Example: If a student employee works ten hours per week at a work study job, he/she is eligible to work up to ten hours per week for Dining Services. Failure to comply with this policy will result in a written letter of warning for the first offense. A second offense will result in immediate dismissal. These offenses will carry over quarter to quarter as long as the student works for Dining Services.
- Student employees are not necessarily restricted to one job. Assignments are at the discretion of the dining hall manager or student manager. In other words, a student employee may be reassigned to another job or extra tasks if management deems necessary.
- The Dining Hall Manager has the final say on all raises and promotions.

Direct Deposit

All employees are required to sign up for direct deposit unless an exemption is received from management. With direct deposit, Ohio University will deposit your paycheck directly into your bank account. Your bank does not need to be a local bank. The first advantage to direct deposit is that you have access to your money through your bank account one day prior to payday. The second advantage is that you do not have to take time out of your busy schedule to pick up your paycheck and deposit it into your bank account. Ask any manager for a direct deposit form. Employees who have direct depositing will receive a deposit form on pay day.

Employees who do not have direct deposit must provide a self addressed stamped envelope to the unit manager for pay distributions occurring during break and closedown periods. Checks will not be available for pick up when a unit is closed. Please check with the unit manager for close down periods.

Workforce

The Workforce system provides a paperless payroll system to the dining hall. This allows students to view their hours worked for each day for a given pay period via the Internet. Also, it has such features as pay preview for the hours worked during a

specific pay period. The Workforce website can be accessed at the front page of the Ohio University students (link titled "Timesheet") and the faculty pages (link titled "Workforce Time Entry"), or by [clicking here](#).

For this system to operate effectively, each student employee must bring their Ohio University ID to every shift. Failing to do so will result in a written warning for the first offense, then a strike for each occurrence thereafter. It is your responsibility to ensure that your OU ID works to swipe in. Cards that are cracked or have a worn magnetic stripe will not work and must be replaced at the Technology Depot on the first floor of Baker University Center.

Student employees can only clock in and out at their designated times, unless authorized by a student manager and after obtaining an apron, hat/hairnet, etc. If you fail to be in uniform, clock in early or stay late without permission it will result in a written warning. You are to swipe in with your ID and the time clock will prompt you to select the proper pay level for the assigned job; no one else is permitted to swipe you in or out. If you have problems with clocking in, speak with a student manager immediately. After your job is complete and you are checked out by a student manager, and immediately swipe out before getting your bags, coats, etc. Not doing so will result in progressive disciplining starting with a written warning.

The Workforce system is used by a variety of units on campus and allows the flexibility of allowing employees to enter their own time in for those facilities that do not have time clocks. At Dining Services this is not an issue, as each location has a time clock, and therefore **employees are not permitted to enter or alter their hours on the Workforce website.** Any deliberate attempt to add or alter times will result in immediate termination. E-mails are sent throughout the week reminding students to enter their hours, but these e-mails are intended only for those units not using time clocks and should be ignored by Dining Services' student employees.

If you wish to eat or purchase a hairnet, beard net or hat and wish to have it deducted from your paycheck, you must sign the employee deduction sheet in the office of your facility.

Latitude 39/Bobcat Essentials/Front Room Coffee House

- The time clock for these operations is located by the back door of the Front Room.
- You **must** have your OU Student ID to clock in and out.
 - Notify a manager or coordinator immediately if your ID is not functioning correctly or you have forgotten it.
- All time worked is automatically entered into Workforce by swiping in and out on the time clock.
- Workforce administrators are the only employees authorized to make changes to in and out times of student employees.
- Frequent abuse or absence of IDs and the Workforce system will result in progressive disciplinary action.

Café BiblioTech

- The time clock is located on the second floor in the mail room.
- All policies and restrictions outlined for Latitude 39/Front Room/Bobcat Essentials also apply.

West 82 Food Court

- Students are not to clock in early unless they get permission from a manager or student manager.
- Students will swipe in and select their assigned job and work area if working in multiple Dining Services areas at their specified time.
- Students should be in uniform when they clock in for work. The uniform is an orange shirt, long pants, closed toe shoes, a black West 82 hat or hair net, and their Ohio University ID. Students who do not have their OU ID will be asked to acquire it and then return for your shift.

Student Employee Meal Policy: Dining Hall & Retail Units

Students may eat before or after their assigned shift. Students are not to eat a meal while clocked in. All student employee meals must be recorded prior to eating them. Failure to swipe an ID card or record a deduction from your pay **before** you eat will lead to progressive discipline.

Students who are not on a meal plan or choose not to use their meal plan are eligible for a substantial meal discount. The meal must be eaten directly before or directly after working a shift. These specially discounted meal prices are for dining hall meals only. **No carryouts or meals to go will be allowed.** The following specially discounted rates will be deducted from your paycheck or you may pay with cash or Bobcat cash:

Breakfast and Lunch	\$3.00
Dinner	\$4.00

No free meals will be given to student employees except student managers, coordinators, and banquet/catering employees.

Latitude 39

1. Latitude 39 serves a family style meal after the lunch shift and after the dinner shift. The meal choice is at the discretion of the chefs on duty. If the student does not wish to partake in the family style meal they are allowed to eat a large house salad instead.
2. The meal or salad is a reduced rate of \$4.00. This can be paid in cash, deducted from the paycheck or Bobcat Cash.
3. No carryout or meals to go are allowed.

Front Room Coffee House

1. Student managers/coordinators are entitled to a free meal from the case, when they work four consecutive hours or more. Up to a \$7.00 maximum retail value. This includes any sandwiches, salads, bakery and coffee.

2. Eating is not allowed anywhere in the production areas. You may sit in the dining area or outside when eating. No one is exempt from this rule.
3. To obtain an employee meal (management or 50% off) you have up to 30 minutes before your shift or 30 minutes after you sign out.
4. Student employees eat for ½ off, up to \$7.00 total value. This includes any sandwiches, salads, baked goods and coffee.
5. Discount does not apply to bottled beverages.
6. Food must be purchased prior to consumption.
7. All meals are to be eaten a half hour before or after the shift, but not during.

West 82 Food Court

1. Student managers/coordinators eat free of charge, when they work. This includes 1 entrée, 2 sides and 1 fountain beverage. No pre-packaged foods are permitted. Up to a \$7.00 maximum retail value.
2. Student employees eat for ½ off. This includes 1 entrée, 2 sides, and 1 fountain beverage. No pre-packaged foods are permitted. Up to a \$7.00 maximum retail value. This meal should be eaten a half hour before or after your shift.

Bobcat Essentials

1. Bobcat Essentials student workers do not have meal benefits.

Café BiblioTech

1. Student managers/coordinators are entitled to a free meal from the case, when they work four consecutive hours or more. Up to a \$7.00 maximum retail value. This includes any sandwiches, salads, bakery and coffee.
2. There is no eating allowed anywhere in the production areas. You may sit in the Café dining area or outside the Café when eating. No one is exempt from this rule.
3. To obtain an employee meal (management or 50% off) you have up to 30 minutes before your shift or 30 minutes after you sign out.
4. Food must be purchased prior to consumption.
5. Student employees eat for ½ off. This includes any sandwiches, salads, baked goods and coffee.
6. Discount does not apply to bottled beverages.

Catering

Ohio University provides banquet and catered events at a variety of locations including Baker University Center, Nelson Dining Hall, ~~Shively Dining Hall~~, Konneker Alumni Center, and the President's residence. All students are encouraged to consider working catered events to gain a different perspective of food service and to earn extra money. What are the benefits of working catering?

- \$7.45/hr. plus raises earned.
- Eat the menu items you are serving for free.
- Chance to meet other people.
- Job variety.

- Learn fine dining skills.

Student employees interested in working catered events should see a dining hall manager for more information on who to contact.

Students are able to eat only the menu items being served on the worked shift at no charge. Students must be at least 21 years of age to bartend.

Our catering department has positions available as a waiter/waitress, bartender and in the dish room.

Professional appearance and behavior is a very important part of working catering. Please review the dress code section for catered events in this handbook. Many times banquet wait staff is the only staff that guests come in contact with while visiting Ohio University. Our goal is to have all guests leave with a positive impression of our food, our service, our University, and our students. Who knows, you may earn yourself a job offer after graduation, or a summer internship.

Harassment Policy

This policy promotes diversity as well as a hostile-free work environment. Please [click here](#) for Ohio University's Harassment Policy (Policy 03.004)

Substitution Policy

When student employees are unable to work, it is their responsibility to find a qualified substitute and register that qualified substitute on the substitute list. A student manager must initial an employee's request for a substitute. If a qualified substitute is not found, it is the student employee's responsibility to work the scheduled shift. Qualified means the substitute has done the job before and knows how to perform the task, or has been approved by management in advance.

If a student employee writes his/her name on the sub list intending to work a job for someone else, realize that the sub is now responsible for that job. If a student employee signs up for a job for which he/she has not been trained, the student employee must report to work 10 minutes early for training. **It is unacceptable to remove one's name from the sub list and will result in a written warning.**

If a student employee is unable to work due to illness, the student employee must notify the dining hall of the absence at least **three hours, (one hour for breakfast)** prior to the scheduled shift. Failure to do so will result in a written warning. Telephone numbers for the various units are listed at the beginning of this handbook.

If a student employee is having a problem finding a sub, ask a student manager or manager to provide a phone list. Exceptions may be made in cases of emergency as long as the employee contacts a manager for approval prior to the start of the shift.

Please check with your unit regarding specific substitution policies.

Appearance

All employees are required to maintain personal hygiene that is appropriate for a food service operation.

- Regularly bathing or showering
- Clean hair that is securely restrained and neatly pulled back
- The use of deodorant or antiperspirant
- Clean and trimmed fingernails
- Washing your hands before beginning your work assignment, after using the restroom, and after smoking or eating
- Clean and pressed clothing

Sanitation & Personal Hygiene

Food safety and sanitation are a vital part of any food service operation.

Proper procedure for washing hands:

- Use warm (100F or higher) running water and soap.
- Scrub both sides of the hands up to and beyond the wrists for at least 20 seconds.
- Scrub underneath the fingernails.
- Rinse with warm water and dry hands with a disposable paper towel.

Hands should be washed:

- After using the restroom
- After coming in contact with bodily fluids, such as saliva and a runny nose
- Before working with food
- After touching raw meat, poultry, fish or eggs.

State law requires all employees to wear gloves when serving food to a customer or touching food that will not receive any further cooking. For example: salads and salad items, deli meat, cold items served on the salad bar, or dessert items that do not receive further cooking. When food is being served that has already been cooked, great caution needs to be taken to preserve the sanitation of the food. This is done by wearing clean, disposable gloves on both hands.

How to properly wear gloves to ensure cleanliness:

- Wash and dry your hands before putting on gloves. Gloves can become contaminated just as easily as hands and only protect food from contamination if kept clean. Gloves must be worn on both hands.
- If the gloves stick together do not attempt to open them by blowing into them. Instead, rub the ends together with your fingers.

When to change your gloves:

- If you touch anything considered a contaminant, such as a dirty rag, your clothes, your apron, your hair, your face, a refrigerator door, or another person.
- If you are serving and they become covered in food.

- If you sneeze or cough.
- If they become damaged.

Do not hesitate to change your gloves. It's better to be sure of being clean and sanitary than not be sure and be dirty and unsanitary.

Employees must remove their apron before entering the rest room area.

Dress Code

(For all jobs except checker)

It is important that all employees follow the dress code. How our employees dress is a direct reflection upon Ohio University Dining Services and you. It is our goal to project a clean and professional image to our customers. All student employees must wear closed toe, slip resistant shoes that are clean and in good repair. Due to safety concerns shoes must be flat or very low heeled.

Student employees are required to wear:

- Clean clothes in good repair
- A hairnet or hat in all service and preparation areas (long hair must be completely covered)
- A bus jacket, tunic, or apron (provided)
- Socks with closed heel and closed toe shoes
- Plastic gloves when directly handling food items (provided)
- A clean OU Baseball Cap without Greek tags. O.U. Dining Services baseball caps may be purchased from a manager or the employee may provide their own.

Student employees are not permitted to wear:

- Beards and goatees are not permitted in every unit. Please check your unit's policy. Beards or goatees may not be more than one inch long and must be covered by a beard hair restraint, which the student must provide or purchase from Dining Services. A neatly trimmed mustache is acceptable. Please note that some jobs listed below do not allow beards.
- You may wear sideburns as long as they do not go past your ear.
- Short mini-skirts (skirt must be no more than 4" above the knee)
- Frayed jeans or cutoffs. All pants must be hemmed.
- Wallet chains
- Sweat suits (including stirrup pants, leggings, spandex, knit cotton tights, running/windbreaker pants)
- Sleeveless shirts or tank tops
- Clothes with tears or patches, holes or frayed hems
- Open-toed or open-heeled shoes (i.e. clogs or sandals)
- Patches, badges or other campaign material
- Loose jewelry (i.e. dangling earrings, bracelets, etc. Earrings may not drop below the earlobe.) All earrings must be the size of a dime, or smaller.
- High-heeled shoes
- Clothing containing profanity or offensive language

- Bandanas
- Clothing that promotes a product not used by the dining hall you work in. Example: Coke products such as shirts, pants, buttons, stickers, etc.
- Cropped shirts that expose the naval
- Clothing that promotes the use of tobacco products, alcohol, or illegal narcotics
- Piercings –up to manager’s discretion

Checker Dress Code

Males

- Dress slacks or cotton pants
- Dress shirts, sweaters, or "polo" or "rugby" type short sleeve knit shirts
- Clean dress shoes, loafers, or docksiders with socks.
- Ties are not required but may be worn
- Sneakers in good clean condition

Females

- Dresses, jumpers, slacks, or skirts
- Sweaters, blouses, or knit shirts
- Clean, low-heeled closed shoes, loafers, or docksiders with hose or socks
- Sneakers in good clean condition

Checkers, both male and female are not permitted to wear the following:

- Jeans, spandex or stretch pants, mini-skirts, or sweatpants/sweatshirts, shorts
- Sleeveless shirts of any sort, sweatshirts, or t-shirts.
- Sandals or flip flops
- Loose jewelry, such as dangling earrings, bracelets, etc. Earrings may not drop below the earlobe.
- Hats

Uniform Policy

Latitude 39

- Kitchen workers are provided with a cook shirt that is maintained by and kept at the restaurant.
- Front of the house workers are provided with a black polo shirt at a cost of \$15 per shirt. The shirt is to be maintained by the employee, failure to do so will result in discipline. Aprons are provided by the restaurant.
Black pants and black closed toe shoes are to be provided by the worker and to be worn at all times front and back of the house.
- Female wait staff individuals are permitted to wear black skirts that are no more than 4" above the knee.
- Front of the house workers are also required to wear black closed toe shoes at all times.

Front Room Coffee House

- Student employees are required to wear a black polo shirt and black hat at a cost of \$15 per shirt and \$8 per hat. The shirt and hat are to be maintained by the employee, failure to do so will result in discipline.
- All student managers and student employees must wear the issued black Ohio hat. Student managers receive this hat at no charge. Student employees will be charged \$8.00 for the hat, which shows up as a meal charge on their pay check.
- Black pants or shorts are to be worn at all times as are closed toe shoes.
- Front Room student managers wear the student employee uniform; failure to return the uniform shirt at the end of the employee's employment will result in the cost being deducted from his or her pay.

West 82 Food Court

- An orange t-shirt will be obtained through a manager or student manager.
- Student managers will be provided with a blue polo shirt with the F&A logo on it. Student managers must wear khaki or black pants with the polo shirt or a shirt and tie.
- All student managers and student employees must wear the issued black Ohio hat. Student managers receive this hat at no charge. Student employees will be charged \$8.00 for the hat, which shows up as a meal charge on their pay check.
- Shorts are not permitted.
- Clean shaven or neatly trimmed mustache. No beards. All other appearance issues are the same as the dining halls.
- Piercings – Up to manager discretion.

Bobcat Essentials

- Bobcat Essentials uniform policy is Khaki pants, no holes or frays and Navy polo shirts (issued), tucked in.
- Closed toe, closed heel shoes in good repair. Socks or panty hose.
- If the employee purchases apparel from the store they may wear it in place of their uniform.
- Bobcat Essentials student managers wear the student employee uniform.

Café BiblioTech

- Cafe workers are issued shirts at a cost of \$15 per shirt. The shirt and hat are to be maintained by the employee, failure to do so will result in discipline.
- Hats are also required and must have an OU logo, and in good repair.
- Closed toe, closed heel shoes in good repair. Socks or panty hose.

Dress Code for Student Managers in the Dining Halls

The following dress code must be followed unless given special permission:

Men

- Clean collared shirt with a tie or a neat dress sweater
- Dress pants or corduroys. They must not be torn or faded.

- Solid black or solid white tennis shoes that are clean and in good condition are acceptable.
- Clean-shaven or neatly trimmed mustaches. No beards.
- Hairnet or OU hat must be worn when working with food and when in food preparation areas. Long hair must be tied back. **All hair must be covered.**

Women

- Clean blouse or sweater
- Dress pants or corduroys
- Dress or skirts no more than 4" above the knee
- High heels are not permitted. Solid black or solid white tennis shoes that are clean and in good condition are acceptable.
- Hairnet or OU hat must be worn when working with food and when in food preparation areas. Long hair must be tied back.
All hair must be covered.

Special Dinners/Catered Events

Females

- Black dress slacks (Ohio University Catering requires women to wear pants, no skirts)
- Catering shirt will be provided
- Bow tie (issued by Dining Services)
- Nude pantyhose or black socks
- Polished black dress shoes with closed toe and heel (flat soles)
- White underclothes only – no color
- No visible tattoos or piercings

Males

- Black dress slacks
- Catering shirt will be provided
- Bow tie (issued by Dining Services)
- Polished black dress shoes closed toe and heel (flat soles)
- White underclothes only – no color
- Clean shaven or neatly trimmed mustache. No beards.
- No visible tattoos or piercings

Shorts Policy

Most student employees will be allowed to wear shorts. Student employees may wear shorts that are hemmed (no cutoffs), in good repair, and are no more than four (4) inches above the top of the knee. Student employees are permitted to wear jean or sturdy cloth shorts. **Student employees are not permitted to wear mesh, running, nylon, soccer, sweat, linen, and/or athletic type shorts.** This will be strictly enforced. Management reserves the right to disallow any shorts that are considered to be in poor taste. In addition, student employees who choose to wear shorts must wear closed toed shoes and socks which cover the ankle bone but are no higher than mid-calf. Student

employees working in the following jobs and/or areas **will not be allowed** to wear shorts due to safety or professional dress requirements:

- Students working a catered event. Catering dress code will be followed at all times. Wearing shorts in the dish room for catered events will be permitted.
- Students performing kitchen clean up duties.
- Students working at West 82 Food Court.
- Student employees working the grills and fryers.
- All student managers and student coordinators.

Student employees working two different jobs in which one of the jobs does not permit the wearing of shorts must have a pair of long pants to wear for that job. The wearing of shorts is not a valid reason for not doing a job.

NOTE: One of the goals of Ohio University Dining Services is to project a clean, professional image. Management will enforce the dress code using these guidelines. Any dress code decisions made by management will be final.

Meal Hours

For the most up to date hours of operation, go to www.ohio.edu/food.

Safety

Please see the managers in your unit for specific safety training dates and times.

The safety of everyone depends upon strict adherence to the following basic safety guidelines:

- Know the locations of all exits in case of an emergency.
- Know the locations of fire extinguishers and eye wash stations.
- Learn the safe and proper operation of equipment.
- Wear wire mesh gloves when cleaning the deli slicer.
- Report all faulty equipment.
- Take caution and use the correct method when handling hot food, hot pans or equipment.
- Report all accidents, regardless of how minor they may seem.
- Wipe up spills even if you did not cause them. Clean up as you perform your duties.
- Pick up broken dishes and glasses with a broom and dustpan and place the broken glass into the broken glass container. Use a wet paper towel to clean up small pieces of glass. Do not touch the broken glass with your hands or let customers pick it up.
- Walk. Never run.
- No Walkmans, MP3 players, iPods, etc., or headphones are to be worn during work.
- Do not spray cleaning chemicals near food.
- While mopping up a spill, use wet floor signs.

- Never leave a spill unattended. Stand by the area to alert customers and other workers of the hazard while another employee obtains a mop and wet floor sign.
- Become familiar with all chemicals and how to use them properly. Improper use of chemicals could result in harm to equipment or contamination of food. If a student employee cannot find the proper chemical for a specific job, notify a manager.
- Wear rubber gloves when using cleaning chemicals.
- Unplug all electrical equipment before cleaning.
- Wear gloves when breaking down boxes.
- **No cell phones to be used during work time – calls or texting.**

As part of our safety initiative in Dining Services, we will hold all employees to the highest degree when it comes to proper safety in the workplace. Students involved in a safety incident must report it immediately to a member of management. At this time, you will be required to fill out an incident report, which is a tool used by management and yourself to identify unsafe work practices or conditions. In the case a student employee does not take corrective action to prevent the same work injury in the future, you will be considered for termination based on failure to follow and comply with safety regulations in place. Therefore, if a student employee has an incident occur twice of the same nature to one another, he or she will be terminated for failing to practice safer work habits.

Please check with your unit manager on specifics on the safety program at your location as this can vary from location.

Be Safe!



Cleaning Chemicals

Proper use of cleaning chemicals helps us keep our operation clean and safe. However, chemicals that are used incorrectly or without care can be dangerous. Each dining hall has Material Safety Data Sheets (MSDS) for each chemical in a three ring binder in the manager's office. The MSDS provides detailed information about the chemical's make-up, safe use, and hazards.

Here are a few safety tips when using cleaning chemicals:

- Never mix a cleaning chemical with anything but water as dangerous chemical reactions may occur.
- Mix chemicals with water according to the directions on the label. Too much cleaning chemical can be just as bad as, or worse than, too little cleaning chemical.
- Make sure you know how to use the chemical properly. If not, ask a manager to show you.
- Some cleaning chemicals can cause a skin reaction. Wear protective rubber gloves when using cleaning chemicals.
- Never spray chemicals near food, utensils, salt & pepper shakers, glass, etc.

- If a student employee comes across a chemical that is not labeled with the manufacturer's original label, report it to a manager immediately as OSHA (Occupational Safety and Health Act) requires chemicals to be labeled.
- Report any accidents or injuries caused by cleaning chemicals to a manager immediately.

The following is a list of the common cleaning chemicals used by students and a brief description of how to use them safely:

- **H2 Orange2 Concentrate 117 (Green and Red bottles)** – General cleaner for glass, windows, finished wood, mirrors, tile, metal, countertops, tables, and equipment.
- **Complex DL** – Degreaser used to clean kitchen equipment. Use of gloves is required.
- **Ex-O-Chlor** – Detergent-sanitizer for yogurt and milkshake machines. Use of gloves and goggles is required.
- **Kork-Rub** – Multi-purpose germicidal cleaner. Use of gloves is required.
- **Limeaway** – Highly acidic de-limer for the dishmachine and faucets. Use of gloves and goggles is required.
- **Mikroklene** – Sanitizer for pots and pans and serving utensils.
- **Oven & Grill Cleaner** – Powerful degreaser for grills and ovens. Use of gloves and goggles is required.
- **Soilmaster** – Pre-soak for all silverware and utensils.
- **Solid Power** – Canister of soap used in dish machines
- **Solid Insure** – Canister of soap used in pots and pans machine
- **Solitaire/Express** – Mild detergent for cleaning pots and pans by hand. Use of gloves is recommended.

Food Allergies

Between six and seven million Americans (2-2.5%) are estimated to suffer from food allergies. There are approximately 7,800 students on a meal plan, which means that 156 to 195 of our student customers have a food allergy. It is very important that each employee knows the ingredients in the food served at Dining Services. Any inquiry into the ingredients in a menu should be taken seriously. If a student employee is unsure of the ingredients in a menu, he or she should ask a manager immediately. Knowledge of the ingredients could prevent an allergic reaction from occurring and none of us wants to be responsible for causing an allergic reaction. The following information on food allergies, provided by the Food Allergy & Anaphylaxis Network, briefly describes the basics of food allergies.

Allergic reactions to food occur when the body's immune system mistakenly attacks harmless food proteins. The allergic individual's immune system makes IgE antibodies, special proteins that can detect particular food proteins, that sit on the surface of allergy cells found throughout the body. These IgE antibodies detect the food and alert the cell to pour out chemicals, such as histamines, that result in the allergic symptoms.

Symptoms of food allergy affect the skin (i.e. hives, swelling of the lips, tongue, and face), respiratory system (i.e. shortness of breath, wheezing), and the gastrointestinal tract (i.e. abdominal

pain, vomiting), and even cause heart failure. If left untreated, these symptoms can be fatal. If a student employee sees anyone experiencing these symptoms, contact a manager immediately.

The following eight foods account for 90% of all allergic reactions: peanuts, tree nuts (walnuts, pecans, etc.), fish, shellfish, milk, eggs, soy, and wheat. Peanuts are the leading cause of severe allergic reactions, followed by tree nuts, shellfish, fish and eggs. It is estimated that 1.1% of all Americans are allergic to peanuts or tree nuts. That means approximately 84 of our student customers are allergic to peanuts or tree nuts.

Currently there is no cure for food allergies. Avoidance is the only way to prevent an allergic reaction to food. Food allergy is the leading cause of anaphylaxis (a life threatening allergic reaction) outside the hospital setting, accounting for an estimated 30,000 emergency room visits each year. Unfortunately 150-200 people die each year from food allergy induced anaphylaxis.

Job Performance

Employment with Ohio University Dining Services requires a good attitude and a willingness to work, listen, and ask questions. The jobs are fast-paced and service-oriented, but most do not require previous experience.

A student employee's job performance will be evaluated at the end of each quarter or at the end of the work assignment. It will be based on the "3 strikes you're out" system described in the following pages. It will be kept on file and, at the student employee's request, will be placed in their file at Career Planning and Placement. Following the guidelines outlined in this handbook will ensure a satisfactory evaluation.

Some tips to help you:

- Know and understand your job description and work to meet the established standards.
- Work as scheduled. **BE ON TIME.** Do not clock in early unless asked to do so by a manager.
- Be willing to hustle, but do not run in the kitchens.
- Be courteous to fellow employees and customers.
- Communicate your suggestions and those of the customers to your manager.
- Be willing to help in other areas when needed.
- Be courteous to all the cooks and custodial personnel. They are there to help you.
- Stay busy at all times. If you find that you have nothing to do, ask a manager what else needs to be done. There is no reason for standing around.
- Be open-minded and willing to learn new positions. The more jobs you know, the better your chances for promotion to student manager.
- Be in proper uniform and prepared to work when the shift begins.
- No excessive socializing with employees who are on the clock. If you have any questions, ask a manager.

The following will not be permitted:

- Rudeness to customers

- Eating while clocked in
- Smoking/chewing tobacco/snuff
- Drugs
- Alcoholic beverages
- Gum chewing
- Profane language
- Excessive socializing with co-workers or customers
- Doing school work while clocked in
- Crossword or other word puzzles
- Sitting
- Removing food or equipment
- Insubordination
- Drinking beverages on the line or in front of customers
- **Cell phones should not be used when clocked in. Student employees who use their cell phones for personal calls or texting may have their cell phone confiscated until the end of their shift and will face progressive discipline.**

Requirements for Student Managers and Student Coordinators

The position of student manager is fast-paced, challenging, and carries a great deal of responsibility. Each student manager must be willing to dedicate time and effort to bettering the facility and operations in which they work. Student managers are expected to supervise all positions held by student employees and communicate with the full-time managers to ensure that the dining hall or retail outlet is running efficiently. Communication between the student managers and managers will ensure that arrangements can be made to complete needed tasks. Also, a student manager should be willing to learn the names of the students who are employed at their facility. By getting to know the employees, it will be easier to make promotions and/or reassignments of employees.

A student manager must be willing to confront any unacceptable behavior that may be exhibited by a student employee. The student manager is responsible for praising and rewarding student employees who go above and beyond the call of duty. A student manager must be open-minded, energetic and sensitive to diverse issues.

Part of a manager's responsibility is to help with special events, catering and busy periods. All student managers and coordinators will work a **minimum** of eight (8) hours in catered events every quarter at Nelson, Baker University Center, ~~Shively~~, or Boyd Dining Halls. Student Managers and Coordinators can work catered events or catering set-ups. The total hours for the events are to be eight or more hours.

For example: A Student Manager could do one set-up for three hours and a catered event that lasts six hours for a total of nine hours to meet the requirement.

Student Managers must work the whole event until excused by the manager in charge of the event.

For example: A Student Manager works one set-up for three hours and one catered event for three hours for a total of six hours. The Student Manager signs up for a catered event and must work the whole event, not just two hours to meet the required eight hours. Failure to work the whole event will result in the event not counting towards the total hours for the quarter.

Student managers and coordinators will obtain their hours by going to Baker University Center and signing up for the shifts listed on the bulletin board in the kitchen or by speaking to a catering manager. Sign up for shifts at Nelson, Shively or Boyd by contacting a dining hall manager. Please note that catering hours are filled on a first come, first served basis. Student managers are encouraged to plan the events that they would like to work at the beginning of every quarter and contact a manager as soon as possible. **The excuse, “there were no catered events to work” will not be accepted.** Student managers and coordinators will be paid the student manager rate of pay for working catered events. Also, all student managers and coordinators will be required to recruit employees for catered events during various times of the year. Due to the nature of catering, student managers and coordinators may be given as little as 24 hours notice that positions needed to be filled. Everyone's cooperation is expected. **Each student manager will be required to keep a record of every catered event worked. The record must consist of the date of the catered event, name of the event, place, and the name of the manager in charge.** These records are to be sent directly to [Stacy Saunders \(saundes1@ohio.edu\)](mailto:saundes1@ohio.edu) and must be received no later than the last day of scheduled classes before exam week. Failure to fulfill your catering obligation will result in forfeiture of the .40/hr. raise for three quarters and a demotion to pay level 2 for the next quarter. For example, a student manager does not work eight hours of catering Winter Quarter. The student manager will not be eligible for the .40/hr. raise for three consecutive quarters worked and will be demoted to pay level 2 for the entire Spring Quarter. If the student manager works eight hours catering Spring Quarter he/she will be eligible for the level 3 pay for student managers. Dining Hall general managers will make the final decision.

Student managers working their last quarter with Dining Services must work their catered events at least two weeks prior to the end of the quarter. Failure to do so will result in the final paycheck being paid at the federal minimum wage. This will be strictly enforced.

Ohio University is committed to consistency in training its employees. All student managers, including c-store student managers, catering student managers, retail student managers, and student managers in the bakery and vegetable prep areas will be required to take a one credit course, HCFN 105, Food Operations Management. Student managers will remain at pay level 2 until they enroll and complete this class. This course is usually offered Tuesday or Wednesday from 8:10 am until 9:00 am every quarter. Student managers may enroll by picking up a pink permission slip from their dining hall manager or Rich Neumann. All student managers must know how to perform all student jobs before the end of their probationary period.

Student Coordinator and Student Manager Hours

Student coordinators and student managers will be allowed to work up to 30 hours and 25 hours per week respectively during the school year if they meet the following criteria:

- The student coordinator or student manager must earn a minimum quarterly GPA of 2.5. Grades will be monitored by the general manager of the unit. Student coordinators and student managers must submit a copy of their final grades and a signed copy of the hours agreement form to the general manager no later than the end of the second week of classes the following quarter. Any student coordinator or student manager who does not earn a minimum quarterly GPA of 2.5 will not be allowed to work more than 20 hours per week during the academic year until their quarterly GPA improves to a 2.5 or better.
- Student coordinators and student managers must submit their grades and hours agreement form **EVERY** quarter to their general manager. Failure to do so will result in not being allowed to work more than 20 hours per week during the academic year.
- Any student coordinator or manager who exceeds the 30 or 25 hour work limit will be subject to disciplinary action.

If at any time the student coordinator or student manager feels that he/she is falling behind in his/her classes, he/she must notify his/her unit manager and ask for a reduction in hours. The number one priority of all student coordinators and student managers should be to do their very best in all of their classes.

Future employment is based on past performance

A satisfactory performance evaluation means that a student employee can expect to continue their employment from quarter to quarter. Summer employment is available within the department. It is awarded based on the following criteria: 1) All student managers and coordinators will be hired first. Student managers working at the dining hall(s) that remain open for the summer have first priority followed by student managers in other dining halls. Those student managers from dining halls that are not open must contact the manager from the unit that will be open to let him/her know you are a student manager interested in a position. You must be willing to work **any** job available and are not guaranteed a student manager job as those positions may already be filled. Student managers and coordinators will receive the base rate of pay plus any earned pay increases for the job they are hired to perform. 2) After student managers, student employees from the dining hall(s) that remain open will have preference over those employees relocating from other units. Please check with the units remaining open on the specifics on the summer hiring process. Student employees are permitted to work up to 40 hours per week during the summer. If a student employee has another job with Ohio University, the hours worked at the other job must be counted as part of the 40 hour per week maximum.

Resigning your Position

If a student employee feels that it is necessary to quit their job with Ohio University Dining Services, the student employee must give Dining Services a two week written notice in order to be eligible for rehire in the future and leave in good standing. Any student who quits with less than three weeks left in the quarter will not be eligible for rehire with Ohio University Dining Services and will forfeit all raises earned. **Failure to give two weeks notice or two consecutive no-shows that result in termination will result in the final paycheck being paid at the minimum wage.**

Employee of the Month

Dining Halls

Each month the managers and student managers select a student employee from each unit as the "Student Employee of the Month." These students have demonstrated exceptional work performance and are rewarded with five meal tickets that can be used for free meals at any of the dining halls. These tickets are not valid in the convenience stores, Nelson Restaurant, or any other retail food outlet. Please check with your unit regarding specific employee of the month policies.

Retail Operations

Latitude 39 – Every month one student will be chosen by the management staff as the employee of the month and will receive two lunch cards good at Latitude 39.

West 82 Food Court – Every month two students will be awarded employee of the month. They will be rewarded with a mini-bio that is displayed in the kitchen and two lunch cards good at Latitude 39.

Café BiblioTech - Café BiblioTech has a "Barista" of the month program. A student is chosen monthly by votes of the student managers. A photo and bio of this person is displayed at the Cafe and they receive five free meal cards to eat in the dining hall of their choice.

Bobcat Essentials – No program in place for an employee of the month at this time.

Front Room Coffee House – Every month two students will be chosen by the student managers as the employee of the month. Each will receive a coupon good for five free beverages and five free bakery items. The coupon excludes bottled beverages.

Excellent Employee Award

At the end of each quarter, students who have demonstrated exceptional work performance will receive an excellent employee award. This award is management's way of saying thanks for a job well done and to keep it up. Receiving the "Excellent Employee Award" is one of the criteria for the "Employee of the Year Award." Good Luck!

Employee of the Year

At the end of winter quarter, a committee of unit managers will select one employee of the year. The criteria will be:

- No violations during finals week.
- Must have received at least one excellent employee award.
- Must have at least one letter of support from a student manager, coordinator, or dining hall manager.
- Student managers and coordinators are eligible to receive this award.

The winning student employee will receive a regular 20 meal plan for the spring quarter and be eligible to win the National Association of College and University Food Services (NACUFS) student employee of the year contest.

Evaluations and the Three Strike System

Ohio University Dining Services is an “employment at will” employer. This means that management may terminate employment or not rehire any student employee he/she feels is not meeting the mission of Ohio University Dining Services written on page 4 of this handbook. The contents of this section represent guidelines and not absolutes. Customer service is our job and our number one priority.

Ohio University Dining Services expects all employees to perform their job efficiently and professionally. Inappropriate behavior will result in a written warning and/or dismissal. We will use “three strikes (per quarter) and you’re out” as a basic guideline. Every quarter student employees will start with zero strikes against them, unless they received a strike in the last three weeks of the previous quarter. When an employee reaches three strikes in one quarter, he/she will be dismissed.

Ohio University Dining Services has defined three levels of inappropriate behavior. The lists that follow are not all-inclusive and management reserves the right to discipline and/or discharge as offenses warrant. Violations of level 3 will be considered three strikes and will result in immediate dismissal. Violations of levels 1 & 2 will result in a written warning. A level two violation is considered two strikes and a level one violation is considered one strike. All violations received in the final three weeks of the quarter will carry over to the next quarter.

Level Three Violations (3 strikes)

Immediate Termination

1. Theft
2. Working while under the influence of drugs or alcohol
3. Tampering with the work schedule
4. Unauthorized alteration to work hours on Workforce
5. Vandalism
6. Letting people into the service lines without paying cash or without a valid ID
7. Giving away food without collecting payment

8. Fighting or any type of physical violence
9. Verbally abusing a customer, manager or any university employee
10. Lying
11. Gross sexual harassment or any other type of gross harassment

Level Two Violations (2 strikes)

Employees who have 2 strikes in one quarter will not receive the .40/hr raise following three consecutive quarters.

1. No show – more than 40 minutes late (second offense).
2. Signing your name to the sub list and then removing it from the sub list without finding a qualified substitute.
3. Violating a safety policy, second offense. Safety violations will carry over to the next quarter.
4. Rudeness to the customer.
5. Throwing food or horseplay.
6. Notification of absence less than three hours before starting time (breakfast meal-less than 1 hour) and no doctor's excuse. Second offense
7. Eating without presenting a meal card to a checker or manager, or not notifying management before eating.
8. Showing disrespect towards any co-worker or manager.
9. Negligent job performance.
10. Clocking in early without a manager's permission (second offense).
11. Poor work performance (second offense).
12. Error of 10% or more on cash sales (second offense).
13. Sexual harassment or any other type of harassment
14. Gross insubordination.

Level One Violations (1 strike)

1. No show – more than 40 minutes late (first offense).
2. Signing your name to the sub list and then removing it from the sub list without finding a qualified substitute.
3. Violating a safety policy. First offense. Safety violations will carry over to the next quarter.
4. Clocking in early without a manager's permission (first offense)
5. Notification of absence less than three hours before starting time (breakfast meal-less than 1 hour) and no doctor's excuse. First offense
6. Insubordination (failure to carryout tasks assigned by management)
7. Eating while working
8. Improper substitution procedure
9. Poor work performance (first offense)
10. Incorrect portioning of food
11. Doing schoolwork while clocked in
12. Six to 39 minutes late
13. Failure to check out with a manager
14. Not meeting dress code
15. Sitting down on the job (except checker), or leaning behind serving lines
16. Failure to wear plastic gloves when touching food

17. Error of 10% or more on cash sales (first offense)
18. Clocking in out of uniform
19. Using cell phones while working
20. Excessive socializing
21. Gum chewing, smoking, chewing tobacco
22. Failure to have Ohio University ID (second offense)

***Please check with your unit manager to learn
about a positive reward program.***

CLARIFICATION OF POOR WORK PERFORMANCE WRITTEN WARNINGS

We regret that we may have to issue written warnings to employees not performing their job as specified in the job description or employee handbook. Student employees will be warned verbally about their job performance and given another chance to improve before a written warning is issued. We will no longer move student employees to another job because their performance is below standard unless a warning is issued first. For example, a student employee doing bus and beverage is not performing up to standard. He/she is warned verbally about his/her performance and given another chance to improve. The next week the student employee's work performance is still below standard. A written warning will be issued. The student manager will then have the following three options:

1. Give the employee another chance to perform the job properly.
2. Dismiss the employee from the shift.
3. Move the employee to another job.

RATIONALE: All student employees are expected to learn and properly perform all assigned jobs. When management is forced to move employees to jobs they know, some jobs may be left unfilled, resulting in an unbalanced work force. Also, it reduces the employee's ability to substitute and penalizes those students who must move from their assigned job to a different job. Therefore, a written warning is justified.

NOTE TO STUDENT MANAGERS:

All written warnings must contain a written explanation of why the employee deserves the written warning and suggestions for improvement.

APPEAL SYSTEM

If a student feels that he/she has been treated unfairly, he/she must submit a written appeal within one week of the date that it was issued to the general manager. Otherwise, the written warning stands. If the general manager feels that there is enough evidence supporting the appeal, a hearing will be scheduled.

The student employee who is appealing the written warning must show up at the hearing. He/she may bring, and are encouraged to bring witnesses who will support their claim. The appealing student employee will then explain to the group why the written warning is thought to be unfair.

After all testimony is heard, the general manager will consult with the student managers and other management to render a decision.

The write up stands if the appealing student employee fails to show up for the hearing.

Frequently Asked Questions

1. **What do I do if a guest complains?**

Sometimes a guest will complain to you about the food, service, other guests, etc. Never dispute or argue with the guest. Apologize and tell them that you are going to report it to the manager immediately.

2. **What do I do if I spill something on a guest?**

Apologize to the guest and report it to a manager at once. The manager then can arrange for dry cleaning, or another solution.

3. **What do I do if I work during my meal period and have no time to eat because I have a class right after my work shift?**

Inform the dining hall manager of your conflict. If you are on a meal plan, the manager will have sign-up sheets for sack meals or you may use the grab n' go. You need to make arrangements 24 hours in advance.

4. **What if I have a question about my job with Dining Services?**

Consult your Student Employee Handbook. If you still have a question, ask a student manager or dining hall manager.

5. **How should I answer the phone?**

Remember you are an Ohio University representative so please do it in a professional manner. Answer by saying "good morning (or afternoon), say the name of the dining hall you are representing, and how may I help you?"

Conclusion

As a student employee you will be responsible for the job or jobs that you have been assigned and all of the duties that go with that job or jobs. You will also be responsible for any other responsibilities that a student manager, student coordinator, or general manager asks of you. Employees are rewarded based upon job performance and dedication.

Every position in Dining Services is crucial to provide the service you and your fellow students deserve. We need your cooperation and dedication in order to serve the customers efficiently.

We hope this information has helped you understand your role in the Ohio University Dining Services Operation. If you have further questions, contact your student manager or a dining hall manager. They will be happy to answer any questions you may have regarding your role as a Dining Services employee.

Welcome to the Dining Services Team!

Acknowledgment Form

**To be printed out, signed and
submitted to manager to keep on file.**

The purpose of the Student Employee Handbook is to provide an explanation of the rules, responsibilities and expectations of your employment with Ohio University Dining Services. Dedication to excellence and teamwork is a major part of our success. Please sign at the bottom of this page to acknowledge that you have read and understand this handbook.

Signature

Date

Print name here.