



Dining and Culinary Services

UNIVERSITY HOUSING
UNIVERSITY OF WISCONSIN-MADISON

Student Employee Supplemental Handbook

Academic Year 2025-2026

Updated March 2025

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 about these work rules or the information in this employee guide may be addressed to the 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, a catering department, and our own Licensed Starbucks and Shake Smart operation. Our operations serve a combined total of approximately 15,000 customers per day. Food is sold on an "all you care to eat" basis. Residents purchase a meal swipe program that best fits their needs to use at the six locations. Our dining operations are also open to the public and offer an "all you care to eat" door price. 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 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 for 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 the employment of Dining & Culinary Services student employees regarding the policies and procedures of operations within the department.

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. If you are a catering student employee, your schedule will follow the scheduled catering events in conjunction with your availability. New schedules are created each semester to allow for students' new class schedules. All student employees' schedules are maintained in a unit specific program. Employees are responsible for all shifts that appear in their schedule. Students will use the Workday timekeeping system to record their hours worked via in and out punches; this can be done by swiping the Dormakaba timeclock with your Wiscard, or timestamping in Workday via a computer or mobile device. **Payment is made based on hours worked. Hourly student employees are not paid based on schedule, but rather on the in/out punches at the Dormakaba timeclock.**

Student employees are expected to follow the unit's minimum weekly hour amount. This varies and typically averages at 10 hours per week. 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.

The unit management team and Head and Office student supervisors create schedules. The schedule will include the requirements set by the home unit (i.e., working an opening or closing shift, a lunch shift, special events like Home Football games, Mifflin, or rotating weekends). Supervisors will ask for class schedules and ensure employees understand the unit's requirements before creating work schedules. Schedules for student employees will be based on the availability regarding classes and extracurricular 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 or more 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 the initial shift requirements are still met. Students are 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.

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. 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.

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 Manager, 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.

Unpaid Personal Day

All student employees will be granted up to three unpaid personal days per semester 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. -
- These time off requests are intended to be used for reasons such as illness, study time, personal trips, etc.
- Student employees who would like to request the use of an unpaid personal day are required to notify their unit at least one hour prior to the start of the shift. Failure to do so may result in an unscheduled absence.
- If you have a long term illness you will only be required to use one UPD, and subsequent days will be scheduled absences so long as the call in procedure is followed for each missed shift. Medical documentation does not negate that an absence is still considered as unscheduled, and subject to the attendance expectations and subsequent disciplinary procedures.
- Work injuries with medical documentation would not require use of a personal day.
- There may be certain times of the year that requests for UPD's will not be approved based on the unit's operational needs.
- If a student employee can find a substitute for their shift before it starts, they will not be required to use an unpaid personal day.
- If a student employee is working more than one shift in a day, and requests to use a UPD, the employee must make that information known to the supervisor. In that case, only one of the employees' three (*or prorated amount*) personal days will be used for all shifts.

Excessive unscheduled absences per semester will be referred to the Unit Manager or Student Employment Manager for a disciplinary investigation. (1 beyond the entitled UPD amount)

Returning students in Fall 2025 that worked Spring 2025 that do not use their personal days (by either working all scheduled shifts or are finding a substitute to cover their shift) will be eligible for a semester bonus the remaining of the 25-2026 academic year. (cannot have a break in service) In May 2026 the UPD bonus will cease.

Ending Employment

In the Last Two Weeks of Employment:

If you are resigning and gave a proper 2 week notice, and are unable to work a shift and do not have any more unpaid personal days left, and were not successful finding a substitute, you are required to make up the shifts you missed within your last two weeks or this could result in resigning in bad standing.

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 occurs:

- The academic conflict directly conflicts with a shift.
 - ☐ If the conflict directly conflicts, your shift may be excused for 1 hour prior to the exam and 30 minutes after the exam.
 - ☐ If after these rules are applied and the remainder of the shift is 2 or less hours, the entire shift is excused.
- 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 to approve dual employment.

Tardy Process

Arriving at work and being in 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 more than 10 minutes after the start time of that shift. Students who arrive late for their shift are considered tardy. If a student employee knows they will be consistently tardy to 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 allow travel time. Excessive tardiness may result in a work rule violation investigation, and considered for possible discipline, up to and including termination. (more than 3 occurrences in a semester)

Unscheduled Absence Process

An unscheduled absence is an unplanned absence from a shift that has occurred when a student has exhausted all unpaid personal days and/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. These requests require 72-hour notice, and 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.

Attendance Terms

Present:

You reported to work on time and worked the entirety of your shift.

Shift Swap or Trade:

If you are aware ahead of time that you cannot make a scheduled shift time, you may to swap or trade your shift using "When To Work" - following unit procedures. This means someone else may pick up your shift and work on your behalf, in order to cover operations. This is highly recommended as an unpaid personal day will not need to be used, and/or it won't result in an unscheduled absence.

Tardy:

(see above)

Unpaid Personal Day (UPD):

Unpaid Personal Day (UPD) is considered an excused absence, that you may request to use if you are unable to make your shift for illness or personal reasons, and you were unsuccessful at finding another student employee to shift swap or trade. You may request to use a UPD following your unit's call in procedure. Employees are granted a set number of UPDs per term (see UPD section). UPDs are not subject to discipline. Once UPDs are used up, they are gone.

Excusals:

A request to be excused from a scheduled shift. This must be made 72 hours in advance and be approved by a Unit Manager, or Head or Office. Excusals are granted for reasons such as academics or a scheduled flight and must include proper documentation (class schedule, flight itinerary etc).

Unscheduled Absence:

An absence that was not scheduled or excused in advance. This can result from using all your UPDs, not finding a shift swap/trade, and continuing to have unplanned absences.

Exceeding your allotted unpaid personal days by one in a semester, could warrant discipline up to and including termination.

No Call/No Show:

This is documented for not making any effort to notify the unit prior to your shift of your absence and you missed your entire shift. This could warrant discipline up to and including termination.

Attendance Discipline Process

Excessive attendance violations (as described below) per semester will be referred to the Unit Manager or Student Employment Manager for a disciplinary investigation.

The following attendance violations may lead to formal disciplinary action, up to and including termination. Since unpaid personal days are provided as a benefit, after they have been exhausted, disciplinary actions for the violations below will begin at a last-chance warning level.

- Exhaustion of all allotted personal days and having an additional unscheduled absence (unexcused or excessive absenteeism)
- No Call/No Show: Failing to call in and report to work for a scheduled shift.
- More than three occurrences in an academic year of failure to follow the established call-in procedure.
- More than three occurrences of tardiness in an academic year.

If any of the above violations are presumed, you will be notified and you will have the opportunity to meet with a Designated Discipline Representative to discuss the matter. Should you fail to attend the scheduled meeting, it will proceed in your absence, and disciplinary action will be determined with the information available.

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 1st to count for the fall semester or April 15th 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 at 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 1st.
- Spring semester: start of academic Spring semester to April 15th.

Culinary 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
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"> • <i>Newly hired/promoted supervisors will start at a level 1 pay rate and must work through the next semester's cutoff date to qualify for level 2.</i> • <i>If the new hire was a level 3 Robot Delivery Coordinator prior to becoming a student supervisor, they will be moved to a proficiency level 2 as a student supervisor</i>
3	2 full semesters of experience
4	3 full semesters of experience & a successful performance evaluation <ul style="list-style-type: none"> • <i>Review for level 4 increase will occur in conjunction with the cutoff dates listed above.</i> • <i>Should a student fail the evaluation, a review will take place at the next cutoff date</i>

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"> • <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>
3	2 full semesters of experience & a successful performance evaluation <ul style="list-style-type: none"> • <i>Review for level 3 increase will occur in conjunction with the cutoff dates listed above.</i> • <i>Should a student fail the evaluation, a review will take place at the next cutoff date</i>

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 our patrons, providing excellent customer service, maintaining sanitary environments, and clean and appropriate employee uniforms are three especially important aspects of service that are held to high standards in meeting the expectations of the Housing Dining & Culinary Services program.

Customer Service

Dining & Culinary Services mission statement is: “Be the place where everyone wants to eat” To ensure we are giving our patrons what we promise, we must provide excellent customer service. Customers expect quality and consistent dining experiences each time they dine in one of the Dining & Culinary Services’ facilities across campus. In receiving 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.

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.
- The customer comes first, and side conversations with peers and co-workers will have to be delayed until the customers have been served.
- 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 and sanitary work environment.

Food Safety

There are three fundamental areas of sanitation that student employees are required to maintain to ensure the safest and highest quality of food.

1. The food that is served.
2. The people who prepare and serve the food.
3. The facilities in which the food is prepared and served.

Food and Facilities:

Food and surfaces can easily be contaminated if we do not keep our facilities and equipment clean and sanitized. Cleaning removes food and other dirt from surfaces. Sanitizing reduces pathogens on a surface to safe levels.

- 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.
- Report any equipment problems to a manager or supervisor

Personal Hygiene:

- Wash hands frequently with soap and hot water, especially when changing gloves or tasks, touching your face, hat, or hair, 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.
- 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 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 decide as to whether you may remain at work due to health code regulations..

Personal Business

When employees are punched in and working a shift, all personal business and devices must be out of sight, it is expected that the attention of the student employee is focused on the customers. If an emergency arises, or certain circumstances always require a means of outside contact, student employees should speak with a supervisor regarding any allowed personal electronic device use. (*mobile phone, smart watch etc.*)

Online Training

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 at the 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 has trouble 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 the point of sale must complete separate online training. 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.

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. 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 always secured to the person. 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.

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, baggy sweatpants, or wind 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, loafers, 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 shirts 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 always wear their unit-issued nametag on the right side of the front of the uniform shirt.
- 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 must always wear a unit-issued hat/and or hair net, 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 is longer than ¼," 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 always worn.
- 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 always wear gloves.
- Ear buds or headphones of any type may not be worn.

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, and aprons to all student employees 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.