

# FLOOR MANAGER

**Accountability:** Floor Managers are to report to the Unit Manager and Executive Chef in the respective Dining and Summer Conferences (DSC) unit.

**Scope of Responsibility:** Floor Managers are responsible for smooth operations of DSC locations, enhancing customer experience, and development of DSC staff.

## Qualifications:

- Must have at least two semesters remaining at UWSP
- Must be a Shift Lead for 16 weeks or more
- Must work a minimum of 20 hours per week (must work weekends)
  - Weekend shifts are Friday Close shift – Sunday
- Demonstrate excellent leadership abilities, outstanding interpersonal skills, excellent oral and written communication skills, proven active listening skills, and exemplary commitment to DSC
- Maintain 4 points or less to receive Dawg Dollar Incentive and Semester Raise
- Maintain a 2.0 semester GPA and 2.5 cumulative GPA after each semester

## Specific Duties:

- All duties as assigned in the Crew Member and Shift Lead job descriptions
- In conjunction with Unit Manager, Executive Chef, and Full-time staff, lead and train Shift Leads and General student staff in specific tasks: customer service, food service and prep, cash handling, shift management, proper and attractive plating, inventory, and stocking
- Regulate day-to-day operations of unit in conjunction with Unit Manager, Executive Chef, Culinary staff
- Ability to run unit and stations in conjunction with Full-time staff during the absence of a Unit Manager
- Full knowledge and comprehension of unit
- General knowledge of stations and service model in all DSC locations (i.e.: Upper/Lower; Food Court/Cafes/Catering)
- Frequent communication with Shift Leads and Full-Time staff to learn of updates, suggestions, concerns, etc.
- Enforce DSC and Food Safety policies
- Response to emails and communications from members of DSC within 48 hours
- Completion of online trainings within 2 weeks of the start of the semester
- Mandatory attendance for orientation at beginning of each semester
- Participate in set up and shut down of unit each semester
- Conduct Disciplinary Action with Training Officer when appropriate
- Review binders with Training Officer to update as needed
- Biweekly meetings – 1 hour
  - Additional meetings must receive prior approval from Unit Manager and Executive Chef
- Interact with DSC staff to promote positive work environment
- Knowledge of DSC offerings and campus/community contributions to educate and enhance customer experience
- Other duties as assigned

## Job Expectation

|     |   |
|-----|---|
| 80% | On the Floor, Station Work                      |
| 10% | Training of Staff                               |
| 5%  | Emails and Interaction with Unit Manager and HR |
| 5%  | Meetings  |

*\*Failure to meet expectations will result in demotion\**

**Starting Wage - \$11.75/hr.**

## CREW MEMBER

**Accountability:** Crew Members are to report to the Shift Lead and Floor Manager in the respective Dining and Summer Conferences (DSC) unit.

**Scope of Responsibility:** DSC Crew Members are responsible for all phases of food service on the UWSP campus, including, but not limited to setup, service, clean up, and cashiering within DSC units.

### Qualifications:

- Must work an average of 10 hours per week (20 hours per pay period)
- Must work a minimum of four weekend hours per pay period
  - Weekend shifts are Friday *Close* shift – Sunday
- Maintain 5 points or less to receive Dawg Dollar Incentive and Semester Raise
- Maintain a 2.0 semester and cumulative GPA after each semester

### Specific Duties:

- Provide patrons quick and courteous service
- Assist in preparation and production of daily food menus
- Prepare customer's order using the proper recipe, portion and technique
- Follow DSC and Food Safety policies
- Keep work area clean, safe, and orderly at all times
- Assist in all phases of set up, service, and clean up in operation as needed
- Attentive to all transactions and security with cash registers
- Follow proper reporting procedures if theft is observed
- Response to emails from DSC within 48 hours
- Completion of online trainings within 2 weeks of hire date
- Other duties as assigned

### Job Expectation

98% Daily Operations within station  
2% Emails, Online Trainings

*\*Failure to meet expectations will result in termination\**

**Starting Wage - \$8.75/hr.**

## SHIFT LEAD

**Accountability:** Shift Leads are to report to Full-time staff supervisor and Floor Managers in the respective Dining and Summer Conferences (DSC) unit.

**Scope of Responsibility:** Shift Leads are responsible for the smooth operation of DSC retail and dining units.

### Qualifications:

- Must have at least two semesters remaining at UWSP
- Must have previous work experience with DSC
- Must work a minimum of 15 hours per week (including four weekend hours per pay period)
  - Weekend shifts are Friday *C/lose* shift – Sunday
- Demonstrate leadership abilities, good interpersonal skills, strong oral and written communication skills, and develop active listening skills
- Maintain 4 points or less to receive Dawg Dollar Incentive and Semester Raise
- Maintain a 2.0 semester GPA and 2.5 cumulative GPA after each semester

### Specific Duties:

- All duties as assigned in the Crew Member job description
- Lead and train DSC student staff in specific tasks: customer service, food service and prep, cash handling, proper and attractive plating, inventory, and stocking
- Ability to run a station in the absence of Full-time staff
- General knowledge of operations within building (i.e.: Upper/Lower; Food Court/Cafes/Catering)
- Strong knowledge of 1-3 stations
- Work with Full time staff to enhance station operations
- Frequent communication with Floor Manager to relay updates, suggestions, concerns, etc.
- Enforce DSC and Food Safety policies
- Response to emails and communications from members of DSC within 48 hours
- Completion of online trainings within 2 weeks of the start of the semester
- Mandatory attendance for orientation at beginning of each semester
- Participate in set up and shut down of unit each semester
- Interact with DSC staff to promote positive work environment
- Attend meetings as needed
- Other duties as assigned

### Job Expectation

- 90% Set up, Service, and Cleaning of Stations
- 5% Training of Staff
- 5% Emails, Online Training

*\*Failure to meet expectations will result in demotion\**

**Starting Wage - \$10.25/hr.**