



# Student Handbook

2015–2016



Dear Student Employee,

Congratulations on your employment with Pacific Lutheran University Dining & Culinary Services, we are excited to welcome you to our team!

Along with over 30 culinary staff members, we also employ several hundred students in The Commons, Tahoma Market & Café, Nook, Kelley Café, Old Main Market, 208 Garfield and Catering. We are a self-run operation and want to help you be a part of the productive work force that is essential to our success.

Pacific Lutheran University is a place where education is valued both in and out of the classroom. Dining & Culinary Services is where you will learn valuable work and life skills that you can take with you after graduation. You will receive on-the-job training from our managers, supervisors, staff and student managers.

Dining & Culinary Services offers you the chance to have new experiences, meet new people and to advance in the department. Please take the opportunity to explore all of the positions and campus restaurants to find which one(s) may fit you the best.

This handbook has been designed to introduce you to the department as well as to give you tips that will help you succeed throughout your employment. Please read it carefully, it is your responsibility to know and understand the contents.

Again, welcome to our team! We wish you the best of luck, not only in your employment with us, but also in your academic endeavors here at Pacific Lutheran University.

Sincerely,

The Management Staff

## Important Phone Numbers

|   |                    |
|---|--------------------|
| Dining & Culinary Services Main Office .....                  | 253-535-7472       |
| Erin McGinnis, Director .....                                 | 253-535-7472       |
| Rebecca Farris, Administrative Assistant: Main Office .....   | 253-536-5019       |
| Nancy Rahn, Purchasing Manager .....                          | 253-535-8791       |
| JJ Stolz, Marketing Manager .....                             | 253-535-7990       |
| Valerie Seeley, Business Operations Manager .....             | 253-535-7204       |
| Wendy Robins, Sustainability-Commons Operations Manager ..... | 253-536-5015       |
| The Commons Kitchen (University Center) .....                 | 253-538-5572       |
| Anthony McGinnis, Commons Sous Chef.....                      | 253-538-5657       |
| Chuk Blessum, Commons Sous Chef .....                         | 253-538-8442       |
| Carolyn Fry Commons Floor Lead .....                          | 253-538-5657       |
| Ralph Mix, Warehouse Clerk .....                              | 253-538-5572       |
| Commons Check Stand 1 .....                                   | 253-538-5638       |
| Commons Check Stand 2 .....                                   | 253-538-5614       |
| Commons Check Stand 3 .....                                   | 253-538-5597       |
| Commons Check Stand 4 (at front entrance) .....               | 253-538-5652       |
| Tom Harvey, Retail Operations Manager .....                   | 253-535-7476       |
| Retail Leads Office .....                                     | 253-535-5564       |
| Old Main Market 1 .....                                       | 253-538-5653       |
| Old Main Market 2.....  | 253-538-5655       |
| Tahoma Bakery .....   | 253-535-7390       |
| Tahoma Market & Café .....                                    | 253-535-7391       |
| Nook Espresso Cart.....                                       | 253-531-6900 x4136 |
| Kelley Café .....   | 253-531-6900 x8405 |
| Douglas Hinnners, Catering Manager.....                       | 253-536-5150       |
| Linda Nyland, Catering Lead.....                              | 253-535-5052       |
| Mary Lou Yeomans, 208 Garfield Manager .....                  | 253-538-5990       |
| 208 Garfield .....  | 253-538-5990       |

## Student Employment Eligibility

### Food Worker Card

The State of Washington requires that food service employees obtain a Washington State Food Worker Card. A valid food worker card from any county in the state of Washington must be turned in to your manager before you may attend training or begin working. Failure to renew your food worker card will result in removal from the schedule.

Visit <http://www.tpchd.org> to find out how to get your card or just take the test online at: <http://www.tpchd.org/food/food-worker-card/> and if you're not from Pierce County use PLU as your address: 12180 Park Ave S, Tacoma, WA 98447.

### 208 Garfield Requirements

You must attend the Stumptown Coffee Barista training. We will organize the session and inform you of the time and date.

Within one week of hire you must obtain a Washington State (MAST) Mandatory Alcohol Server Training Permit. You can do this online (<https://aacea.com/wa/>) — you are responsible for the fee.

### Job Requirements

Minimum hours per week = 10

Maximum hours per week = 20

\*unless otherwise noted

## Schedules and Scheduling

### Regular Semester

Each location will use a different system to fill the schedule. You must be able to work the entire shift for which you sign up. If you would like to reduce your hours, please give two weeks notice for the shift(s) that you would like to drop. Remember, you can always pick up extra hours by substituting or by working extra events.

*Please remember to check your class schedule and give some thought as to how many hours you can work and still be responsible with your coursework.*

**The Commons:** Upon the completion of orientation and training you will sign up for your schedule. You will be responsible for the entire shift you sign up for.

**Retail Operations:** Prior to hiring, submit your availability to the Retail Operation Manager to determine if there are available shifts for you. Based on your availability and our needs, a schedule will be assigned to you.

**Catering:** You will fill out an availability document on Google every week by Sunday. Please carefully consider your schedule because if you miss the deadline, you may not be put on the next week's schedule. Scheduling is based on the number of events we are catering, which varies weekly. The schedule will be posted in Google Docs for you to view every Thursday for the following week.

**208 Garfield:** As an off-campus dining location, 208 Garfield does not follow the breaks & holidays on the Pacific Lutheran University academic calendar. Students will be expected to work or find approved coverage during University holidays and breaks. After hiring, submit your availability on the 208 Student Availability document in Google Docs. Based on your availability, a schedule will be assigned to you.

## Emergency Procedures

All Dining & Culinary Service's team members are considered essential University personnel. In the event of PLU declaring an emergency status, essential University personnel are expected to contact their supervisor to obtain their schedule assignment.

## Finals Week

We understand that things can get stressful around finals week and, as always, the goal is to provide consistent, excellent customer service to the customers visiting the campus restaurants. Each location will work with you to make finals week run smoothly for you and for the location.

**The Commons:** You are expected to sign up for shifts during finals week, this will take the place of your regular schedule for that week. You must sign up for at least 2 shifts for finals week. At the same time you will have the opportunity to sign up for shifts for the next term (in Fall you will sign up for J-Term & Spring).

**Retail:** You will have the opportunity to turn in your availability for the next term. If you do not work (or properly cover) your 3+ finals week shifts, you will not be eligible to work the next term. When signing up for finals week shifts, you must work at locations where you have previous experience.

**Catering:** Catering servers and student managers will be expected to work the following durations: Server = 10 hours and Student Manager = 15 hours.

**208 Garfield:** The schedule stays the same during finals week. If you have a final during your shift, you are responsible for covering that shift. Put your name on the sub list and work with your co-workers and manager to cover your shift.

## Calling in Sick

If you are unable to work due to illness, you must notify your outlet. If you do not call and speak to a person it will be an unexcused absence. It is unacceptable to notify your outlet by email. You will receive a "Call in Sick Card" outlining what you should do if you are sick or unable to make your shift. You may also pick one up in the main Dining & Culinary Service office or ask your manager.

**The Commons:** Employees must call the kitchen 253-538-5572 prior to 6:30 am.

**Retail Operations:** Employees must contact Old Main Market 253-538-5653 and speak to a Lead by 6:30am or text the Personnel Coordinator/Lead of their location by 6:30 am (contact list is on Google Docs).

**Catering:** Employees call Linda 253-353-1423 or Doug 618-210-5677 at least 8 hours prior to the start of their shift.

**208 Garfield:** Employees call Mary Lou 253-306-9989, Addam 253-353-4381 or Nikki 253-549-8895.

**Important Note:** *Do not leave a message at any of the above numbers.*

**Office Workers:** Call the number supplied by your direct supervisor and leave a message at least one hour prior to your scheduled work time.

## Substitution Policy

Not being able to work should be a rare situation, but it does happen.

It is your responsibility to find a qualified substitute and register your substitute on the substitute board

(Commons) or substitute list (Retail and Catering). A qualified substitute is someone who has been trained for your position and/or has been approved by a manager. If a qualified substitute is not found, the shift is your responsibility. Not showing up for a shift that you requested off but didn't find a sub for will result in a NCNS.

**Commons:** Please post your request at least 4 days before your shift. Students are only allowed 4 substitutions per semester. If more are needed due to an emergency, you must get approval from the Operations Manager.

**Retail:** Substitution lists for each location are available online in Google Docs. Substitutions should be documented 3 days prior to occurrence online. If it is less than 3 days, you must contact the Personnel Coordinator or Retail Operations Manager to ask for approval. Students are only allowed 4 substitutions per semester. If more are needed due to an emergency, you must get approval from the Retail Operations Manager.

**Catering:** Once the schedule is posted, you are responsible for finding a replacement. **However all changes must be approved by the Catering Manager or Lead.** If you are having a problem finding a sub, ask a manager or Event Lead for a phone list. Rare exceptions may be granted in cases of an emergency.

**208 Garfield:** Any schedule changes must be approved by Mary Lou or one of the 208 Leads.

## Logging in Your Hours

At the beginning of your shift you need to sign into one of the Micros cash registers. If you have multiple Dining Services jobs, please choose the correct job that you are signing in for at that time. If you are working over 5 hours, sign out for your unpaid 30-minute break and then sign back in when you come back. At the end of your shift, be sure and sign out. If you forget to sign in or out, immediately contact your manager and let them know what happened and what time needs to be corrected. The slip that prints out every time you sign in or out is for your records. It is recommended that you save the last slip from the each week for your records. By clocking in and out you are acknowledging that these are the hours you are working.

## Direct Deposit and Payday

All employees are encouraged to sign up for direct deposit. Your check will automatically be deposited into your checking account. Direct deposit forms can be picked up in the Payroll Office or downloaded from the website here: <http://www.plu.edu/payroll>.

Earnings statements are electronic and will be emailed to you.

Payday is the 25th of each month. If the 25th falls on a weekend or holiday you will be paid the first business day prior to the 25th. If you choose not to sign up for direct deposit, your check will be available in the business office at 8am. If you misplace your paycheck there is a \$15 charge to have it re-issued. This charge must be paid in advance of the check being re-printed.

## Breaks & Beverages

### Rest Breaks (paid)

For each 4-hour work period, you are allowed a paid 10-minute rest period, be sure to check with your manager, lead or student manager before taking your break. The food service industry has such a variety of busy and slow times that allow you to take many intermittent rest periods during your shift. These intermittent rest periods may take the place of a scheduled 10-minute rest period — things like pausing for a beverage, using the restroom, having a cigarette or visiting with a friend or co-worker. Please see item (5) in the WAC code below.

## Meal Breaks (unpaid)

If your work period is more than 5 consecutive hours, you get a 30-minute, unpaid meal break. Please plan ahead and bring your meal or a means of purchasing one. Be sure to check with your manager or student manager before taking your meal break. If your shift is less than 5 hours and you plan on purchasing a meal before or after your shift, remember that meal time is not to be included in your time worked and to clock out for it and then clock back in to finish your shift.

### Washington Administrative Code (WAC) 296-126-092(1)

- (1) Employees shall be allowed a meal period of at least thirty minutes which commences no less than two hours nor more than five hours from the beginning of the shift. Meal periods shall be on the employer's time when the employee is required by the employer to remain on duty on the premises or at a prescribed work site in the interest of the employer.
- (2) No employee shall be required to work more than five consecutive hours without a meal period.
- (3) Employees working three or more hours longer than a normal work day shall be allowed at least one thirty-minute meal period prior to or during the overtime period.
- (4) Employees shall be allowed a rest period of not less than ten minutes, on the employer's time, for each four hours of working time. Rest periods shall be scheduled as near as possible to the midpoint of the work period. No employee shall be required to work more than three hours without a rest period.
- (5) Where the nature of the work allows employees to take intermittent rest periods equivalent to ten minutes for each 4 hours worked, scheduled rest periods are not required.

Each unit handles breaks differently please review the unit guidelines below:

**The Commons:** The length of your break will be listed on the schedule, please check with your manager, lead or student manager before taking your break.

**Old Main Market/Tahoma Market & Café:** See your lead or manager on duty before taking your break.

**Nook Espresso/Kelley Café:** Take your 10-minute break as the flow of traffic allows. Employees working in satellite units alone will take a combination of intermittent rest periods that add up to the equivalent of a single 10-minute break. See item (5) in the WAC code above.

**Catering:** See a Manager or Student Manager for break approval and timing.

**208 Garfield:** Please check with Mary Lou or a Lead before taking your break.

## Beverages & Food

During your shift you may have: fountain soda or juice, ice water, milk from the machine, drip coffee, tea or hot chocolate. 208 Garfield workers may have ice water, drip coffee, a latte or tea.

Bottled and canned beverages, espresso drinks, smoothies and any other retail beverages must be purchased and *you should keep your receipt with you after purchase.*

Your beverage must be in a spill proof container, you must step away from the service area, food prep area or cash register area to drink. Customers should not be able to see you drinking your beverage, you must wash your hands AND change your gloves EVERY time you handle your beverage cup.

All food and beverages must be served and purchased at the same prices and in the same manner as all of our customers. Please do not prepare or serve yourself food. Do not process your own purchase on a cash register, have a manager or the scheduled cashier do this.

Keep your receipt with your purchased food or beverages before, during or after your shift. If you have food in a carryout box, please keep your receipt with the box.



## Cell Phones

Cell phone use (texting, talking, internet use, etc.) is not allowed unless it is work related or you are on your break and not in the service area. The kitchen phones are to be used for Dining & Culinary Services business only.

We understand that your family and friends may need to contact you in case of an emergency. Please give them these Emergency Numbers: **Main Office:** 253-535-7472 (M-F 8am-5pm), **The Commons Kitchen:** 253-538-5572, **Old Main Market:** 253-538-5653, **208 Garfield:** 253-538-5990

## Personal Items

Personal items such as coats, purses, medicine, backpacks, etc. must be stored away from food, dishes and linens. Please use the breakroom in The Commons. In other locations your lead or manager will help you with where to store your personal items. Storing personal items onsite is at your own risk. Dining & Culinary Services is not responsible for lost or stolen items.

## Appearance & Dress Code

It is important that all employees follow the dress code because appearance and safety are both important in Dining & Culinary Services. Many of the uniform requirements are designed to keep you safe and injury free in the workplace.

## Required Clothing Items:

- Sturdy close-toed shoes with non-skid soles (rubber soles with tread pattern work best) — this is for your safety and comfort.
- Plastic gloves when directly handling food items (provided).
- A black or white long sleeve shirt or turtleneck may be worn under your uniform top for additional warmth.
- Hair Restraints:

### **WAC 2-402.11**

FOOD EMPLOYEES shall wear short hair or use hair restraints such as hats, hair coverings or nets, rubber bands, or hair clips to keep their hair off the face and behind their shoulders, and clothing that covers body hair to protect exposed FOOD; clean EQUIPMENT, UTENSILS, and LINENS; and unwrapped SINGLE-SERVICE and SINGLE-USE ARTICLES.

The WAC code above applies to all workers. Please follow the requirements for your specific location that are provided during training.

- If you have short hair, no hair covering is needed (unless a hat is part of your required uniform e.g., The Commons)
- If your hair is longer than 3 inches, then you should do one of the following:
  - Wear an approved hat or hairnet
  - Have a ponytail/braid/bun that does not hang or swing below your shoulder

## Non-Approved Clothing Items:

- Sweatpants
- Warm up gear or nylon pants
- Yoga Pants or Leggings
- Headphones or ear buds with music
- Rain Boots
- Head coverings that are not part of the issued uniform (unless for religious purposes—see manager)
- Nail polish or artificial nails must always be covered with gloves
- You may be asked at any time to remove jewelry that is deemed to interfere with safety or performance
- Shorts (allowed in Office & Retail—see guidelines)
- Skirts (allowed in Office & Retail—see guidelines)
- Scarves (allowed in Office only)

## **Fragrance-Free Environment**

Dining & Culinary Services is a fragrance-free environment. A fragrance-free environment helps create a safe and healthy workplace. Fragrances from personal care products, air fresheners, candles and cleaning products have been associated with adversely affecting a person's health including headaches, upper respiratory symptoms, shortness of breath and difficulty with concentration. People with allergies and asthma report that certain odors, even in small amounts, can cause asthma symptoms.

1. Dining & Culinary Services expects that all offices and spaces used by the staff and visitors remain free of scented products.
2. **When on shift, do not wear** personal care products such as cologne, perfume, aftershave lotions, scented lotions, fragranced hair products and/or similar products are not to be worn in the facilities owned and operated by Dining & Culinary Services, including company owned vehicles.
3. Use of cleaning products other than those purchased by Dining & Culinary Services are prohibited for cleaning workspaces.

## **Unit Uniforms**

**The Commons:** You will be issued two shirts, a hat and a nametag. You may wear dark slacks or jeans (no holes or rips).

**Retail Operations:** You will be issued one apron (can be worn with a white or black long or short sleeve shirt underneath and jeans with no holes or rips) and a nametag. You are responsible for laundering and keeping your apron neat and clean.

**Catering:** All servers will be issued a polo shirt (you are responsible for laundering and keeping this neat and clean), please wear this to every shift. For certain events, you will be issued a pressed long sleeve shirt, a tie and an apron. Please make certain these pieces are properly returned at the end of your shift. You provide your own pressed black pants (ankle length) and black close-toed shoes that will take a shine.

**208 Garfield:** You will be issued one apron (can be worn with a black long or short shirt underneath and khakis, dark slacks or jeans with no holes or rips) and a nametag. You are responsible for laundering and keeping your apron neat and clean.

## **Job Performance and Disciplinary Procedures**

### **FERPA**

Pacific Lutheran University has adopted a policy to protect the privacy of education records. *The Family Educational Rights and Privacy Act of 1974*, popularly known as the "Buckley Amendment" and carrying the acronym "FERPA," governs the university's collection, retention and dissemination of information about students. FERPA prohibits the releasing any information about students by anyone, including other students. For Dining & Culinary Services student employees, this includes such things as Dining Dollar/LuteBuck\$ balances, meal plan choices and allergy conditions. Essentially, anything you know about another student because of your work with Dining & Culinary Services is protected under the FERPA law.

### **Confidentiality**

Working in the Dining & Culinary Services department offers insights to PLU business and private student and employee information. As a student employee you may have access to confidential business and personal information and certain documents that reveal information that ethically and legally must be kept confidential. This includes information that is directly related to budget/account information, business strategy, student records and any information that would not be accessible to the general public, or not generally observable by a reasonable person.

What is seen and/or heard because of your work with Dining & Culinary Services is confidential and should not be shared.

Disclosure, copying or dissemination of confidential information could result in disciplinary action up to and including termination of your student worker employment.

## **Quitting Your Job**

If you decide you need to quit your job with PLU Dining & Culinary Services please notify us in writing two weeks in advance so you can be eligible for rehire in the future and to leave in good standing. Any student who quits with less than three weeks left in the semester will not be eligible for rehire with Dining & Culinary Services. Student employment will be notified when you terminate your employment with Dining & Culinary Services. Uniforms should be returned to the office assistant in the Dining main office at the conclusion of your employment. If not returned, your student account will be charged for the cost of the uniform.

## **Disciplinary Procedures**

Dining & Culinary Services uses a progressive disciplinary process, which ensures fair and consistent treatment for each employee. Any disciplinary action taken will be on record in the employee's file. The disciplinary action will be in the form of one of the following:

1. Oral warning
2. Written warning
3. Termination

### **Students may be disciplined for a variety of reasons including, but not limited to:**

- Unsatisfactory work performance after repeated instructions.
- Disrespectful actions towards customers, supervisors or coworkers.
- Insubordination – the failure or refusal to carry out instructions given by a supervisor.
- Dangerous horseplay – throwing food or other objects, fighting or any other action that endangers another's safety.
- Eating while on duty.
- Poor customer service, e.g. loud or disruptive behavior, texting or phone use when on station in The Commons or on duty elsewhere, etc.
- Unexcused absence or tardy.
- When you have a NCNS (no call-no show), you will be removed from the schedule and you cannot be reinstated until you meet with the unit manager.
- Not abiding by University driving policies when operating a University vehicle.
- Poor job performance.

### **Grounds for termination include, but are not limited to:**

- Failure to carry more than 6 PLU academic credits.
- Failure to improve performance after disciplinary action.
- No food worker card on file.
- 208 Garfield—no MAST permit on file.
- Theft of services, products or property from Dining & Culinary Services, its employees or customers — including taking food out of any unit.
- Working under the influence of alcohol or drugs.
- Any infraction incurred while on probation.
- Any other infraction of work rules that management sees as hazardous to employee or employer well being.

- Falsification of university records.
- Falsification of work hours.
- Two NCNS (no call-no show).
- Violation of FERPA policy.
- Disclosure, copying or dissemination of confidential information.

**\*NOTE:** There may be other reasons not listed here that apply.

## **Conclusion**

As a student employee you will be responsible for the job(s) that you have been hired for and all of the duties that apply. You will also be responsible for any other duties that a student manager, student coordinator or manager asks of you. Every position in Dining & Culinary Services is crucial to provide the service you and your fellow students deserve. Your cooperation and dedication is essential to providing hospitality with integrity.

This information is provided so you may understand your role in the operation of Pacific Lutheran University Dining & Culinary Services. If you have questions, please contact your unit manager or student manager.

Welcome to the team, we're excited to work with you!