

Resident Dining



Student Worker Handbook

LUTHER
COLLEGE

Revised August 2020

This handbook is intended to be used with the *Student Handbook* issued by Student Life to outline the expectations and policies of work study in Resident Dining. Please note that all guidelines in the Student Life *Student Handbook* apply to work in Resident Dining.

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Your student work coordinator is here to make sure you have a schedule that works for you and to address any concerns about your job.

The following pages contain policies and procedures that, when followed, make working in Resident Dining easier and more enjoyable for all of us. For those of you who have been employed with Resident Dining before, be aware that some policies have been changed to create a safer, more consistent work environment.

The work that you do here can serve as a stepping stone to promotion within our department. More importantly, it can be a reference for future employers. Welcome!

Leah McCrea
Student Work Coordinator

STUDENT BULLETIN BOARD

The bulletin board near the Clockroom is an important source of information for all Resident Dining student workers. It has two main purposes:

1. It helps us communicate with you about various scheduling concerns such as extended work hours and other things you should know.
2. It is a “**sub board**”—a place where you can post your name and number if you would like to fill in for others. This is an important resource as you will always need a substitute when you aren’t able to report to work. (It is wise to copy names and numbers of people who would like to work the shifts you are assigned on the back of this booklet. That way, even in the case of illness, you have the necessary information at hand.)

It is your responsibility to read the bulletin board. Please check it each time you work.

DRESS CODE

As a Luther Resident Dining worker, you represent one of the best and most original college Resident Dining facilities of our size. We aim to be excellent. To be consistent with such a goal, you must dress neatly and safely.

Expected Work Attire:

- Jeans
- Cotton T-shirt or shirt, we will supply uniform shirt
- Socks and tennis shoes, with crew guards
- A Resident Dining cap and apron with name tag

The following are **unacceptable**:

- **spandex** or **sweatpants** of any kind
- torn or ripped clothing
- sleeveless shirts or excessively long shirt sleeves
- sandals, high heels, or open-toed shoes
- shorts of any kind
- skirts
- sweaters or shirts tied to the waist
- vulgar or otherwise inappropriate T-shirts (i.e., most Wartburg shirts)
- bracelets, watches, or dangling earrings

Also, if you have long hair (shoulder length or longer), it must be tied back. There should be no hair hanging in front of the shoulders.

A student manager or full-time employee may require a student worker to

go home and change before being allowed to work or continue working. This is to maintain a safe and clean working environment. You will be expected to clock out to change.

CAPS AND APRONS

You will be issued a Resident Dining cap. Caps are numbered so you can keep track of yours. This is important, because you will be expected to return the same cap at the end of the school year. You must turn your cap in to the student work coordinator's office as soon after your last work shift as possible. There, your cap will be checked in by office personnel. If you do not return yours, return it in bad condition, or try to return someone else's, \$10 will be charged.

Aprons and shirts will be available when you clock in. They are washed here. **Aprons cannot be worn outside of the work area and should never be worn into the bathroom**

EATING AND DRINKING

Always eat before you clock in. You must swipe your meal card to eat. You may not eat during your shift unless during a weekday lunch and it is impossible for you to eat otherwise. If this is the case, you must ask a full-time staff person or student manager when is a good time to take a few minutes to eat. Keep your cap and apron on. Take only the time you need to eat (approximately 10 minutes) and wash your hands when you are finished. You must sit at a table in the first row, just onto the carpeted area.

No eating or drinking is allowed in the dishroom, behind the lines, or in any of the kitchen and salads areas. If you are thirsty, you must get permission from your staff supervisor or student manager to get a cold drink. The procedure for getting a cold drink is as follows:

1. Get the drink.
2. Consume it immediately.
3. Place the empty glass onto the tray return for the dishroom.
4. Return to your post.

STUDYING

No studying is permitted when a worker is clocked in.

NO CELL PHONE, IPOD, OR MP3 PLAYERS USE WHILE WORKING.

MEASURES FOR CLEANLINESS

1. Wash your hands before working (and after eating or using the restroom).
2. Do not touch your face or hair while working.
3. Keep your cap and apron clean.

STUDENT MANAGER TEAM

This team is comprised of student employees who by the quality of their work and consistency of their character have demonstrated an ability to serve in leadership. They all have at least one-year prior service on the Dining Services team. They are still students with all of the typical classes and homework in addition to their greater job responsibility.

The primary role of the student managers is to serve as team leaders in Resident Dining. Their primary duties are training and providing leadership to all student workers. You are encouraged to get to know your student managers and ask them all the questions that you need to do your jobs to the best of your ability.

SCHEDULING WORK

1. Instructions for changes in scheduling for finals week and the January Term will be posted as they draw near. You are expected to always communicate with the student work coordinator when these instructions are posted (no matter what your plans for January are, for example). The more we know about your plans, the better we can prepare for changes and accommodate you.
2. J-term and spring semester hours are scheduled late in the fall following class registration.

Note: If you are a first-year student, you must work a weekend and a dishroom shift.

3. You are contacted when special events, such as picnics, cause your work assignment/hours to be adjusted.

It should be noted that though hours are scheduled for specific times, a few minutes leeway should be allowed at the end of a shift. Workers are permitted to leave when the work is finished.

Also, you may be asked to move to another position during your shift based on need. All positions are part of Dining Services. Everyone is expected to be flexible and work all other duties as assigned.

CHANGING HOURS AND QUITTING

If you decide to cancel any hours or delete all your hours after you have already signed up, you must give at least a two-week notice of your cancellation. This means you must work your scheduled hours for those two weeks or find someone to substitute. All changes must be made in person in the student work coordinator's office.

TIME CARDS AND PAYDAY

Our time clocks are computerized and keep a running total of your time on the job. It is very important that you are clocked in and out when you work. You may not clock in earlier than five minutes prior to the start of your shift. Corrections must be entered on the error log and initialed by a student manager or staff.

You will be paid biweekly, starting in September. You will receive a notice in your SPO from the Office of Financial Services.

HOLIDAY AND SEMESTER BREAKS

For each break (for instance fall break), you are expected to work until 2 p.m. on the last day of class before a break begins unless the break begins just after finals. You are also expected to work the meal before school reopens after a break if you are regularly scheduled (for instance, Sunday dinner if classes resume on Monday). Unexcused absences will be applied (see policy on Unexcused Absences and Termination).

FINALS

Each student worker is required to work one full shift (three to four hours minimum) during the days that final exams are given. Saturdays and Sundays during finals will be a regular day and those usually scheduled to work will be expected to work. Days to sign up for finals hours will be posted. If you do not schedule finals shifts, you will be expected to work your usual shifts or find a sub for them. It is for your convenience that we create new schedules around your examination times. If you do not show up for your shifts over finals, even if you had an exam, it will be a regular unexcused absence (see policy on Unexcused Absences and Termination).

SUBSTITUTE PROCEDURES

1. You will be expected to be present for your scheduled shifts or have a substitute present who is a current employee of the Cafeteria.
2. Your substitute must be informed of his/her duties, scheduled work area, and time to be clocked in.
3. You must submit a completed sub card to the clockroom prior to the meal period for which you plan to be absent. It is important that the sub's name and phone number be on the card.
4. No portion of a shift may be excused without a sub.
5. If a worker repeatedly finds a sub for the same shift, he or she may be asked to drop the shift.
6. If you do not submit a sub card and your sub does not show up, you will take responsibility for the absence.

ATTENDANCE

Throughout the entire year, you are allowed only two absences; do not waste them.

Should you miss three shifts in a row without an explanation and without calling in, your student work allocation will be terminated the same as covered in "Third Violation" under termination.

Student workers may also be sent a violation or terminated for the following: habitual tardiness (see policy on tardiness), insubordination, refusal to work any specific area, eating while clocked in, unsatisfactory work, theft (including time theft), recklessness, being missing from post or leaving post without being dismissed, or possession of alcohol or other drugs or being under the influence of the same when working.

Further, employees shall not use tobacco in any form when working.

ABSENCE DUE TO ILLNESS/INJURY

1. If you are ill or injured, make every effort to find a substitute. Having names from the sub board readily available is helpful. Your roommate(s) can help you call for subs. Your sub's name and phone number must be listed on the card.
2. If you are not able to find a sub, call the Kitchen (563-387-1063) **and** email Leah mccreale@luther.edu as soon as you know you will not be coming to work. Only you may call for yourself. If you fail to call in, it will be considered an unexcused absence.
3. You will only be allowed to call in ill once per term without having a sub.

The second time (and thereafter), your illness will have to be excused by Health Service or a physician; you will receive an email regarding this procedure. If your missed shift is excused by Health Service or a physician, you will still need to try and find a sub for your shift. If it is not excused, it will become an unexcused absence.

4. Under certain extreme conditions, this policy may be waived.

ABSENCE DUE TO EXTRA-CURRICULAR ACTIVITIES

Sub procedures apply. You must find subs for all of the shifts you will miss, including those missed due to choir tours, sports, job interviews, or anything else you know you'll be gone for. If it is very short notice and you cannot find a sub, contact the student work coordinator. Do not leave without doing this.

CALLING IN TO REPORT AN ABSENCE

When you are going to be absent (not related to illness), and will not have a sub, you are expected to call in and report this information to the kitchen 563-387-1063 **and** send Leah an email mccreale@luther.edu with your reason. If you call in prior to the start of your shift, your absence will be counted as one-half of a full absence for recording purposes.

POLICY ON TARDIES AND LEAVING EARLY

If you are habitually tardy and/or leaving early, it is grounds for termination.

When an employee in Resident Dining is late or absent, it makes work difficult for the people who come in on time. The full-time employees and other student workers must pick up the slack for that person.

If you have misunderstood the times you are expected to be at work or have a professor who consistently goes over class time, please inform the student work coordinator (who will try to remedy the situation). Beyond that, you are expected to be here on time.

If you are late and/or leave early four times (meaning more than five minutes) an unexcused absence will go on your record. If you are 5-30 minutes late you will receive a half warning. If you are 31-60 minutes late, it is a full warning. This may be crucial as three unexcused absences result in termination from all work in Resident Dining for as long as you are a student at Luther (see third violation, in "Unexcused Absences and Termination" section). A tardy/leave early becomes an unexcused absence when it is one hour or longer.

All partial warnings from the fall semester will be erased effective January

15th of each school year. All full warnings carry into second semester but are not carried over into the next school year.

WARNINGS AND TERMINATION

The following procedure is followed in the case of unexcused absences:

First Violation: If an explanation has not been received, you will be contacted by the Student Work Coordinator.

Second Violation: Same procedure as above, only the Luther College Office of Student Employment will receive a notice of the absence.

Third Violation: Your student work allocation will be terminated. In other words, you will be terminated and will not be able to work for Resident Dining, Marty's, Catering, C-store, Oneota, Nordic Brew, or Sunnyside for as long as you are a student at Luther.

SANITATION AND PERSONAL HYGIENE

Sanitation and personal hygiene are extremely important in food service. Poor personal hygiene may contribute to contaminated food.

- Wash your hands in the hand-washing sink with soap and warm water before starting work, when shifting to a different job, and when returning from the restroom.
- Use gloves
- Cover your mouth and nose if you cough or sneeze, then wash your hands.
- Do not eat while working. Eating is not allowed in the kitchen area.
- Avoid touching your hair and face. Do not lick your fingers.
- Remove apron and gloves before using restroom.

INJURY REPORT

The state of Iowa requires accident reports to be filed for all on-the-job injuries within 24 hours. Report any type of injury, including burns or cuts, to the student manager on duty. Accident Report forms are available in the Clockroom, Resident Dining Office, and Student Work Coordinator's Office.

RESIDENT DINING TELEPHONE NUMBERS

Kitchen (563) 387-1063

Main Office..... (563) 387-1030

STUDENT WORK COORDINATOR, LEAH MCCREA

Phone number(563) 387-1396