

OUTSTANDING!

You are now part of the University Dining Services (UDS) team – an elite group of students and staff that is dedicated to providing outstanding food service to the entire university community. Our primary operating principle is to create a cooperative, energized work environment that fully utilizes the talents and skills that each of us brings to the table. We are committed to seeing that everyone gains practical life and work experience, earns top university student wages, and establishes lasting friendships. We also hope to have a little fun along the way.



UDS locations are spread across the campus and include residential, retail, and catering operations. Upper DeBot is the location of the residential dining hall and lower DeBot houses the ever popular C-Store. The Food for Thought Café is conveniently located in the Learning Resource Center (LRC) building and the Dreyfus University Center (DUC) is home to the food court, Homegrown Café, and Catering. Each location has been designed to offer flexibility in dining and menu options, service and operating hours.

We are each ambassadors of the University whenever we come in contact with the public, just as we are each ambassadors of UDS when we are on the job delivering food and services. We ask that you always help maintain the positive image and reputation of the University and UDS by being courteous and helpful at all times. Remember, you may be an employee one hour then a customer the next.

This handbook addresses the major policies and guidelines established by UDS for our student team members. By no means is it all inclusive. Please take the time to thoroughly read and review this information. This is a living, breathing document so expect it to change from time to time. Your input is always welcomed.

Mark Hayes
Director of University Dining Services



Student Employment Handbook

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The University Dining Service Student Employment Mission

“As a student-centered organization, the University Dining team supports the University of Wisconsin-Stevens Point (UWSP) mission by providing the essential service of quality, ease, and cost-effective dining experiences to the campus community.”

The University Dining Service employment program works hard to develop a reputation as the best place on campus for students to work. In addition to paying a competitive wage, training experiences teaching the skills professional recruiters say they are in search for in entry level employees. The University Dining Service employment program is dedicated to being that kind of springboard for the students. Student employees are also rewarded financially for longevity and, of course, for advancement within the University Dining Service employment program system.

Experience, training, financial resources, fun, friends, and excellent references in return for a genuine commitment, a commitment that allows us to employ dedicated students instead of full time staff to provide valued services to the university community. We are truly counting on you.

Operating Principles

- We create a collaborative environment that engages and educates student employees.
- We consider ourselves an integral part of the environmental mission of the University.
- We identify ourselves as food educators first and food providers second.
- We stay on the cutting edge of food trends and nutrition.
- We remain committed to excellence, integrity, quality, and value.
- We promise to cultivate community and build lasting relationships.

Equal Opportunity/Affirmative Action Policy (EEO/AA)

Equal opportunity is a legal, social, and economic necessity for the nation and its institutions, including this university.

It is the policy of UWSP to ensure the active and positive implementation of federal, state, University of Wisconsin System and local EEO/AA laws, executive orders, policies, guidelines, plans, rules, and regulations in all aspects of employment and personnel activities and transactions of the university.

University of Wisconsin-Stevens Point (UWSP) prohibits harassment by supervisors or co-workers on the basis of race, color, creed, religion, sex, sexual

orientation, national origin or ancestry, age, disability, marital status, political affiliation, arrest or conviction record, identity as a veteran, disabled veteran, Vietnam veteran, or the spouse of a veteran or membership in the national guard state defense force or any reserve component of the military forces of the United States or this state.

Employees who need information about complaint or grievance procedures or who wish to initiate such action may contact the affirmative action officer or the director of human resources, as appropriate.

Qualifications for Employment

Open student positions are available to any interested university student who meets the qualifications for employment:

Enrollment: A student must be enrolled for at least six undergraduate credits or five graduate credits during the academic year. During the summer, an individual is also considered to be a student if they are enrolled in classes for the upcoming fall semester, or are taking at least three credits during the summer (under special circumstances, students may be employed in the UDS program during summer who are enrolled in another UW School system in the fall). Graduated students may not be employed unless they fulfill the previously outlined enrollment stipulations.

Employment Status: Student positions are part-time and meant to complement academic pursuits. Students may work and get paid for up to 20 hours per week in a given two-week pay period. During the summer and vacation periods students may work 40 hours per week. Overtime may be **required at supervisor's request**.

Academic Standing: In addition to the credit load requirement, students in consideration for employment must be in good academic standing. Good academic standing means having both semester and cumulative GPAs of 2.0 or higher. This is verified by Registration and Records at the beginning of employment and each semester thereafter. If a student employee is placed on academic probation for having either GPA below a 2.0:

- The Student Employment Supervisor (SES) or UDS Payroll Coordinator (PC) **will contact the student's full time staff supervisor and student manager.**
- The student, supervisor and student manager should meet to discuss the reasons for the low grade point average. If work responsibilities, hours, or projects are contributing to the problem, action should be taken to reduce hours or responsibilities.

- The student should also be informed of academic resources such as:
 - Academic Advising (103 SSC)
 - Academic Tutoring Office (018 LRC)
- The student will be placed on one semester of academic probation. If the student is still on academic probation after the probationary semester, this will be cause for dismissal from the UDS Employment Program.

*For clarification of good academic standing refer to the UWSP catalog or go online at: www.uwsp.edu/news/uwspcatalog/acad3.htm#Probation

Scheduling & Attendance

All student employees are hired with the understanding that their job carries with it the responsibility to work all scheduled hours throughout the entire semester. **Substitutes may be arranged following the "substitution Policy".**

1. Work Schedules

A. Regular Hourly Schedule (Monday-Friday)

- Regular schedules are posted in each work area as well as sent electronically by email.
- Scheduled hours are in effect from date of hire through the end of the semester.
- **Operational needs and individual employees' abilities may require the original schedule to be altered.**
- Employees whose job performance and attendance record does not meet minimum standards may be removed from schedules and/or not provided with work hours in succeeding semesters.
- Permanent schedule changes can only be made by scheduling personnel or management and students must submit a new form of hours of availability.
- Watch bulletin board for notices regarding effective dates and other pertinent student related scheduling information.
- Checking email on a frequent basis will also give updated information.
- Employees are responsible for checking the schedule to determine their daily/weekly work hours.
- Employees working in these areas are responsible for checking these schedules regularly.

B. University Catering/Special Events/Concessions

- Schedules for catering, special events and concessions are determined by the size and number of events/activities.
- These schedules will be posted approximately one week in advance at each location as well as sent electronically through email.

- Employees are responsible for checking the schedule to determine their hours.
 - Employees working in these areas are responsible for checking these schedules regularly.
- C. Weekend (Friday evening, Saturday and Sunday).
- Student employees are scheduled to work weekends on a rotating basis.
 - Employees working during these times are responsible for checking these schedules regularly.

**During holiday and break periods, special schedules are usually necessary. If you are able to work during any of these times, and to ensure that you are on the schedule please notify us of your availability 2 weeks prior to last day of class.*

D. Schedule Changes and Substitution Policy:

- Any temporary or one-time schedule changes should be reported to student manager via the Mutual Agreement forms (MA). Any permanent schedule changes must go through the Student manager/Student Supervisor.
- Any time that is needed to be taken off with notice two weeks in advance, employee must fill out a Request Off form.
- When coming in late or calling in because you are unable to report to work, you must speak to the manager on duty.
 - ◆ If you cannot reach a manager, you must leave a voice mail message and then call back during your shift.
 - ◆ Whenever possible, you should call the night before for an early morning shift or at least 2 hours before the start of your shift.
 - ◆ This notice will provide the manager the ability to obtain coverage during your absence so it does not place an undue burden on your fellow team members.*
- Failure to call prior to the beginning of your shift may result in disciplinary action.
- After three consecutive scheduled days of no call/no show you are considered to have voluntarily resigned from your position.

**Calling in to leave a voice message or sending an email does not constitute speaking with the student manager or supervisor that is on duty and is unacceptable. Doing so will result in disciplinary action.*

2. Attendance

- A. **Attendance is crucial to the employees' work performance and the constant flow of the department.**
- B. Student employees must arrive 15 minutes before their schedule shift starts.
- C. Any employee that continues to arrive late for their schedule shift will result in disciplinary action.
- D. Habitual absenteeism will result in work discharge.

University Dining Services Job Descriptions

Catering Wait Staff (Division I)

Accountability: The Catering Wait Staff report to the Catering Student Manager and the Full-time Catering Manager of University Dining Services.

Scope of Responsibility: Serve as the waiters and waitresses at catered events, with hours during the academic year depend on the day and time events are reserved. Most hours will be nights and weekends. Some work during the break may be possible.

Specific duties:

- Daily opening and closing procedures.
- Knowing proper wait staff protocol for serving customers.
- Keep serving area clean.
- Have the ability to handle stressful situations.
- Attend weekly staff meetings.

Qualifications:

- Must be able to work nights and weekends.
- Must be able to work a minimum of four weekends a semester with some during breaks.
- Pass a criminal background check & must be in good academic standing (cumulative and semester GPA of at least 2.0).
- Must be enrolled at least part-time at UWSP.
- Must satisfactorily complete an orientation and all trainings for this position.

Knowledge and skills:

- Ability to lift pans, weighing up to 40 lbs between production area, carts and service area.
- Ability to bend, stoop, twist and lift up to 60 lbs when storing, stocking and gathering prepared products and/or inventory items.
- Ability to stand and walk on hard floors for extended period of time.

Food Service Worker (Division I)

Accountability: Reports to the Student Manager and full-time supervisor of University Dining Service for their unit.

Scope of Responsibility: Responsible for all phases of food service on the UWSP campus. Setup, service, cashiering, and clean up within scope of this position and each position will fluctuate depending on time of day and food service venue in which they work.

Specific duties:

- Provide patrons with quick and courteous service.
- **Prepare customers' order using the proper recipe, portion and technique.**
- Follow proper cooking, storage, and food handling techniques.
- Keep work area clean, safe and orderly at all times.
- Complete training on all pieces of equipment prior to use.
- Know how to assemble, disassemble, and clean equipment.
- Assist in all phases of set up, service and clean up in operation as needed.
- Accurately and efficiently charge patrons for purchases.
- Assure security of cash register.
- Follow proper reporting procedures if theft is observed.
- Perform other duties as assigned.

Qualifications:

- Must be able to work a minimum of 8 hours per week during the academic year with hours available over break periods.
- Pass a criminal background check & must be in good academic standing (cumulative and semester GPA of at least 2.0).
- Must be enrolled at least part-time at UWSP.
- Must satisfactorily complete an orientation and all trainings for this position.
- Have at least two semesters remaining at UWSP.

Knowledge and skills:

- Ability to lift pans, weighing up to 40 lbs between production area, carts and service area.
- Ability to bend, stoop, twist and lift up to 60 lbs when storing, stocking and gathering prepared products and/or inventory items.
- Ability to stand and walk on hard floors for extended period of time.
- Requires the safe and efficient use of food service equipment such as ovens, grills VCMs, food choppers and processors, steams, slicers, etc., as well as understanding proper way to clean food service equipment.

Food Production Assistant (Division I)

Accountability: Reports to the student Manager and full-time University Dining Service supervisor within their unit.

Scope of Responsibility: Responsible for assisting in the daily production of bakery or food items.

Specific duties:

- Assist full-time cooks with preparation of food items for service or full-time bakers with daily production of bakery items and clean up.
- Consult with service staff as to the location of food items in the warmers and rotation of product. (First in first out).
- Complete training on all pieces of equipment prior to use.
- Know how to assemble, disassemble, and clean equipment.
- Assist in all phases of set up, service and clean up in operation as needed.
- Be knowledgeable of opening and closing procedures.
- Be aware of where back up supplies are kept.
- Know all measuring tools and proper use per recipe.
- Maintain standards of quality, cleanliness, and sanitation.
- Clean-sweeping, washing sinks, counter tops, and emptying garbage before leaving your shift and work area.
- Perform other duties as assigned.

Qualifications:

- Must be able to work a minimum of 15 hours per week during the academic year.
- Pass a criminal background check & must be in good academic standing (cumulative and semester GPA of at least 2.0).
- Must be enrolled at least part-time at UWSP.
- Must satisfactorily complete an orientation and all trainings for this position.
- Have at least two semesters remaining at UWSP.

Knowledge and Skills:

- Ability to lift pans, weighing up to 40 lbs between production area, carts and service area.
- Ability to bend, stoop, twist and lift up to 60 lbs when storing, stocking and gathering prepared products and/or inventory items.
- Ability to stand and walk on hard floors for extended period of time.
- Requires the safe and efficient use of food service equipment such as ovens, grills VCMs, food choppers and processors, steams, slicers, etc., as well as understanding proper way to clean food service equipment.

Ware & Equipment Washer (Division I)

Accountability: Reports to the Student Manager and Full-time Manager for their unit.

Scope of Responsibility: Ensure adequate supplies of clean ware and equipment are available for the service area.

Specific Duties:

- Ensure dish machine and pot/pans are set up properly.
- Coordinate with Food Service Workers to ensure that all clean dishes have been taken to service area and that all carts are fully stocked.
- As customers return trays, dishes and silverware-scrape all debris and return used wares to the dish room for washing.
- Place all used wares and equipment on conveyor and run through dish machine or wash by hand first if needed.
- Take dry items and replace in proper storage areas.
- If any items are damaged, take to the Student Manager or full-time Manager for proper disposal.
- Wash down and sanitize all work services at end of shift.
- Sweep and mop floors. Take recycling materials to designated location for sorting (cardboard, plastics, grease, trays, etc).
- Perform other duties as assigned.

Qualifications

- Must be able to work a minimum of 8 hour per week during the academic year with hours available over breaks.
- Pass a criminal background check & must be in good academic standing (cumulative and semester GPA of at least 2.0).
- Must be enrolled at least part-time at UWSP.
- Must satisfactorily complete an orientation and all trainings for this position.
- Have at least two semesters remaining at UWSP.

Knowledge and skills

- Ability to lift pans, weighing up to 40lbs, between production area, carts and service area.
- Ability to bend stoop, twist and lift up to 60 lbs when storing, stocking and gathering prepared products and/ or inventory items.
- Ability to stand and walk on hard floors for extended hours.
- Requires the safe and efficient use of food service equipment such as ovens, grills VCMs, food choppers and processors, steams, slicers, etc., as well as understanding proper way to clean food service equipment.

Receiving & Operations Clerk (Division I)

Accountability: Reports to the Assistant Director of University Dining Services.

Scope of Responsibility: Responsible for the overall inventory, ordering, accounting, and delivery of dining service stock. This position includes receiving shipments on the loading docks, unloading trucks, operation a pallet jack, moving pallets of supplies, checking in items, pricing and stocking.

Specific duties:

- Maintain a weekly inventory listing of stock. Inventory done at same time each week.
- Prepare weekly summaries of inventory and orders to vendors on a spreadsheet.
- Ensure the stockroom is maintained in a neat and organized fashion.
- Unload truck deliveries.
- Check in shipments against purchase orders and distribute shipments to appropriate units.
- Notify supervisor of shortages and special customer requests.
- Verify prices and pricing of items.
- Recycle corrugated boxes, paper, and packing materials.
- Stock, sweep, mop. Dust and rearrange shelves as required.
- Keep receiving area clean and free from debris for safety and organizational purposes.
- Perform other duties as assigned by supervisor

Qualifications

- Must be able to work a minimum of 8 hours per week during the academic year with hours available over the break.
- Pass a criminal background check & must be in good academic standing (cumulative and semester GPA of at least 2.0).
- Must be enrolled at least part-time at UWSP.
- Must satisfactorily complete an orientation and all trainings for this position.
- Have at least two semesters remaining at UWSP.
- Must meet State of Wisconsin requirements for driving state vehicles.

Knowledge and skills

- Ability to communicate with truck drivers, vendors, and customers.
- Good verbal and communication skills.
- Ability to lift pans, weighing up to 40 lbs between production area, carts and service area.
- Ability to bend, stoop, twist and lift up to 60 lbs when storing, stocking and gathering prepared products and/or inventory items.
- Ability to stand and walk on hard floors for extended period of time.
- Requires the safe and efficient use of food service equipment such as ovens, grills VCMs, food choppers and processors, steams, slicers, etc., as well as understanding proper way to clean food service equipment.

Bartender (Division I)

Accountability: Reports to Catering Student Manager and Catering Manager.

Scope of Responsibility: Responsible to serve as the bar staff at catered events. Hours during the academic year depend on the days and times events requesting bar service are reserved. Most hours will be nights and weekends. Some work during the summer may be possible. Daily responsibilities include serving customers their purchase of products, light cleaning of workspace and establishment, inventory and restocking as needed. Bartenders are also responsible for knowing and following all policies and procedures related to University Dining Services and Responsible Beverage Service.

Specific Duties

- Stocking of product.
- Maintaining open communication with student manager about inventory.
- Cash register operations for the sale of products.
- Perform event opening and closing procedures.
- Serve customers.
- Will need to obtain a bartenders license within the Stevens Point area (classes are offered at Mid-State Technical College) within the first semester of employment.
- Keeping the bar area clean.
- Have ability to handle stressful situations (Emergencies, illegal IDs, fires, to maintain peace and order, clean up broken bottles, etc.)
- Attend weekly staff meetings.

Qualifications

- Must be able to work nights and weekend.
- Must be able to work a minimum of four weekends a semester with some during breaks.
- Pass a criminal background check & must be in good academic standing (cumulative and semester GPA of at least 2.0).
- Must be enrolled at least part-time at UWSP.
- Must satisfactorily complete an orientation and all trainings for this position.

Cashier (Division I)

Accountability: The Cashier reports to the University Dining Services Student Manager and full time supervisor in that Unit.

Scope of Responsibility: Responsible for operating the cash register and recording all transactions accurately and efficiently. The Cashier must have a thorough knowledge of cash control procedure. Customers must be assisted quickly and courteously.

Specific Duties:

- Maintain a secure work station.
- Accurate processing of all register transactions.
- To ensure courteous and efficient customer service.
- Be attentive to all customers entering and exiting.
- Make sure money is in the register and ready to go
- Be aware of the University Dining Services security measures and take appropriate action when it is deemed necessary.
- Have knowledge of merchandise.
- Keep a clean organized work station.
- Assist in annual physical inventory preparation and counts.
- Support the customer service mission of University Dining Services.
- Complete miscellaneous duties assigned by full time staff and the student manager.

Qualifications:

- Must be able to work a maximum of 20 hour per week.
- Pass a criminal background check & must be in good academic standing (cumulative and semester GPA of at least 2.0).
- Must be enrolled at least part-time at UWSP.
- Must satisfactorily complete an orientation and all trainings for this position.

Knowledge and skills

- Must have a keen ability to work with money; also must be dependable, reliable and responsible.
- A working knowledge of and experience with basic keyboarding functions is preferred.
- Must be able to communicate well with customers, employees and supervisors.
- Ability to lift pans, weighing up to 40 lbs between production area, carts and service area.
- Ability to bend, stoop, twist and lift up to 60 lbs when storing, stocking and gathering prepared products and/or inventory items.
- Ability to stand and walk on hard floors for extended period of time.

Web Manager (Division II)

Accountability: Reports to the Assistant Director of University Dining Services.

Scope of Responsibility: Responsible for planning, implementation and maintenance of the University Dining web pages. Assist in system planning and implementation, along with training and technical support users.

Specific Duties:

- Plan, design, implement and maintain the University Dining Services World Wide Web pages on the campus web server, following UWSP campus protocol.
- Act as a technical consultant regarding computer related activities and acquisition of computer hardware and software.
- Meet regularly with the Assistant Director of University Dining Services, UWSP IT personnel, and other departments for planning and problem solving.
- Attend meetings and conferences related to the position.
- Other special projects as assigned by the full time supervisor

Specific Skills Needed:

- Good programming skills and experience with Active Server Pages 3, JavaScript, VBScript, HTML/DHTML and SQL Server 2000
- Working Knowledge of Microsoft FrontPage, Macromedia Dreamweaver, and other current web creation and development tools such as Flash.
- Up-to-date knowledge of full web standards compliance. This means following the W3C recommendations which include knowing how to use:
 - Extensible Hypertext Markup Language-XHTML 1.0 or Higher.
 - Cascading Style Sheets-CSS level 1, 2 or higher.
- Excellent working knowledge of computer hardware and software troubleshooting.
- Working knowledge of Microsoft FrontPage, Macromedia Dreamweaver, and other current web creation and development tools.
- Excellent oral and written communication skills, time and task management skills and the ability to work successfully with limited supervision.
- Demonstrated understanding of basic design concepts.
- Strong analysis, leadership and customer service skills.

Qualifications:

- At least a part time student.
- Pass a criminal background check & must be in good academic standing (cumulative and semester GPA of at least 2.0).
- Must satisfactorily complete an orientation and all trainings for this position.
- Must be able to work a maximum of 20 hour per week during the Academic year and 40 hours per week during summer and break periods.

Student Manager-Catering (Division II)

Accountability: Reports to the full-time staff supervisor in the respective University Dining Services Unit.

Scope of Responsibility: Responsible for the smooth operation of all financial, personnel, and operational aspects of their unit.

Specific Duties:

- Attend a Responsible Beverage Serving Training session at Mid-State Technical College and obtain a Bartending License within the first semester of employment.
- Supervise and train University Dining Services student staff in specific tasks: proper and attractive plating, cash handling, inventory, stocking, and customer service as needed.
- Regulate internal affairs of unit.
- Provide structure for employees work schedules.
- Approve Kronos bi-weekly timecards for student employee.
- Lead weekly student staff meetings.
- Attend weekly meetings (including Student Supervisors staff, Unit meetings, one-on-one with supervisor)
- Evaluate the work performance of each employee at least once per semester.
- Enforce dining service policies and rules to maintain a professional operation.
- Develop, revise, interpret, and implement all personnel policies for the unit using the guidelines set by the University Dining Service Student Employment Program.
- Organize and coordinate applications, interview, and participate in selection process when vacancies occur within your unit.
- Ensure that all equipment is maintained properly and in a cost effective manner.
- Manage the computer system and software requirements.
- Lead orientation sessions for the overall University Dining Service program and your unit.
- Perform other duties as assigned.

Qualifications

- Must be able to work a minimum of 15 hours per week during the academic year with some work during breaks being necessary. (Hours may be available over the summer session but might not be within the student manager title).
- Must be at least a part time student.
- Pass a criminal background check & must be in good academic standing (cumulative and semester GPA of at least 2.0).
- Must satisfactorily complete an orientation and all trainings for this position.
- Have at least 2 semesters remaining at UWSP.
- Must meet State of Wisconsin requirements for driving state vehicles.
- Demonstrate leadership abilities, good interpersonal skills, excellent oral and communication skills, and develop listening skills.

Student Manager (Division II):

[DUC Food Court, DeBot Upper, DeBot C-Store, Food for thought Café, Home grown Café, Spicy Meatball]

Accountability: Reports to the full-time staff supervisor in the respective University Dining Services Unit.

Scope of Responsibility: Responsible for the smooth operation of all financial, personnel, and operational aspects of their unit.

Specific Duties:

- Supervise and train University Dining Services student staff in specific task-proper and attractive plating, cash handling, inventory, stocking, and/or customer service as needed.
- Regulate internal affairs of unit.
- Provide structure for employees work schedules.
- Approve kronos bi-weekly timecards for student employee.
- Lead weekly student staff meetings.
- Attend weekly meetings (Including Student Supervisors staff, Unit meetings, one-on-one supervisor)
- Evaluate the work performance of each employee at least once per semester.
- Enforce dining service policies and rules to maintain a professional operation.
- Develop, revise, interpret, and implement all personnel policies for the unit using the guideline set by the University Dining Service Student Employment Program.
- Organize and coordinate applications, interview, and participate in selection process when jobs occur within your unit.
- Ensure that all equipment is maintained properly and in a cost effective manner.
- Manage the computer system and software requirements.
- Lead orientation sessions for the overall University Dining Service program and your unit.
- Perform other duties as assigned.

Qualifications:

- Must be able to work a minimum of 15 hours per week during the academic year with some work during breaks being necessary. (Hours may be available over the summer session but might not be within the student manager title).
- At least a part time student.
- Must satisfactorily complete an orientation and all trainings for this position.
- Have at least 2 semesters remaining at UWSP.
- Pass a criminal background check & must be in good academic standing (cumulative and semester GPA of at least 2.0).
- Demonstrated leadership abilities, good interpersonal skills, excellent oral and communication skills, and develop listening skills.

Wages

Time Cards
Longevity
Wage Classification Scale
On The Job Training

Timecards

Kronos

Timecards within the University Dining Service Employment Program are all done online through the Kronos System at <https://mytime.wisc.edu/wfc/logon>. After referral forms and wage information sheets have been processed, **the employee's Kronos identification number will be distributed to the employee and their supervisor by the Payroll Coordinator.**

Timecards on Kronos must be completed in the following manner:

- All timecards must be completed online at the Kronos website.
- Students must fill in the in/out times for each day worked in the corresponding spaces on a daily basis after the scheduled shift. Make sure to put am or pm in the correct spaces.
- Save the timecard after every change to it.
- Students must approve the timecard at the end of each pay period before the supervisor does to ensure all hours are entered.
- The supervisor must verify the hours worked, and approve the timecard. After the supervisor approves the timecard, the employee cannot change the timecard without the supervisor removing the approval.
- Timecards must be approved by both the employee and the supervisor by the designated deadline. The deadlines will be determined at the beginning of each semester and summer break.
- Any time worked beyond scheduled hours must be approved by a student manager or supervisor
- ****If an employee is employed by two departments on campus the employee will have to click on the "transfer" column to make sure they are putting the correct hours in for the correct job**

Employees whose timecards are submitted after the deadline will either receive their paychecks late, or will need to add the appropriate hours on their next timecard. If a student has not worked during the entire pay period, timecards should be approved by the supervisor to ensure hours are not added. In the event that an employee is entering in non-working hours into their timecard, each case will be investigated and if consequences show timecard violations, employee will result in discharge.

It will be the student employee's responsibility to check their pay stub at www.uwsp.edu/paystub to make sure that they are receiving the correct wage.

Micros

University Dining Services also uses Micros as a second timecard keeper. Micros does not substitute for any timecard entering on Kronos. Micros is readily available to use on any cash register in any of the dining areas worked. Micros printouts will be used to measure cost effective labor hours. All student employees must clock-in on Micros before the start of the shift and clock-out after the end of the shift. Students failing to follow proper Micros procedures will result in disciplinary actions.

Student Kronos Information Sheet

Student Name:

Person ID for Kronos:

<http://mytime.wisc.edu/wfc/logon/>

Username

Your user name is your new Person ID. **NOT you're UWSP Logon Name!** If you do not know your person ID, see your supervisor.

Password

- Your initial password is your last name in lowercase letters.
- If your last name is less than five letters, you must type in the word pass after your last name.
- The system will then prompt you to change your password. This is the password that you will use from this point forward.

Recording Hours

- **On your timecard, you will have to enter your "in" and "out" times.**
- Hit SAVE every time you enter a new time.
- If you work more than one shift per day, select the green arrow beside the applicable day. This will allow you to enter a second row for that day. Do not use the second set of IN and OUT in a day. That does not work for our campus!!
- Remember to enter AM or PM after each time entered.

More than one job on campus?

- Enter your IN time.
- Click on the TRANSFER box between the IN and OUT boxes.
- Click on the arrow, and then click on the Search Alt. S option.
- Select on Appt-Job.
- Your positions will generate on the left side of the computer screen, click on the correct position then click on OK at the bottom of the screen. When you go back into your timecard to log out, you will click on OUT, enter your time (AM or PM).
- Click on SAVE.
- Make sure you do this every time you enter in and out times for each job so you are paid correctly. *** Failure to do the Transfer could result in your not getting paid for all jobs or being paid against the incorrect account!!!

Approving your Timecard

- **At the end of the two week pay period, you must “APPROVE” your entered hours.** This is your electronic signature. On the toolbar (where you find “SAVE”), select **APPROVE** from the **APPROVALS** drop down menu.
- If you would need to go back in to correct hours, you would have to click on **APPROVALS** again on the tool bar and then click on Remove Approval. Then you could go back and make any changes.
- ****Please note****When a supervisor approves a timecard, the timecard is locked. You will not be able to make any changes without the supervisor going in and removing their approval.
- The approval process is very important as it replaces your signatures on the timecard.
- If you get locked out of Kronos, contact Lisa Nelson immediately to be reset. You will need to give her your Kronos logon number.

When you logon Kronos on the left side to the screen there is a pick called + My Links, if you click on that you will see an option called My Time Training. This is an actual in depth training manual. Feel free to read it or print it out.

****If you have any problems when you start using Kronos time entry, do not hesitate to call Jake Shearier, Student Payroll @ 715-346-4085 or E-mail jshearie@uwsp.edu*

Longevity

Longevity increases are awarded to students based on the following criteria:

- Meet all job requirements specified in the position description.
- Receive a positive semester performance evaluation.
- Work at least twelve weeks for the department during academic semester (Including winter break or eight weeks during the summer session)
- Attend two trainings per academic semester (one during the summer session)
- Take & pass the on-line ServSafe Starter course within 4 weeks of being hired.

If an employee leaves the employment program for reasons other than an approved leave of absence and then returns to the University Dining Services program, the employee’s past training increases will no longer apply. Longevity increase will consist of \$.10 being added to the base wage for the following semester.

Bonus

Students who begin employment within the first 4 weeks of a semester and work through the last day of finals of that semester will be eligible to receive a one-time bonus check totaling 10% of all hours worked during that semester.

****You must have also met the requirements for the Longevity increase.**

Examples:

Student A works 15 hours/week x 16 weeks x \$8.50/hour x 10% = \$204.00

Student B works 8 hours/week x 14 weeks x \$8.50/hour x 10% = \$95.00

Wage Classification Scale

<u>Division</u>	<u>Wage Allocation</u>
Division I	\$8.50/hour
Division II	\$8.75/hour
Division III	\$9.05/hour

Updated 7/09

Promotions

Students are encouraged to apply for leadership positions within the University Dining Services student employment program, typically, these positions include duties of increased responsibility and are, therefore, compensated with a higher base wage. ****You must have also met the Longevity increase requirements.**

On the Job Training

On the job training is used in all areas of the UDS. This form of training requires the supervisor or assigned co-worker to give extra attention (such as instruction or constructive criticism) to the new employee when needed. Other parts of on the job training may include the Performance Review Program and management training seminars.

Policies

Employment Policies
Injuries and Accidents
Equipment Use

Employment Policies

Probation Policy

The University Dining Service Employment Program enforces a probationary period upon employment. The period extends for the first eight weeks worked by an employee or by a continuing employee in a new position. In summer, the probation period lasts for four work weeks.

During this period, both parties reserve the right to terminate employment without penalty or explanation. Upon the completion of the probationary period, the UDS Payroll Coordinator will send a memo and the Probation Form to the supervisor. The supervisor should arrange to meet with the student and discuss the Probationary term evaluation, as well as set objectives for the next evaluation period. The supervisor should then return the signed probation form to the PC.

Probationary period may be extended if the area supervisor and unit manager believe it is appropriate.

Graduating Seniors / Departing Employees: Graduating/departing employees should request a Departure Information sheet from their supervisor no later than four weeks prior to leaving. Once the form is filled out it is to be turned into the supervisor, the supervisor will turn it in to the UDS Payroll Coordinator and it will be placed in the employee's personnel folder. **Employment will discontinue at the close of the employee's final semester.**

Shift Meals

Employees must be scheduled to work 4 hours in order to earn a shift meal. Meal tickets will be given to the student employee by a student manager at the end of the shift. The meal ticket must be used within 24 hours after it was issued. The meal ticket can be redeemed at any of the dining locations for an equivalent of the daily pointer plate special or a meal at upper Debot. If a team member works an 8 hour shift he or she is eligible to receive two meals. Meals breaks are NOT paid and are taken after the end of your shift.

Leaving Your Work Station

You are expected to inform your supervisor or the student manager on duty if you must leave your work station. During your shift you can make (after notifying your manager) or receive emergency telephone calls. All other telephone calls or personal business (i.e., feeding the parking meter and smoke breaks) must take place during authorized meal break(s). Smoke breaks must not occur during meal service periods and must take place at designated smoking areas.

Food Safety & Sanitation

Employees must adhere to all sanitation guidelines as prescribed by the City of Stevens Point and SPUDS. Specifically, logs and other documentation as determined by your job description must be taken and maintained. There will be no eating in any food preparation or service areas. Drinks must be in containers with lids. Gloves must be worn when handling all ready-to-eat and potentially hazardous foods. Gloves must also be worn when handling or stocking clean silverware, glasses and china.

Electronic Devices

All personal electronic devices must be turned off and put away during working hours with the exception of student managers. You may provide the office telephone number to your family in the event an emergency arises.

Customer Service

We are here to serve our customers. We must smile, be polite and friendly at all times. If you need assistance to help a customer, contact a supervisor or manager immediately.

Contact Information

Employees are expected to provide up-to-date contact information including address, telephone number and emergency contact numbers. Any falsification of information will result in discharge.

Failure to abide by these expectations will result in disciplinary action up to and including discharge.

Injuries and AccidentsOn the Job Injuries

Students who are performing work for the University and are on the University payroll are covered under **Worker's Compensation for work related injuries.**

If an individual is injured on the job:

1. The employee should inform their supervisor of the accident immediately. In the event of a medical emergency, 911 or Protective Services (x3456) should be contacted.
2. The supervisor should report the injury to the Student Employment Supervisor. The injured employee and area supervisor need to complete an injury report and submit it to the office of Safety and Loss Control within 24 hours (forms can be found on the web at: <http://www.uwsp.edu/safetyloss/workcomp.html> or call x2618). A copy of the injury report form must be sent to the Assistant Director of the University Center.
3. If medical treatment is necessary, the employee has the choice of any physician, chiropractor, psychologist or podiatrist licensed in the State of Wisconsin. **Saint Michael's Hospital and Rice Medical Center are the closest treatment facilities.**
4. Inform the place of treatment that the injury is work related. All bills and a report from the doctor need to be sent to the office of Safety and Loss Control for processing. If medication needs to be purchased, all receipts must also be sent to the office of Safety and Loss Control.
5. When a work related injury results in work restrictions, or an absence from work, a medical report giving the reason and dates is required. The office of Safety and Loss Control must be contacted for any lost time or restrictions involving work related injuries. The University of Wisconsin System has an Early Return to Work Policy. The supervisor of the injured employee should contact Safety and Loss Control to discuss whether modified duty is available within given work restrictions.

University Dining Service Equipment Use PoliciesBuilding Equipment Use

Personal use of any building equipment outside of the normal operating hours is prohibited. Special permission may be given by an administrative staff member to use equipment during normal operating hours. Any special use of equipment must be reported to the Building Manager.

Office Equipment Use

Each department supervisor will set a policy regarding equipment use.

Telephone Use

University Dining Service telephones are for business related calls and emergencies only.

Disciplinary Procedures

Behavior Requiring Disciplinary Action Disciplinary Procedures and Levels

The University Dining Service Employment Program supports progressive or corrective discipline; this means penalties become more severe each time an employee must be disciplined. Except for very serious wrongdoings, an employee is rarely discharged for a first offense. The concept of corrective or progressive discipline holds that an employee be discharged only as a last resort after every possible effort has been made to help that person correct deficiency in performance and/or behavior. Corrective measures may include special instructions, coaching, counseling, oral warnings, and written warnings. This is not a complete list of behaviors that could result in disciplinary action. Each area may have additional rules for employee performance leading to disciplinary action.

Behavior Requiring Disciplinary Action

1. General Behaviors
 - Loafing, loitering, sleeping, or engaging in unauthorized personal business.
 - Unauthorized disclosure of confidential information records.
 - Falsify records or giving false information to employees responsible for record keeping by an authorized person.
 - Failure to comply with health, safety, dress code, and sanitation requirements, rules and regulations.
 - Negligence in performance of assigned duties.
2. Attendance and Punctuality
 - Failure to report promptly at the starting time of a shift or leaving before the quitting time of a shift without the specific approval of the supervisor.
 - Unexcused or excessive absenteeism.
 - Failure to observe the time limits and scheduling of lunch or breaks.
 - Failure to notify the supervisor promptly of unanticipated absence or tardiness (please see scheduling an attendance policy).
3. Use of Property
 - Unauthorized or improper use of University property or equipment including vehicles, telephone or mail service.
 - Unauthorized posting or removal of notices or signs from bulletin boards.
 - Unauthorized use, lending, borrowing, or duplication of University Keys.
 - Unauthorized entry to University property, including unauthorized entry outside of assigned hours of work or entry to restricted areas.
4. Personal Behaviors
 - Threatening, attempting, or doing bodily harm to another person.
 - Threatening, intimidation, interfering with, or using abusive language towards others.
 - Unauthorized possession of weapons.
 - Making false or malicious statements concerning other employees, supervisors, students or the University.
 - Unauthorized solicitation for any purpose.
 - Inappropriate dress or lack of personal hygiene, which adversely affects proper performance of duties or constitutes health or safety hazards.
 - Unauthorized or improper use or possession of uniforms, identification cards, badges or permits.
 - Failure to exercise good judgment, or being discourteous, in dealing with fellow employees, students or the general public.

Disciplinary Procedures and Levels

Ordinarily there are five progressive levels of disciplinary action: Coach & Counsel, Oral Warning, Written Warning, Suspension, and Discharge. The following information explains these levels in detail. All levels of disciplinary action requires notation in a Discussion Record book that is available to the student for viewing from the SES.

Coach & Counsel: The coach and counsel is an informal discussion with an employee regarding a specific workplace issue. A C&C needs to be stated as such when presented to the employee. There is no need for paperwork other than notes in the discussion record.

Oral Warnings: When an employee fails to maintain standards, a formal oral warning will call for a further disciplinary action is in order. All oral/verbal warnings must be stated as such when presented to the employee and will be recorded in the discussion record.

Written Warnings: Written warnings are the second formal stage of progressive discipline. There will be a first written warning in acknowledgment of a corrective action to be taken place. The second written warning will be a final warning before a discharge is issued. Student manager and supervisor must discuss corrective actions with the student employee. Student employee must sign for the acknowledgement of corrective action and must complete specified plan of correction during the timeline allotted and stated on the corrective action form.

A written warning may be kept active for two consecutive semesters. After two semesters, the terms stated in the warning are invalid. A copy of the warning **remains in the employee's personnel file.**

Discharging Employees: Discharge is the most severe administrative employment action that can be taken. It is used when an employee has committed a serious offense or has a record of repeated violations of departmental rules. It is also used to remove workers who cannot be utilized effectively in any position because of incompetence or inability to perform adequately or to get along with co-workers. Once discharged, a discharge of employment form must be filled out. This will be kept in the employee work file.

Immediate Discharge

The following employee actions may result in immediate discharge of the employee:

- **Unauthorized possession or removal of University or another person's private property.**
- Insubordination, including disobedience, failure or refusal to carry out assignments or instructions.
- Use or possession of illegal drugs or alcohol during work hours.
- Reporting for work under the influence of illegal drugs or alcoholic beverages.
- Supplying false information on employment application or for employment records.
- Falsification of hours on timecard.
- Abuse or theft of meals/meal vouchers.
- Theft of UDS property.

University Dining Service Dress Code / Appropriate Attire

An important part of any customer experience is the presentation of our customer service providers, and that is you! The following guidelines are in place to provide a consistent image to the public we serve.

Basic proper uniform components are:

- UDS issued shirts.
- UDS provided apron or catering uniform as required by position.
- Proper hair control methods (ball cap or hairnet).
- Ankle length pants that are Khaki or black in color.
- Jeans will be an exception as long as they are not tattered, torn, or holey.
- Name Tag or Identification Badge (worn on shirt/apron).

Clothing Guidelines:

- If clothing does not meet guideline employees will be instructed to punch out, go home and return in clothing that meets uniform guidelines. Repeated failure to comply with these guidelines may result in disciplinary action.
- Appropriate University Dining dress including location specific shirt/apron/jacket/cap is to be worn while working.
- Employee must provide ankle length pants Khaki, black pants, or jeans. (No shirts showing mid-drifts or cutoffs/jams/athletic wear-such as wind pants, track pants, sweat pants, etc). Shorts are not allowed.
- Uniform tops and pants must be tucked in or overlapping at all times. No bare midriff, back or undergarments can be exposed during the performance of duties. Pants worn for work must not drag on the floor.
- No torn, frayed or ragged clothing allowed.
- No sleeveless or tank tops allowed.
- Neat, clean, wrinkle free clothes required.
- No bulky sweaters or sweat-suits that could be unsanitary or unsafe around equipment.
- Jewelry is restricted to one simple ring, wrist watch, small hoop or **non-dangling earrings, short necklaces (won't catch on equipment nor get in food)**. Medical emergency bracelets are permitted. For certain food preparation duties employees may not wear any jewelry on their arms or hands.

Shoe Guidelines:

- Low heel and slip-resistant soles required.
- Socks are also required.
- No open-toed shoes or high heels allowed.
- Shoes should be kept clean and in reasonable condition.

Hair Restraint Guidelines:

- All hair must be effectively restrained.
- No hair control except approved hair nets or UDS hats are acceptable. (Exceptions may be made for medical or religious reasons).
- University Dining caps may be worn, for hair control, but all hair must be controlled by them (i.e., hair touching collar or loose ends must be pinned up under hat).

Personal Hygiene & Cleanliness:

- Employees are required to keep themselves properly groomed, i.e., hair, nails, hands, etc.
- Daily showering or bathing is highly recommended!
- No fingernail polish or false fingernails are allowed to be worn while working.
- Fingernails of food handlers are to be kept short and clean.
- No heavy fragrances are permitted.

Don't Ever:

- Bite your fingernails.
- Touch your hair, beard, or mustache.
- Scratch an itchy acne blemish or sore.
- Cough or sneeze on or around food. Cough into your elbow and then wash hands.

Food Safety and You!

All UDS student employees are required to take and pass the ServSafe Starter food safety course on-line as part of their employment. Failure to do so within 4 weeks of the hiring date will result in forfeiture of the longevity increase, promotional opportunities and bonus for the semester.

It is imperative that you understand this thoroughly, and that you always be extra conscious of it when you work with food, or around food serving areas.

Your hands can easily be soiled with germs. They then become the primary route by which the germs are transferred to the food, and the food then becomes a health hazard. This is why it is absolutely essential that you wash your hands every time they come in contact with dirt and germs. Bare hand contact with ready to eat food is prohibited. Deli paper, utensils, or gloves must be used to handle ready to eat foods.

Using Disposable Gloves

Hands must be carefully washed with soap and warm water, and then dried before and after gloves are worn. Gloves are suitable for mixing, deli sandwich assembly, prep work, vegetable handling, covering non-infected hand abrasions, etc.

**Rules of Glove Use**

- Do not reuse gloves.
- Use only single-use gloves, stored and dispensed to prevent contamination.
- Ensure gloves are intact, without tears or imperfections.
- Provide gloves that fit properly.
- Gloves must be changed whenever an activity or workstation change occurs, or whenever they become contaminated.
- Hands are to be washed and dried before putting on new gloves.
- Management must provide education and enforcement of proper glove use.
- Gloves must be replaced after sneezing, coughing, or touching of the hair or face.

Allergies:

Natural rubber latex gloves have been reported to cause allergic reactions in some individuals. Consider this when deciding whether single-use latex gloves will be used during food preparation.



Food Handling Practices

1. Contamination or spoilage of food items shall be prevented by use of proper food storage procedures and adequate facilities.
 - a. Toxic materials are not to be stored near food items or allowed to come in contact with food.
 - b. All poisonous materials are labeled properly.
2. Staples are kept on designated dry storage areas.
 - a. Products are stored off the floor on clean, dry surfaces.
 - b. Products are not to be stored directly under exposed sewage pipes or water lines.
 - c. Products are stored away from floor drains.
 - d. Products are stored at least 2 inches away from walls to provide for proper air circulation cleaning.
 - e. Open packages are wrapped and labeled.
 - f. Temperatures of the dry storage area between 40 °and 70 degrees Fahrenheit.
3. Perishable items are refrigerated promptly upon receipt.
 - a. All food placed in refrigerators is in covered containers which are clean and non absorbent.
 - b. Food items are stored at established temperatures:

Meat	32-36 degrees Fahrenheit
Fish.	30-34 degrees Fahrenheit
Dairy	40-45 degrees Fahrenheit
Fruits and Vegetables	40-45 degrees Fahrenheit
 - c. All items are stored off the floor.
 - d. All items are properly labeled and dated
4. Frozen food items are placed into the freezer promptly.
 - c. Food items are stored between 10-0 degrees Fahrenheit.
 - d. All items are to be wrapped tightly, labeled properly and dated.
 - e. All food items are stored off the floor.
5. Food items are rotated according to a first in, first out procedure.
6. Food storage facilities are clean.
7. Bulk foods such as cooking oil, sugar, salt, or flour are stored in containers identifying the food by common names.
8. Storage temperatures are checked on daily established schedules.

Food Handling Techniques

Safe and sanitary food handling techniques shall be followed in food preparation areas.

1. Perishable food items are kept at temperatures below 40 degrees Fahrenheit or above 140 degrees Fahrenheit.
2. All utensils and equipment are sanitized after each use.
3. Precautions are taken to prevent cross-contamination of cooked, ready to eat foods by raw, uncooked foods (particularly poultry, fish, and pork) via hands, cutting boards, equipment, and utensils.
4. Food items already cleaned and cooked are stored away from foods requiring washing or cooking.
5. Food items are thawed under refrigeration at a temperature of less than 45 degrees Fahrenheit, or running water at a temperature of 70 degrees Fahrenheit.
6. All raw fruit and vegetable items are washed thoroughly.
7. Food is protected from contamination by poisonous substances and disease producing bacteria.
8. Handling of food is minimized by use of suitable utensils.

Temperature Guide

165° F for 15 seconds--
Poultry, stuffed meats,
Stuffing containing meat;
Food cooked in the micro-
wave; Reheating of left-
over foods for hot hold.

155° F for 15 seconds (or
158° F instantaneous kill)-
Ground raw beef, ground
raw pork, injected meat,
etc.

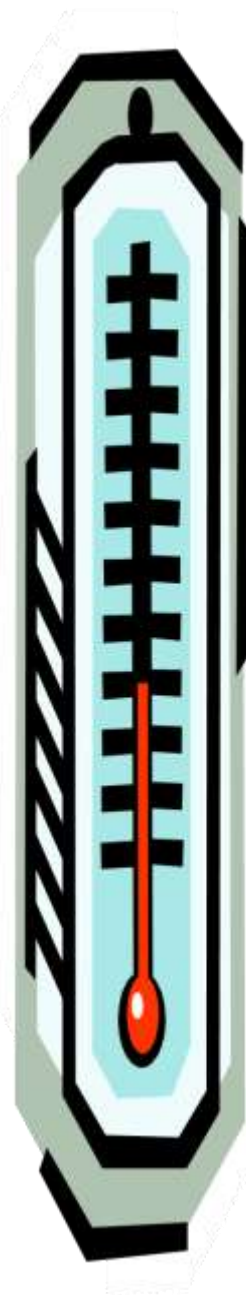
145° F for 15 seconds --
Fish, meat and pork (or
refer to WI Food Code 3-
401.11) and raw shell eggs

135° F - Cooking
(reheating) commercially
processed and packaged
foods, cooking vegetables
and hot food holding

41° F -- Cold food holding





0° F -- Frozen food



- Always use a metal stem thermometer to monitor food temperatures. Remember to calibrate your thermometer monthly.
- Never re-heat or cook on a steam table or in a food warmer. Cook and re-heat food as quickly as possible; for example, on a stovetop.
- Pre-chill all ingredients when making a cold salad to prevent long periods of time in the danger zone.
- Cool hot foods to 70°F within 2 hours; and to 41°F within 4 additional hours in shallow pans with a food depth of 2 inches, or ice water bath.

Preparing & Holding Potentially Hazardous Foods

	Minimum cooking Temperatures with required Durations
165 F(74 °C) for 15 Seconds 	Poultry: Live caught or field dressed wild game animals; stuffed fish, meat, pasta, poultry or ratites (emu/ostrich) and stuffing, casseroles, layered pasta dishes containing fish, meat poultry or ratites.
165 F(74 °C) in all parts of the food	Microwave Cooking: for raw animal foods: covered, rotated or stirred throughout or midway through the cooking process and held for 2 minutes covered.
155 F (68 °C) for 15 Seconds or 145 F for 3 minutes 150 F for 1 minute 158 F Instantaneous	Ratites (emu/ostrich); injected meat; comminuted (ground, chopped, restricted, combined, etc.) raw animal foods such as fish, meat, commercially raised game animals, exotic animals or rabbits; raw shell eggs not prepared for immediate service (pooled or hot hold).
145 F (63 F) for 15 seconds 	Raw shell eggs prepared for immediate service; commercially raised game animals, exotic animals and other fish and meat not otherwise specified in this table

Whole Roast of Beef, Corned Beef Roast, Pork Roast and Cured Pork Roast (such as Ham)

Note: The period of time at each temperature may include post-cooking heat rise.

Tempera- ture Degrees C(F)	Time / Minutes	Tempera- ture Degrees C(F)	Time	Tempera- ture Degrees C(F)	Time
54 (130)	112min	62 (144)	5 min	67.2 (153)	34 sec
56 (132)	71min	63 (145)	4 min	67.8 (154)	27 sec
57 (134)	45min	63.3(146)	169 sec	68.3 (155)	22 sec
58 (136)	28 min	63.9 (147)	134 sec	68.9 (156)	17 sec
59 (138)	18 min	64.4 (148)	107 sec	68.9 (156)	17 sec
60 (140)	12 min	65 (149)	85 sec	69.4 (156)	14 sec
60.6 (141)	9 min	65.6 (150)	67 sec	70.0 (158)	11 sec
61 (142)	8 min	66.1 (151)	54 sec	70.6 (159)	10 sec
61.7 (143)	6 min	66.7 (152)	43 sec	71.1 (160)	10 sec

Preparing & Holding Potentially Hazardous Foods

1. Cooking Plant Foods for Hot Holding: Fruits & vegetables that will be held hot shall be cooked to the hot holding temperature of 140°F (57.2°C).
2. Hot and Cold Holding: **Hot food** ≥ 140°F (57.2°C), except beef roast cooked or reheated as stated for time and temperature parameters in the chart on the previous page may be held at 130 Degrees F. (54 Degrees C). Cold foods ≤ 41°F (5°C).
3. Reheating:
 - For Immediate Service After Cooking: cooked & refrigerated ready-to-eat(RTE) Potentially Hazardous Foods may be served at any temperature (i.e., roast beef sandwich au jus) if offered for *immediate service*.
 - Reheating For Hot Holding: to be completed in 2 hours or less. Leftovers shall be reheated to at least 165°F (74°C) for 15 seconds {microwave is 165°F (74°C) rotated or stirred, covered, held for 2minutes}. Remaining unsliced portion of beef roast cooked as stated above may be reheated with the same initial cooking parameters.
4. Commercially Processed, hermetically sealed potentially hazardous ready to eat food, or RTE foods from an intact package from an approved food processing plant shall be reheated to at least 135oF (57.2°C) if intended for hot holding.

Cooling: Use rapid chill methods	130°F to 70°F (60°C to 21°C) within 2 hours, and 70°F to 41°F (21°C to 5°C) within next 4 hours	Ambient temperature ingredients: cooled to 41°F (5°C) within 4 hours, i.e., reconstituted foods, canned tuna
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Cold receiving: laws allowing shipping temperature ≥41°F (5°C) for certain products shall be cooled to 41°F within 4 hours, except that time parameters need not apply to eggs.

5. Frozen Food: The temperature necessary to maintain the product frozen “solid’ (varies for products). **Freezing fish for parasite destruction (except certain species of tuna):** (1) -4°F or -20°C or colder for 168 hours or 7 days; OR (2) -31°F or -35°C or colder for 15 hours in a blast freezer.
6. Slacking: **moderating the temperature under refrigeration ≤ 41°F (5°C),** OR at any temperature if the food remains frozen.

Recommended Cooling Procedures

When cooling batches or pieces of hot potentially hazardous foods, reduce the size or volume of the hot food, and place the smaller amount in shallow stainless steel pans. Then use one/combination of the following methods:

- Place the pans in larger pans of ice or in an ice bath within a food prep sink, stir the food as it cools, then place the food in shallow pans in a refrigerator. Solid food should be placed in pans no deeper than two inches, liquid foods in pans no deeper than three inches.
- Place pans in the refrigerator on shelves with good air circulation. Cover pans loosely to maintain airflow, and then tightly cover once food product has been cooled completely.
- Place the food in a quick chill unit (blast chiller), tumbler chiller, or cold-jacketed kettle to cool. Never use the freezer to cool foods.
- Use ice paddles/wands to stir food, or add ice as an ingredient to aid in the cooling process.
- Label cooled and stored foods with the date and time they were prepared, or a use-by date. If the food is not used within seven (7) days, discard it.
- Record cooling times required for each type of food prepared and add the cooling procedures to the recipe procedures.

Holding Cold Food

- Use only cold-holding equipment that maintains the food at 41°F or less.
- Hold ready-to-eat cold foods in containers, pans or plates, never directly in ice. Ice chilling systems should drain liquid away from the food and drip pans should be sanitized after each use entirely.
- Monitor/Measure the temperatures every two (2) hours.

Washing and Sanitizing Food Contact Surfaces

Sanitizing: The application of heat or chemicals to clean food contact surface in order to reduce the number of disease causing organisms to a safe level.

Manual ware washing: Use 3 separate sink compartments

1. Scrape-prewash-sock as needed,
2. Sink 1: Wash: After scraping and soaking to remove all large food particles wash utensils in hot (110°F) soapy water.
3. Sink 2: Rinse: Rinse utensils in clear, clean water rinse to remove all food particles and soap.
4. Sink 3: Sanitize by one of the following methods, hot water or Chemical.
5. Air Dry.

Mechanical ware washing: Mechanical dishwashers have a high temperature or chemical injected final rinse to sanitize items. Check machine for specific details on proper operation.

1. Scrape-Prewash-soak as needed.
2. Wash-**per manufacturer's**
3. Rinse-**Per manufacturer's**
4. Sanitize-Check for proper sanitizing method by the using temperature machines. Use chemical test strips with chemical injection dishwashers.
5. Air dry.

Fire, Weather, and Medical Emergencies

- ❖ Fire: If at any time you see flames or thick dark smoke that is not under a hood, you will need to notify your nearest supervisor immediately and follow these steps:
 1. Activate the nearest fire alarm to warn other occupants of the building to vacate.
 - Your supervisor will call Stevens Point Fire Department at 9-911.
 - Cashier: Secure all money by closing register drawer prior to sweeping dining areas.
 - Catering Wait Staff/Food Service Worker: Sweep designated dining area to nearest exit.
 2. When the building alarm is sounded, all rooms must be evacuated.
 3. Assist the disabled to the nearest stairwell in the building. Have them wait on the landing. Stairwells are checked first by fire department and are constructed to provide a higher degree of protection.
 4. Immediately notify the police or fire department if a disabled individual is waiting on a stairwell landing.

***You should learn where all fire extinguishers and exits are within your location.**

Your supervisor can answer any questions you may have.

- ❖ Weather: Severe Weather/Tornado Watch: A watch is an indication of where and when the probabilities are highest that severe weather or a tornado could occur. A watch is a statement that severe weather/tornado conditions are present and could occur. The National Weather Service will issue a watch bulletin to local authorities as well as to the local radio and TV stations.
 1. In the event of severe weather: When the emergency warning sirens sound it is your responsibility to get to shelter. Student

Managers and full-time staff will direct you as to where designated shelters are. You should familiarize yourself with all safe areas as outlined by posters in your work location.

- ❖ Medical: If you happen to observe a patron or co worker who appears to be in need of medical assistance; ask them if you can help and then notify a supervisor right away. If the situation is an emergency, you should notify EMS by dialing 9-911.

A Publication of the

University of Wisconsin – Stevens Point

University Dining Services

Program



Fill out this form, sign it, and then remove this page. Turn this page into your supervisor right away before starting work!

Handbook Receipt

Yes! I have received the Student Employee Handbook. I understand that I am responsible for knowledge of its contents. If I have any questions, I will ask my supervisor for clarification. I agree to abide by these policies and rules during my employment with UDS.

Uniform Receipt

Yes! I have been issued the following uniform items:

Quantity	Uniform Article	Size
_____	_____	_____
_____	_____	_____
_____	_____	_____

Yes! I understand that these uniform items are my responsibility and must be returned at the termination of my employment. I understand that failure to do so could result in a \$12 charge to my student account.

Employee's Name (Please Print)

Employee's Signature

Date