

Work Schedules

Assigning Work Schedules

At the beginning of each semester, students will be assigned a scheduling appointment. During this appointment, students will work with their supervisor to create their schedule for the semester following specific guidelines set by the Dining Services Unit and the availability of open shifts. For new workers the I-9 and employment eligibility verification processes must be completed before you will be scheduled.

- Students who miss their appointment will be placed at the end of the scheduling appointment list.
- Students who will not be able to make their assigned appointment should contact their Head Student Supervisor. Scheduling by phone is not an option.
- Students starting employment after the semester begins will be assigned a work schedule based on their class schedule and availability of open shifts.
- Retaining any shift, including a cashier shift, assumes your performance meets an acceptable standard.

Work schedules are effective for the entire semester and there is a process in place to deal with exam periods. All students will be scheduled to work shifts each week and every other weekend. Ending times for scheduled shifts are approximate. Student employees are expected to consistently work a minimum of 7 scheduled hours per week but may not exceed 20 scheduled hours per week without approval from the unit manager. Attendance policies do not change during exam week. Student employees wishing to change their schedule should contact the Head Student Supervisor or Office Student Supervisor to see if the change can be accommodated.

Students are not generally offered work over closed periods such as Spring Break. Additional hours may be available for special events, ask your supervisor how your unit recruits staff for events.

These policies and guidelines are altered for summer operations. Information specific to summer will be available during summer recruitment.

Shift Substitution

You are expected to be at work for your scheduled shifts. 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 Dining Services unit. Completion and approval of a Substitute Slip or "Sub Slip" is required.

Oral arrangements for substitution are not permitted. Posting a Sub Slip does not constitute giving notice of a future absence.

An employee may substitute for cashier, coffee shop or delivery driver shifts only if that employee is currently trained for that position.

If you need to obtain a substitute for a shift you must:

1. Complete a sub slip:
 - a. Remove a complete set of slips from the pad (be sure to remove both the white & yellow copies)
 - b. Fill out the slip following the example on the left
2. Post the sub slip (both copies) on the sub board
3. If you notice that your sub slip is no longer on the sub board, check with a student supervisor to confirm that another employee has taken the shift.

Certain situations, such as substitutions for an exam, will require that you speak with a Student Supervisor when you post a sub slip.

SUBSTITUTE SLIP		Date Posted
Sup Initials	9/7/09	
Exam	Excused	
Shift Owner's Name <u>Chris Student</u>		
Shift Day <u>Tuesday</u>		Shift Date <u>9/14/09</u>
Job You Need Sub For <u>Production</u>		
Shift Time <u>11:00 a.m.</u>		
Signature of Sub _____		
Printed Name of Sub _____		
A separate slip must be made out for each meal or shift. The substitute has responsibility for the job when he/she has signed this slip. The shift owner is responsible for his/her shift if not taken by sub.		

When you take a sub slip, sign & turn in the white copy and save the yellow copy for your records.

Shift Substitution (Continued)

Please take one sub slip for every one you put up. This will help the system run smoothly for everyone.

Until the student supervisor has approved a substitution, the responsibility for the shift lies with the regularly scheduled employee. The fact that a sub slip is no longer posted on the sub board does not guarantee the employee is relieved of responsibility for the shift. The student employee is relieved from the shift only after a supervisor confirms that the shift is covered. A student taking a sub slip is responsible for that shift and all attendance rules apply.

Substitutes may earn a “Sub4Sub” coupon. See postings for restrictions. Some attendance cuts can be erased. See *Dining Services Discipline* page later in this document.

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. Student employees may be issued cuts for excessive substitution. This determination will be made by the Head Student Supervisor and Unit Manager.

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 supervisor immediately. Some absences may require you to apply for a Leave of Absence, speak with your Unit Manager. Information about the Leave of Absence policy is available in your Student Employee Handbook. If a student employee calls in sick on a frequent basis, the student supervisor, with the approval of the Unit Manager, may require that the student employee furnish a medical statement verifying the illness and/or the ability to return to work.

Picking up a Sub Slip for one of your Co-Workers may make it easier for you to find a substitute when you need one!

Uniforms

It is important to convey to our customers the objectives of cleanliness, safety, sanitation, and attractive service. With these objectives in mind, we have established the following guidelines for student employee uniforms which we expect all student Dining Services employees to follow. Student employees are to wear the following:

- Solid colored, ankle length pants or knee length skirts in good condition with no holes or fraying. Lycra/Spandex, sweats, wind pants, leggings or athletic wear, split skirts, culottes, capris and shorts are not appropriate.
- Clean shoes that cover the entire foot. Sandals, clogs, or shoes that are difficult to keep on the foot may not be worn.
- Unit issued hat and/or hairnet must be worn while at work. If a hat does not restrain most of the employee’s hair, the employee must wear a hairnet under the hat.
- Beard nets may be required for those with facial hair while performing some jobs. If you can pinch hair you should be wearing a beard net.
- Unit issued apron worn with bib portion in place. Deliverers may remove apron prior to leaving the unit.
- A nametag must be worn so it is visible at all times.
- Small rings and snug fitting watches may be worn. Earrings must be nickel-size or smaller. Jewelry that fits loosely or that dangles is a potential safety hazard and may not be worn. In addition, jewelry that has the potential of breaking and falling into the food, such as bracelets and necklaces, should not be worn.
- Nail Polish and/or Artificial nails are discouraged but are allowed and require that you wear gloves during your shift. Nails should be kept trimmed.

Uniforms (Continued)

In addition, each unit has its own uniform which employees are expected to wear. Please choose an appropriate size.

These uniforms are:

Pop's Club - A burgundy polo shirt with a black apron, and the Dining Services hat or a hairnet.

Ed's Express - A black/grey polo shirt with a black apron and the Dining Services hat or a hairnet.

Rheta's - A black/grey polo shirt with a black apron, and the Dining Services hat or a hairnet.

Frank's Place - A black/grey polo shirt with a black apron, and the Dining Services hat or a hairnet.

Carson's Carryout - A black/grey polo shirt with a black apron and the Dining Services hat or a hairnet.

Elizabeth Waters - A burgundy polo shirt with a black apron, and the Dining Services hat or a hairnet.

Newell's - A black/grey polo shirt with a black apron, and the Dining Services hat or a hairnet.

RHC - A black/grey polo shirt with a black apron, and a Dining Services hat or a hairnet.

Campus Catering - A Housing supplied shirt, black apron, and bow tie with your black dress pants and dark shoes for events or the RHC uniform when in the unit.

Student employees are not to wear shirts under their uniform that may show through, such as printed t-shirts. Clothing worn underneath the uniform shirts should not extend past the sleeve of the uniform shirts. Dining Services will provide the uniform shirts, jackets, and aprons, and will launder them for the employees. Because we are continuously searching for more attractive, comfortable uniforms for our employees, these standards may change. Please consult with your student supervisor for the most up to date uniform standards.

Note: Cell Phones and other devices such as a Blackberry or MP3 player must be left in your room or stored in your locker while you are at work. No head phones are allowed.

Customer Service

Dining Services customers are more than just students or residents, they are the reason our jobs exist. Dining Services customers pay the costs of our operation and our salaries. Because of the importance of our customers, customer service is a topic not to be taken lightly. At the same time, customer service is not complicated.

Customers expect a quality experience from us including the following:

- A clean, comfortable and friendly atmosphere
- Fast and courteous service
- High quality, nutritious food
- Value

In order to meet and exceed our customers expectations, we have developed certain expectations of our student employees.

They are:

- All customers should be acknowledged and greeted with a smile.
- Discussions with friends or co-workers must stop when customers are present.
- If a customer requests an item that we are out of, apologize and suggest an alternative.
- In any situation do not hesitate to involve a manager or supervisor. They are here to help!
- Know the products we offer including ingredients and preparation method.
- Maintain a clean work environment and report equipment problems to your supervisor.

Customer Service can be summed up with one simple rule that is easy to follow:

TREAT ALL CUSTOMERS AS YOU WOULD LIKE TO BE TREATED IN ANY RESTAURANT.

Sanitation

Sanitation has been defined as the creation and maintenance of healthful or hygienic conditions. Sanitation is what helps keep the food that we serve safe for our customers. There are three main areas of sanitation: 1) the food that is served, 2) the people who prepare and serve the food and 3) the facilities in which the food is prepared and served. **You** are key to all of these areas.

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.

Certain illnesses require that you not work while contagious and that you report your illness to your manager. See memo detailing "Food Employee Illness Reporting" that is included in this folder.

We strive to maintain the highest standards of sanitation. You are expected to attend the next scheduled Sanitation training session. Your supervisor will inform you of the arrangements. **It is mandatory for all student employees to attend sanitation training.**

There are some sanitation basics that all new employees should be aware of:

- Wash your hands frequently with soap & hot water, especially when changing gloves or tasks, and after smoking, eating, drinking, or using the restroom.
- Make sure to keep your uniform clean. Change into a new shirt or apron when necessary.
- Wear gloves whenever you are handling food & change them frequently.
- Always wear a hair restraint when working, and if necessary, a beard net.
- Keep your work area clean & sanitary. Wipe up all spills immediately.
- Know the correct temperatures for foods & make sure they are always at that temperature.
- Eating, drinking & gum chewing are prohibited in work areas.
- Nail Polish and/or Artificial nails are discouraged but are allowed and require that you wear gloves during your shift. Nails should be kept trimmed.

Dining Service Discipline

While student employment has benefits it also comes with responsibilities. Please note that some work rule violations are also violations of UW-System Code of Conduct and/or University Housing Residence Life policies. Further follow-up and action on these violations may come from University Housing Residence Life (Housing residents only) or the Dean of Student's office (non-housing residents).

If you have questions or concerns, please contact your supervisor.

Discipline for Dining Services student employees is administered using a cut system. A cut is best described as a strike against an employee. Cuts are issued for behavior which is inappropriate for the workplace. The goal is to get no cuts! Employees who are issued a total of five cuts for attendance, performance and/or discipline will be terminated. The chart below lists the number of cuts that will be issued depending on the behavior of the employee. All cuts issued remain on the student employee's record for the entire academic year, and are removed from the employee's record prior to the beginning of the next academic year.

Dining Services Discipline (continued)

The numbers of cuts listed below represent the minimum action to be taken. The severity of the employee's action will determine the appropriate number of cuts.

<i>Performance Cuts</i>	<i>Number of Cuts</i>
Unacceptable quantity or quality of work	1
Safety Rule Violation	1
Leaving work area without permission	1
Inattentiveness to customers	1
Poor accuracy while cashiering	1
Inappropriate customer interaction resulting in poor customer service	1
<i>Discipline Cuts</i>	
Poor attitude toward supervisors and co-workers	1
Rest break violation	1
Lack of cooperation	1
Horseplay	1
Improper use or abuse of equipment	1
Loitering in work area	1
Personal cleanliness	1
Uniform violation	1
Excessive substitution	1
Eating on the job. Unauthorized consumption of any food (including leftover food).	2
Insubordination	2
Second offense of any of the above inappropriate behaviors	2
Note: These cuts can be issued even if the present offense is not the same as the prior offense for which the cut(s) were issued	
Vandalism, including defacing or destruction of property	3
Violent or aggressive behavior	5
Working under the influence of alcohol or other drugs	5
Theft	5
Falsifying time record	5
<i>Attendance Cuts</i>	<i>Number of Cuts</i>
Tardiness or absence with the minimum 1 hour notice	1
Abuse of attendance policy	1
Absence without notice or without sufficient notice	2

An absence is defined as missing or being tardy for a scheduled shift. If an employee needs to be absent from work they should speak to a supervisor well in advance. You may be able to minimize the consequences of an absence by anticipating and dealing with problems in advance of that absence. Posting a sub slip does not release you from a shift until you have confirmed someone has signed for the shift.

If grievances cannot be resolved by speaking with your supervisor, a procedure is in place for student employees to grieve discipline they feel was applied inappropriately. The grievance process is detailed within the Student Employee Handbook on the Human Resources website.

Cuts for absence due to illness: Up to 3 such cuts can be erased if a worker picks up an equivalent shift within 2 weeks of each absence. Shifts picked up for this purpose do not qualify for a Sub4Sub coupon.

Employment with UW Housing

Many things can impact your success in your job and it is your responsibility to be aware of these. You need to know how choices you make in any number of areas affect you now and in the near future.

The following list includes many but not necessarily all of the of factors that could affect your employment:

- Your status as a Housing resident
- Your performance on the job
- Accurate completion of any paperwork
- Attendance and participation in orientations and training sessions
- Work related discipline
- Hall related discipline
- University related discipline
- How and when you end employment

These and other issues may affect you in the following respects:

- Your ability to earn performance rewards
- Retaining your current job
- Your ability to transfer within Housing
- Returning to employment in subsequent years
- Your ability to gain summer employment
- Your ability to promote to a position of responsibility
- Your ability to seek out other positions within Housing
- Your ability to pursue a Housefellow position
- Whether you choose to use Housing as a reference in future job searches

To learn more about this important information you can speak with your supervisor and/or refer to the Student Employee Handbook available on the University Housing Human Resources website.

<http://www.housing.wisc.edu/jobs/student/>

Requests for Transfer / Other Employment

If a student employee wishes to request a transfer to another unit within Dining Services, the employee must speak with their Unit Manager. Each request will be handled individually. There is no guarantee that transfers for personal reasons can be fulfilled. This same procedure applies to those who wish to work at two different units at the same time.

Workplace Injuries

A student employee who is injured at work must immediately inform their supervisor of the injury. The Injury Report Form should be completed within 24 hours. This will ensure Workers' Compensation and medical costs are properly covered. Transportation from the workplace to medical treatment will be covered by a Housing contract with a local transportation company. See your supervisor for details. A First Aid Kit is located in each workplace. Learn where it is located before an injury occurs. It is everyone's job to keep the workplace safe by following safety regulations. One example would be promptly wiping up spills.

About Dining & Culinary Services

General Information

Dining Services is one of several operations of the University of Wisconsin - Madison, Division of University Housing. The Division of University Housing, and therefore Dining Services, are self-supporting and receive no subsidies from the University or the State of Wisconsin. Dining Services has over 1200 employees, the majority of which are student employees. We operate four full-service Dining Rooms, as well as two Carry-outs, three Coffeehouses and a Deli. On an average day, our facilities serve a combined total of approximately 15,000 customers! Dining Services also has a central production kitchen (Residence Halls Commissary) and an extensive catering operation that serves everything from small coffee breaks to large banquet dinners and receptions. Catering is always in need of employees to work events, so if you are interested in a change of pace in your regular work schedule, talk to your student supervisor about working for Catering!