



# Student Handbook

2023-2024



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# **Welcome to Hospitality Services & Campus Restaurants**

Dear Student Employee,

Congratulations on your employment with Pacific Lutheran University's Hospitality Services and Campus Restaurants we are excited to welcome you to our team!

Along with over 30 culinary staff members, we also employ a few hundred students in The Commons, Lute Café, Kelley Café, Old Main Market, Lute Locker, Hospitality Services, Catering, and 208 Garfield. We are a self-run operation that thrives on providing a healthy and enjoyable dining experience and we are excited for you to take part and be an essential component of HSCR's success.

Hospitality Services and Campus Restaurants is dedicated to providing nutritionally sound meals, mentoring students, providing hospitality with integrity and leading our community in sustainable initiatives. In addition to this we ensure that every person who comes into our spaces experiences a clean, sanitary and safe environment where they can enjoy their meals safely.

Pacific Lutheran University is a place where education is valued both in and out of the classroom. During your time with HSCR, you will learn valuable work and life skills that you can take with you after graduation. We offer you the chance to have new experiences, meet new people and advance within the department. We encourage you to take the opportunity to explore all of the positions in 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

## Staff

Erin McGinnis, Associate Vice President	253-535-7472
Josh Girnus, Director of Retail Operations	253-535-7476
Jaspreet Kaur, Commons Operations Manager	253-536-5016
Anthony McGinnis, Executive Chef	253-538-5657
Hillary Carriere, Retail Operations Manager	253-538-5564
Didi Riego de Dios, Retail Operations Manager	619-988-5605
Mary Lou Yeomans, 208 Garfield Manager	253-538-5990
Aimee Boursaw, Bookstore Manager	253-538-7667
JJ Stolz, Marketing Manager	253-535-7990
Ben Martin, Assistant Director for Business Operations	253-535-7457
Suite 280 Front Desk, Business Operations Assistant	253-535-7472
Rebecca Farris, Catering Operations Manager	253-536-5019
Samantha Graham, Conference & Events Manager	253-535-7425

## Locations

Hospitality Services Main Office	253-535-7450
Campus Restaurants	253-535-7472
The Commons Kitchen	253-538-5572
Old Main Market 1	253-538-5653
Lute Café	253-531-6900 x4136
Kelley Café	253-531-6900 x8405
208 Garfield	253-538-5990
Lute Locker	253-535-7705

## ***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 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 = 19

Please note that the university calculates total hours worked across all on-campus jobs. It is your responsibility to track your hours and not work over the maximum 19 hours per week in your on-campus jobs. For example, you work for residential life for 6 hours per week, you then can only work for Hospitality Services and Campus Restaurants a max of 13 hours per week. If you are planning on working two or more jobs on campus, you are required to let us know the approximate hours you are working so we can ensure that we do not schedule you more hours than are available.

## ***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 are assigned.

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 be given a schedule based upon your given unavailability. You will be responsible for the entire shift you are assigned. When working a shift, you must stay until a Student Manager has checked you out for the shift.

Once assigned to shifts you are responsible for working those shifts for the semester. If an academic conflict arises, students must contact the Operations Manager by the 10th day (add/drop date) of the Fall and Spring semesters in order to request a schedule change. At mid semester we understand that some classes change and the Operations Manager will reach out to all students regarding possible changes in availability for academic purposes only.

**Retail Operations:** Our schedule is based on the transaction counts at all our locations. The schedule is based upon our needs, not the availability that is submitted by students. Each employee is required to submit their unavailability via the app Sling. The schedule you are given remains the same for the semester, with the exception of Mid- Semester Changes, Breaks and Finals Week. You are welcome to pick up extra hours on Sling as long as you do not exceed 19 hours a week.

- For Commons and Retail if you are scheduled under 10 hours it is your responsibility to pick up shifts on the Sling so your week total is equal or greater than 10 hours. You are free to pick up as many shifts as you would like as long as it is not over 19 hours. The shifts will be monitored and approved to ensure you are meeting the minimum required hours. If you are not meeting the minimum hours then it will be grounds for termination.
- If the need arises for you to reduce your number of shifts worked, for academic purposes, please give two weeks notice for the shift(s) that you would like to drop. You are responsible for working any shifts you are signed up for those last two weeks unless you personally find a sub.

**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 unavailability document in Sling . Based on your availability, a schedule will be assigned to you.

### ***Emergency Procedures***

All Campus Restaurants' 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 will be expected to submit an adjusted unavailability in Sling for finals week and you will be scheduled for shifts based on this availability. This will take the place of your regular schedule for that week. You must have the availability to work at least 3 shifts for



finals week. At the same time, you will have the opportunity to fill out unavailability in Sling to get scheduled for the next term.

**Retail:** For finals week, we will release all of the available shifts via Sling. You MUST apply for 3 shifts that you are able to work. After the shifts are approved, you will get a notification saying that you have been assigned a shift. If you do not work (or properly cover) your 3+ assigned finals week shifts, you will not be eligible to work in the next term. When signing up for finals week shifts, you must work at locations where you have previous experience. Do not sign up for an opening/closing shift if you have not been trained to do so. You will also at this time have the opportunity to turn in your unavailability for the next term via sling.

**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 division supervisor or student manager. If you do not call and speak to a person in charge, it will be an unexcused absence. It is unacceptable to notify your division by email or text. You will receive a “Call in Sick Card” during training outlining what you should do if you are sick or unable to make your shift. You may also pick one up in the main office or ask your manager.

**The Commons:** Employees must immediately post their shift on the sub sheet. You must contact a minimum of 5 employees. If you are unable to find coverage, please call the kitchen at 253-538-5572 and speak to the Operations Manager prior to 6:30 am. An email or text is not sufficient as a call in. Then offer up your shift in Sling.

**Retail Operations:** Employees must immediately post their shift on Sling. You must contact a minimum of 5 employees. If you are unable to find coverage, please call Old Main Market 253-538-5653 and speak to a Campus Restaurants Supervisor no less than two hours prior to your shift. An email or text is not sufficient as a call in.

**208 Garfield:** Employees call Mary Lou 253-306-9989 or TJ 510-468-5525

***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.

**Returning to Work after Being Sick**

It is vitally important that everyone follows the guidelines provided by the Tacoma Pierce County Health Department and the CDC in deciding when to return to work after being sick. Check the PLU Coronavirus page for current guidelines: <https://www.plu.edu/coronavirus/>.

## **Sick Leave**

The university provides paid sick leave to student workers in accordance with the applicable law. To see the full policy please go to the Student Employee website. A synopsis is below:

Student workers employed by the university are entitled to use paid sick leave for the following reasons:

- Leave for the student's illness, injury or medical condition or for medical treatment or care.
- To provide care to a designated family member of the student with an illness, injury or medical condition or who needs preventative medical care or treatment.
- For leave related to domestic violence, sexual assault or stalking affecting the student or the student's family or household member.
- When a student's place of employment or student's child's school or place of care has been closed for a health-related reason, not including inclement weather.

Student workers accrue sick leave at a rate of one hour for each 40 hours worked. Student workers begin to accrue sick leave on the first day of employment and may begin using accrued sick leave on the 90th calendar day after employment commences. Student workers are eligible to carry-over up to 40 hours of accrued sick leave into the following fiscal year. The university's fiscal year runs from June 1 – May 31.

Student workers are required to record the use of sick leave on a paper time sheet that is available from the Business Operations Coordinator in the HSCR office. These time sheets must be turned into the office no later than the last day of the pay period.

The use of paid sick leave under the terms of this policy constitutes an excused absence and will not be the basis for any adverse employment action.

## ***Substitution Policy***

Not being able to work should be a rare situation, but it does happen. Below is general information about substitutions and how the process works. Please see your specific location for any further detail.

It is your responsibility to find a qualified sub and ensure that your shift is placed on the sub sheet. A qualified sub 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.

Once you have identified someone to pick up your shift, that person must place their name on the sub sheet indicating they are willing to pick up the shift. Only once the shift has been approved by a Manager or Student Manager, is the shift covered.

Not showing up for a shift that you requested but didn't find a sub for will result in a Request Off No Sub or RONS and 2 RONS = 1 NCNS or No Call No Show. Two NCNS will result in separation of employment from Campus Restaurants.

**Commons:** The subbing process occurs via the Sling app. Substitutions should be offered as available at least 4 days prior to the shift. If it is less than 4 days, you must contact the Student Manager or Operations Manager to ask for approval. Students are only allowed 4 substitutions per semester per shift. If more are needed due to an emergency, you must get approval from the Operations Manager.

**Retail:** The subbing process occurs via the Sling app. Substitutions should be offered as available at least 4 days prior to the shift. If it is less than 4 days, you must contact the Manager on duty or Director of Retail Operations to ask for approval. Students are only allowed 4 substitutions of the same shift per semester per shift. If more are needed due to an emergency, you must get approval from the Director of Retail Services.

**208 Garfield:** Any schedule changes must be approved by the 208 Management team.

### ***Logging Your Hours***

At the beginning of your shift you will utilize one of the Micros cash registers to clock in for your shift.

If you have multiple Hospitality Services & Campus Restaurant 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. In order to ensure that your time gets edited correctly, please provide a written note to your manager with the correct in and out times for your shift.

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 each week for your records. The university work week is Saturday through Friday. 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.

Payroll is calculated twice a month for the following time periods: 11th - 25th, paid on the 5th and 20th -10th paid on the 20th of each month. If payday falls on a weekend or holiday you will be paid the first business day prior to the 5th or 20th. 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 reprinted.

See the Payroll Website at <https://www.plu.edu/payroll/> for the latest Payroll Schedule.

## ***Breaks & Beverages***

### **Rest Breaks (Paid)**

For each 4-hour work period, you are allowed a paid 10-minute rest period. Your manager will let you know when it is an appropriate time to take this rest break. Do not clock out for this ten minute rest period. 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, eating, 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 are required by law to take a 30-minute, unpaid meal break. Your manager will let you know when it is an appropriate time to take this meal break. You must clock out and back in for this thirty minute break.

Please plan ahead and bring your meal or a means of purchasing one. If you plan on purchasing a meal, you must clock out first before obtaining your meal. 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.

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.

#### 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 or student manager, they will notify you when it's time for your break.

**Old Main Market:** See your Director of Retail Services, Retail Operations Manager or Retail Student Manager on duty before taking your break.

**Lute Café / 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.

**208 Garfield:** Please check with the 208 Management team before taking your break.

### ***Beverages & Food***

**The Commons:** During your shift in The Commons you may have fountain soda or juice, ice water, milk from the machine, drip coffee or hot chocolate.

**Retail:** During your shift at our Retail Outlets you may have ice water, hot chocolate, italian soda, drip coffee, or chai. If you want an espresso drink, you must pay for the shots.

**208 Garfield:** During your shift at 208, employees may have ice water, hot chocolate, Italian soda, drip coffee, latte or tea.

Bottled and canned beverages, smoothies and any other retail beverages not mentioned above must be purchased and you should keep your receipt with you after purchase.

Your beverage must be in a spill proof container with a straw, 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.

### ***Phones and Headphones***

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.

Headphones are not allowed to be in use while on shift in any area of the facility. This includes when you are working in the dish room.

The campus phones are to be used for Hospitality Services & Campus Restaurants 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 break room in The Commons. In other locations your lead or manager will help you with where to store your personal items. Storing personal items on site is at your own risk. Hospitality Services & Campus Restaurants are 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 Hospitality Services & Campus Restaurants. Many of the uniform requirements are designed to keep you safe and injury free in the workplace. If you arrive for shift without the proper uniform, supervisors and/or student managers will ask you to clock out and change into your uniform. You are responsible for the maintenance and care of your uniform.

Below are guidelines that cover all locations. For unit specific uniform information please see your department below.

### **Required Clothing Items**

- Face Masks/ Cloth Face Coverings
  - You may wear a disposable mask or cloth face covering. Disposable masks may only be worn for one day and then must be placed in the trash. Cloth face coverings must only be worn for one day at a time, and must be properly laundered before reuse.
- Gloves
  - Healthcare workers, those providing first aid, dining workers, and others in higher-risk tasks or classes involving hands-on learning with other students should use gloves as part of their PPE (personal protective equipment). That said, according to the CDC, gloves are not necessary for general (personal) use and do not replace good hand hygiene. Washing your hands often is considered the best practice for sanitation during common everyday tasks.

- Sturdy closed-toed shoes with non-skid soles (rubber soles with tread pattern work best) — this is for your safety and comfort.
- Personal name tag
- A black or white long sleeve shirt or turtleneck, with no visible logos, may be worn under your uniform top for additional warmth.
- If you are working in the dishroom for more than 4 hours, you must wear earplugs. Employees may select their hearing protectors from at least two different types (i.e. molded, self-molded, custom molded, or ear muffs) of suitable hearing protectors provided by the university
- Earbuds and noise canceling headphones are not approved as hearing protection by ANSI. Ear plugs provided in the dishroom are approved.
- 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
    - If your hair is still loose after putting the hat on, it must be restrained further to ensure health code standards are met.
  - Have a ponytail/braid/bun that does not hang or swing below or past your shoulders
- Long beards must also be restrained

**Non-Approved Clothing Items**

- Sweatpants, warm up gear or nylon pants
- Tank Tops or Crop Tops
- Yoga Pants or Leggings
- Headphones or earbuds with music
- Rain Boots / Sandals / Heels or any non sneaker foot attire

- 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
- Skirts (allowed in Office - Must be no shorter than 3 inches above the knee) (unless for religious purposes—see manager)
- Scarves (allowed in Office only unless for religious purposes—see manager)
- No ripped or torn clothing, either purposeful or not.
- Jewelry (Rings, Bracelets, Watches)

### **Unit Uniforms**

**The Commons:** You will be issued two shirts, two aprons, a hat and a nametag. You may wear dark slacks or jeans (no holes or rips). If any of these need replacement, you will need to purchase them at a price determined by the operations manager. You are responsible for keeping your uniform neat and clean.

**Retail Operations:** You will be issued one apron (to be worn over an approved shirt) and a nametag. Tops must be short or long sleeves, no tank tops are allowed. They should fit close to your body to prevent catching or snagging on equipment, and should have no holes or rips in them. You may wear dark slacks or jeans (no holes or rips). You are responsible for laundering and keeping your apron as well as your T-shirt, neat and clean. Aprons and shirts are not to be stored in Retail Outlets or the Office.

**208 Garfield:** You will be issued a nametag. You may wear dark slacks or jeans (no holes or rips) and a black polo shirt. You are responsible for keeping your uniform neat and clean.

### ***Fragrance-Free Environment***

Hospitality Services & Campus Restaurants 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. Hospitality Services & Campus Restaurants 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 Hospitality Services & Campus Restaurants, including company owned vehicles.



3. Use of cleaning products other than those purchased by Hospitality Services & Campus Restaurants are prohibited for cleaning workspaces.

### ***Job Performance and Disciplinary Procedures***

#### **FERPA and Confidentiality**

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 releasing any information about students by anyone, including other students. For Hospitality Services & Campus Restaurants student employees, this includes such things as Dining Dollar/Lute Bucks balances, meal plan choices and allergy conditions. Essentially, anything you know about another student because of your work with Hospitality Services & Campus Restaurants is protected under the FERPA law.

Working in the Hospitality Services & Campus Restaurants 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 Hospitality Services & Campus Restaurants 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.

#### **Customer Service**

When addressing the public, whether on the phone or in person, it is of utmost importance to be friendly, kind and helpful. As a student employee, you are an extremely valuable ambassador for the University. It is critical that all customers (students, prospective students and families, staff, faculty, or off campus constituents) are treated with respect and grace. Customer Service is a majority of the job you perform and poor customer service will be documented.

#### ***Professional Conduct***

As a member of the PLU community, it is assumed that all staff, students and faculty possess and display integrity and character. Expectations include exhibiting an earnest purpose, the ability to exercise mature judgment, the ability to act in a responsible manner, a well-developed

concept of and commitment to, honor and morality, along with a respect for the law and the rights of others.

### ***Quitting Your Job***

If you decide you need to quit your job with PLU Campus Restaurants 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 Campus Restaurants. Student employment will be notified when you terminate your employment with Campus Restaurants. Uniforms should be returned to the office assistant in the Campus Restaurant's 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***

Campus Restaurants 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 process is as follows:

1. Oral warning
2. Written warning
3. Termination

### **Disciplinary Reasons**

**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.
- Arriving for a shift not in proper uniform.
- 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.
- Poor job performance.

## **Termination Reasons**

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

- Failure to carry more than 6 PLU academic credits in a semester.
- Failure to properly follow current CDC guidelines during a pandemic.
- Failure to improve performance after disciplinary action.
- No current food worker card on file.
- 208 Garfield and Concessions — no MAST permit on file.
- Theft of services, products or property from Hospitality Services & Campus Restaurants, 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 Hospitality Services & Campus Restaurants 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 Hospitality Services & Campus Restaurants. If you have questions, please contact your appropriate manager.

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