

Student Employment Handbook



Dining and Summer Conferences
University of Wisconsin - Stevens Point

Congratulations!

It is a pleasure to welcome you as a new member of the University of Wisconsin-Stevens Point Dining and Summer Conferences (DSC) team! We work to utilize and embrace the individual skills and talents that each employee possesses. While gaining practical life and work experience, employees will earn top university student wages, and establish networks and friendships that will last long after graduation.

UWSP Dining is present across campus in residential, retail, and catering operations. Each location offers flexible dining and menu options, service, and operating hours.

- Upper Dining Hall, DeBot Dining Center
- Lower Marketplace, DeBot Dining Center
- DUC Food Court, Dreyfus University Center
- Homegrown Café, Dreyfus University Center
- Common Ground Café, Chemistry Biology Building

As students of UWSP, we carry the responsibility and honor of representing the University whenever we interact with the public, just as we represent UWSP Dining when we are on the job delivering high-quality food and service. As such, it is always our responsibility to always maintain the positive image and reputation of the university and DSC by being courteous and helpful.

This handbook addresses the major policies and guidelines established by UWSP Dining and Summer Conferences for all student team members. It is in no way all-inclusive and is subject to change. Please take the time to thoroughly read and review this information. Your input is always welcome and appreciated.

Again, congratulations, and welcome to the team!

Director of Dining



Suzette Conley

UW-Stevens Point | Dining and Summer Conferences

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Dining and Summer Conferences

Mission: As a student focused organization, Dining and Summer Conferences enhances the educational experience by creating sustainable meals and nourishing a diverse community.

Vision: Dining and Summer Conferences seeks to bring diversity to the table through engaging the campus community with innovative hospitality.

UWSP Dining and Summer Conferences (DSC) employment program works hard to develop a reputation as the best place for students to work on campus. In addition to paying a competitive wage, working for UWSP provides professional skills that recruiters say they are in search of for entry-level employees. Student employees are also rewarded financially with longevity opportunities and for advancement within the UWSP Dining Student Leadership Program.

Experience, training, financial resources, fun, friends, and excellent references are offered 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.

Guiding Principles:

- Create a collaborative work environment that educates and engages our student employees
- Integrate sustainability initiatives that support the environmental mission of the University
- Prepare enticing food and menus that feed our culinary senses
- Share our knowledge of food trends and nutrition
- Commit to excellence, integrity, quality and value
- Cultivate community and build lasting relationships

Qualifications for Employment

Student positions are available to any interested University student who meets the following qualifications:

Enrollment: Employees must be enrolled in at least six undergraduate credits, or five graduate credits during the academic year. During the summer, employees are considered 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, they may be employed in the UWSP Dining & Summer Conferences program during summer if they 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. Employees are required to work a minimum of 10 hours per week and 4 weekend hours per pay period (weekends include Friday closing shifts, Saturdays and Sundays). International students may work up to 20 hours per week. All other employees who are not international students may work up to 25 hours per week.

Academic Standing: 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's GPA falls below a 2.0, they will no longer be allowed to work with UWSP Dining. Student leadership staff are required to have at least a 2.0 semester GPA and 2.5 cumulative GPA after each semester. If the student management staff fails to meet this requirement but are at least have at least a 2.0 with both their cumulative and semester GPAs, they may return to a student employee position. Students will be notified if they are under the GPA requirement by email. Students will be let go from their position with DSC and will not be allowed to reapply for work with DSC until both their academic and semester GPAs above 2.0.

For clarification of good academic standing refer to the UWSP catalog or go online at:

<https://www.uwsp.edu/acadaff/Pages/academicProbation.aspx>

Eligibility: Students must be able to lift pans, weighing up to 40 pounds, between production area and carts. Ability to bend, stoop, twist and lift up to 60 pounds when storing, stocking, and gathering prepared products and/or inventory items. Ability to stand and walk on hard floors for extended hours

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.

The University is committed to equal employment opportunity for all persons, regardless of race, creed, ancestry, religion, color, sex, gender identity or expression, national origin, age, disability, arrest record, marital status, pregnancy, parental status, political affiliation, sexual orientation, or membership in the National Guard, state defense force or any other reserve component of the military forces of the United States or this state, or other protected class status.

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.

Scheduling & Responsibilities

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, "Requesting Time Off Policy."

Work Schedules

A. Regular Hourly Schedule (Sunday—Saturday)

- Each schedule last one semester and begins with orientation and goes through finals week
- Operational needs and individual abilities may require the original schedule to be altered
- Student employees will schedule new shifts before the start of each semester
- Checking emails daily and over breaks is necessary because important employment information from DSC is sent via email. Some emails will request responses
- Employees are responsible for checking the schedules for breaks, finals week, and holidays at each location to determine their work hours

B. On Point Catering/Special Events

- Schedules for catering and special events are determined by the size and number of events/activities
- The schedules will be posted approximately one week in advance in the catering supervisor's office, as well as sent electronically through email
- Employees are responsible for checking the schedule to determine their hours meet their position hour requirements

C. Employment during Breaks

- If employees are able and interested to work during breaks, they must express interest to the appropriate unit manager, and get their approval prior to working over academic breaks
- Communication will be sent to current employees prior to Spring Break with instructions on how to apply for summer work. There is limited work available during breaks, so employment is limited with varying schedules
- Summer employment is determined by Unit Managers and Training Officer

Responsibility and Accountability

- Be on time for shifts and use the Mutual Agreement (MA) form if you cannot work assigned shifts (See Page 30)
- Adhere to UWSP Dining and Summer Conferences policies and procedures as outlined in this handbook
- Understand the roles and responsibilities of Crew Members, Shift Leads, Floor Managers, Culinary Staff and Unit Managers
- Take responsibility for personal actions and learn from errors
- Understand the UWSP Dining and Summer Conferences mission and vision
- Accept constructive feedback from Student Leadership Team, Culinary Staff and Unit Managers
- Understand the importance of balancing classes, work, volunteer activities and extracurricular commitments

Job Descriptions

Expectations Assessment

Crew Members

Catering Event Staff

Student Leadership Team

 Shift Leads

 Floor Managers

Student Office Staff

 Student Human Resources Manager

 Graphic Designer

Student Driver

To maintain any position with UWSP Dining, employees must:

- Be at least a part-time student (enrolled in at least six undergraduate or five graduate credits)
- Be in good academic standing (cumulative and semester GPAs of 2.0 or higher)
- Must satisfactorily complete orientation and all trainings for their position within the first two weeks of hire/semester.
- Must successfully complete the Point to Food Safety examination and score at least an 80% within the first two weeks of employment; then renew every year. Employees will have three initial chances to receive a passing grade of 80%. If an 80% or higher is not achieved, the employee will go over the information in the Point to Food Safety exam with student management staff at their probationary evaluation.
- Must sign DSC Student Employment Handbook within two weeks of receiving it, and at the start of every semester.
- Upon completion of the eight-week probationary period, the Floor Manager will review Crew Members and follow up on assessment.

Assessment

Every year, each department within Student Affairs develops an assessment. UWSP Dining and Summer Conferences (DSC) participates to better our program and our staff. We are currently adopting a new assessment to enhance our onboarding program, and as a result, develop stronger student staff.

Every new hire will participate in this assessment. When hired, you will fill out a questionnaire during your paperwork session with Dining Human Resources. This questionnaire will be kept on file and referenced again during the employee's eight-week evaluation. At this time, the questionnaire will be taken again to compare to when one first began working with DSC.

From then on, this questionnaire will be taken annually to determine if the information is being learned during the various onboarding programs or on the shift. Our assessment team will use the data to improve the onboarding process, as well as work with the student leadership staff to educate our staff.

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.

CATERING EVENT STAFF

Accountability: Crew Members are to report to the Shift Lead, Floor Manager, or Catering Management in the catering unit.

Scope of Responsibility: Catering Crew Members are responsible for all phases of food service during catered events, including, but not limited to setup, service, and clean up.

Qualifications:

- Must have at least one semester remaining at UWSP
 - Must work an average of 10 hours per week (20 hours per pay period), at times long hours
 - Must be able to work nights, weekends, and academic breaks
 - 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
 - Knowledge of proper event staff etiquette for serving customers
 - Follow DSC and Food Safety policies
 - Keep work area clean, safe, and orderly always
 - Assist in all phases of set up, service, and clean up at catered events
 - Demonstrate creative and efficient food displays
 - Anticipate needs of customers when setting up catered events
 - Can handle stressful situations
 - 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 unit

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) o Weekend shifts are Friday *Close* 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.

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.

STUDENT HUMAN RESOURCE MANAGER (SHRM)

Accountability: SHRMs report to the Training Officer of UWSP Dining and Summer Conferences (DSC).

Scope of Responsibility: SHRMs are responsible for most human resource functions involving student employees: reviewing applications, interviewing, hiring, and payroll duties including verifying payroll for 200+ students on a biweekly basis, and maintaining employee records.

Qualifications:

- Must have at least four semesters remaining at UWSP
- Must work a minimum of 20 hours per week (must work weekends) ○ Weekend shifts are Friday Close - Sunday
- Must have ample experience working with Microsoft Office Suite (particularly Excel)
- Demonstrate a high level of confidentiality and accuracy
- Must be able to work with limited supervision, demonstrate a sense of teamwork, have excellent communication and interpersonal skills, demonstrate problem solving and research skills, and focus on employment operations and policies
- 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:

- Involvement in all aspects of the hiring, onboarding, and terminations of all DSC student staff
- Biweekly verification of student staff hours in HRS PeopleSoft System
- Involvement in recruitment efforts and education for DSC at various job fairs and UWSP orientations
- Present at DSC locations once per week to interact with staff and build relations with fellow DSC employees
- Work with DSC Marketing team to enhance recruitment and update promotional materials
- Maintain personnel and computer files for current and past employee information
- Active role in creation and presentation of DSC orientations each semester
- 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
- Review binders with Training Officer to update as needed
- Biweekly meetings – 1 hour ○ Additional formal and informal meetings must receive prior approval from Unit Manager
- Interact with DSC staff to promote positive work environment
- Knowledge of DSC to educate and enhance customer and staff experience
- Other duties as assigned

Job Expectation

60% Absent Tracker and Payroll

30% Hiring Process

5% Emails and Meetings

5% On the Floor Assistance & Interactions and Trainings

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

Wage - \$11.75/hr.

Accountability

GRAPHIC DESIGN INTERNSHIP

Accountability: Designers report to the Marketing Specialist of UWSP Dining and Summer Conferences.

Scope of Responsibility: The Graphic Designer is responsible for developing and maintaining awareness of the UWSP DSC operations through text and graphic design projects. Well-developed written, graphic, and verbal communication skills are desirable, as well as a general knowledge of marketing and promotions principles. The primary emphasis will be to promote new and existing UWSP Dining operations.

Qualifications:

- Maintain a minimum of 15-25 hours of work each week during the academic year; and preferably be available to work limited hours during the summer session.
- Must be enrolled in the Graphic Design program at UWSP.
- Have at least four semesters remaining at UWSP.
- Must be able to work with very limited supervision and have a balanced knowledge of campus's student employment operations and policies.

Specific Duties:

- Develop and/or maintain existing promotions for UWSP DSC.
- Work with the other graphic designer, students, administrative staff, and area managers to develop promotional signage.
- Ability to work in a fast-paced environment and meet strict deadlines.
- Take projects from the idea stage to production.
- Install promotions and signage in appropriate formats.
- Create signage, menus, and meal vouchers for UWSP DSC promotions events. update and make changes to existing signage often.
- Responsible for researching, branding, marketing, event planning, photography, and book submission(s) for annual NACUFS competition and be willing to take on heavier workloads and higher responsibility during this time.
- Other duties as assigned **Specific Skills Needed:**
 - Must possess exceptional written, graphic, and verbal communication skills; the ability to work with minimal supervision, a general knowledge of marketing and promotion principles; and knowledge of printing and duplication operations.
 - Experience with the Adobe Creative Suite including Photoshop, Illustrator, InDesign and After Effects
 - Ability to set up files correctly for digital and print materials.

Job Expectation

75% Marketing and Design Projects
10% Promotional Event Planning
10% Event Photography and Videography
5% Other Duties as Assigned

Starting Wage - \$10.25/hr.

COVID-19 MEAL & MAIL DELIVERY DRIVER

Accountability: Drivers are to report to the Director of Dining and Director of Residential Living

Scope of Responsibility: Drivers are responsible for delivery meals and mail to various building on campus

Qualifications:

- Must work a minimum of 15 hours per week (including four weekend hours per pay period) ○ Weekend shifts are Friday Close 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? Assist Dining and Summer Conferences in the delivery of breakfast, lunch, and dinner for students in isolation/quarantine on the main UWSP campus

Specific Duties:

- Assist all main campus residence halls in delivering packages to students in isolation/quarantine
- Maintain confidentiality of all students
- Operate a university vehicle to perform tasks
- Uphold CDC COVID-19 guidelines, particularly for food delivery
- Must be a UWSP student
- Positive, friendly attitude
- Valid driver's license, pending approval to drive UWSP fleet vehicles after hire
- Interact with DSC staff to promote positive work environment
- Attend meetings as needed
- Other duties as assigned

Job Expectation

98% Daily Operations within unit

2% Emails, Online Trainings

Failure to meet expectations will result in termination

Starting Wage - \$10.25/hr.

Wages and Payroll

Timesheet

Pay Stubs

Online Timesheet (PeopleSoft)

Temporary Timesheets

Tax Information and W2

PeopleSoft FAQs

Pay Increases

Wage Increase

Wage Classification Scale

Promotions

Demotions

Great Ideas Project

On the Job Training

Reporting to Shifts

Leaving Early/Staying Late

Uniform Replacement

Staff Dawg Dollar Incentives

Benefits

Dawg Dollar Distribution

Timesheet

Pay Stubs: It will be the student employee's responsibility to check their pay stub on My UW System to ensure that wage information is correct at hire and beginning of each semester.

- Pay stubs can be found on the My UW System under "Payroll Information"

Online Timesheet (PeopleSoft): Timesheets within the UWSP DSC Employment Program are done online through PeopleSoft, which is available through myPoint. Login ID and password for PeopleSoft will be the same as the student UWSP username and password.

Timesheet on PeopleSoft must be completed in the following manner:

- Students must fill in their shifts for each day worked in the corresponding spaces on a **daily basis** and ensure the proper placement of "AM" and "PM." If using military time, AM and PM do not need to be recorded.
- Press "submit" after every change to the timesheet.
- The payroll due dates will be determined at the beginning of each semester and summer break, and will be noted on the Payroll Card - [click here](#).
- Timesheets are logged in 15-minute increments.
- Failure to enter all hours worked by the payroll deadline (Sunday at 2 p.m.) will result in late payment.
- Falsification of hours will result in disciplinary action
- Employees will have until the payroll deadline to make any adjustments to their hours. After that deadline, all alterations or additions to hours must be made on a Temporary Timesheet (see below).
- In order to receive Dawg Dollar Incentives, hours must be submitted on time each pay period (see page # for more).

Temporary Timesheets:

- A temporary timesheet is a pre-made paper timesheet that employees use as a replacement for entering hours into PeopleSoft during emergency payroll situations only.
- Employees will be asked to fill out a temporary time sheet if they fail to enter their hours into their PeopleSoft account by the pay period deadline (Sunday at 2 p.m.).
- Timesheets must be signed by a unit manager before they are turned in.

Tax Information & W2

Tax information can be found on your "My UWSystem" login page under the "Payroll Information" box and by clicking the "Tax Statements" tab.

- Change your tax information and claims at the campus payroll office - Old Main 116.

PeopleSoft FAQs

Location: <https://my.wisconsin.edu/> or <https://hrs.wisconsin.edu>

- See the DSC homepage under “Student Staff” for further information.

Username and Password

- Your PeopleSoft username and password is the same as your UWSP username and password.

To access your timesheet:

- Under your myPoint Finances tab, you can access your timesheet under the “Student Jobs & Opportunities” heading. Click on the “My UWSystem” link and then select the University of Wisconsin-Stevens Point option.
- Follow the prompt to log on.
- Under the “Time and Absence” heading, select the “Timesheet” option. You will be prompted to enter your UWSP username and password again.
- If you work more than one job on campus you will be asked to select a time sheet. Select the appropriate job/location to enter in hours.

Recording Hours:

- You will see that there are two sets of “in” and “out” options. If you work more than one shift during a day, you will need to use both sets of “in” and “out” times. If you work only one shift, you should enter your “in” time in the first “in” option, and your “out” time as the last “out” option.
- Remember to enter AM or PM after each time entered if you are using regular clock hours. If you are using military time it is not necessary.
- PeopleSoft hours are due every Sunday at 2 p.m., or as noted on the Payroll Card.
- When you enter in your time in PeopleSoft, you must enter to the nearest 15 minutes.
- Between 0 and 7 minutes, your time must be rounded down. Between 8 and 15 minutes, your time must be rounded up. *Examples: 12:07pm = 12:00pm OR 14:32 = 14:30*
- Hit SUBMIT every time you alter your timesheet.

Examples:

Correct entry for one shift (3/3) and two shifts in one day (3/4):

	Date	Status	Shift In	Break Out	Break In	Shift Out
Sun	3/3		9am			11am
Mon	3/4		7am	10am	3pm	5pm

Correct entry for working 3+ shifts:

	Date	Status	Shift In	Break Out	Break In	Shift Out
<input type="button" value="+"/> <input type="button" value="-"/>	Sun	3/3	7am	9am	11am	1pm
<input type="button" value="+"/> <input type="button" value="-"/>			3pm			5pm
<input type="button" value="+"/> <input type="button" value="-"/>	Mon	3/4	7am	9am	11am	1pm
<input type="button" value="+"/> <input type="button" value="-"/>			3pm	5pm	7pm	10pm

Additional Information Concerning PeopleSoft: Entering hours in PeopleSoft is the responsibility of the student employee. If you forget to enter your hours, you must go and see a Student Human Resources Manager for a temporary time sheet. Forgetting to enter your PeopleSoft hours will delay your paycheck and result in no Dawg Dollar Incentives.

**Do not hesitate to contact our Dining HR Office if you have any questions about entering time into PeopleSoft. You may contact them via email at dscpc@uwsp.edu or stop by the office in the DeBot Dining Center Rm. 006.*

Pay Increases

Wage Increases: All returning student employees will receive a \$0.25 wage increase upon their return to UWSP DSC each semester if they **meet all the following requirements:**

1. Point Requirements:
 - 5 points or less at the end of the previous semester for all Crew Members
 - 4 points or less at the end of the previous semester for all Student Leaders
2. All trainings must be completed through Dining HR
3. No disciplinary action above a verbal warning on file for the semester
4. Work your current position for more than 8 weeks of the semester

Wage Classification Scale

Position	Base Wage/Hour
Crew Member	\$8.75
Catering Event Staff	\$8.75
Shift Lead	\$10.25
Floor Manager	\$11.75
Student Human Resource Manager (SHRM)	\$11.75
Graphic Designer	\$10.25

Promotions: Students are encouraged to apply for positions within the UWSP Dining Student Leadership Program. These positions include duties of increased responsibility and are, therefore, compensated with a higher base wage.

- Student employees do not receive an increase in pay during the training process for a new position.
- When promoted the base wage will updated. If student current wage is at or above promotion base wage, the student will receive a \$0.15 raise over current wage.

Demotions: Failure to meet position expectations can result in demotion, which will result in a complete change in scheduling and pay.

- If demoted the base wage will updated. The students base wage will reset based on new position title, but the student will keep their semesterly wage increases, if applicable.

Great Idea Projects: UWSP Dining staff may submit proposals for ideas and initiatives that will help improve operations. The proposals must fully detail the resources, steps and potential cost savings of the project. The submitter fully “owns” the project from beginning to end. DSC management staff will assist only.

- Workers are eligible for the \$0.10 increase and \$125 for the first two Great Idea Projects accepted and implemented. After the first two implemented projects, the worker will only receive the \$125 bonus.

On the Job Training

On the job training is used in all areas of the UWSP Dining. This form of training requires Student Leaders and Full-Time Staff give extra attention (such as instruction or constructive criticism) to the new employee when needed. If student employees would like additional training, they should contact a Floor Manager.

Reporting to Shifts: Student employees are responsible for showing up to their shifts at the designated start time and leaving their shifts at the designated end time.

- If an employee fails to report to their shift on time, they will receive points for arriving late. If the student employee leaves their shift early without approval from the management staff, they will also receive points. If the student employee has a conflict with the start or end time of their shift, they must speak to a unit manager about the possibility of adjusting their shift hours.

Leaving Early/Staying Late: Student employees will not be able to sign in to work early or stay late unless approved by management staff (Floor Managers or Unit Managers).

- It is the student employee's responsibility to ensure that a manager has noted on the schedule if the employee's hours differed from their scheduled hours. If the change in scheduled hours is not approved by management, it will count as a falsification of hours when entered in PeopleSoft

Uniform Replacement

Should you lose any part of you uniform you will be charged for the cost of replacing that item. The charges must be paid upon receipt. The costs are as follows:

- Shirt - \$7.00 (XXL and up is \$8.50)
- Hat - \$3.00
- ID Badge - \$7.00 (Notify the **Dining Human Resources** staff ASAP about lost badge.)

Staff Dawg Dollar Incentives

Benefits: Dawg Dollars will be distributed every pay period, on pay day. Refer to the Payroll Card for specific dates. Dawg Dollars will be prorated at end of each semester.

Student employees will receive weekly incentives if they **meet all the following requirements:**

1. Point Requirements:
 - 5 points or less at the end of the previous pay period for all Crew Members
 - 4 points or less at the end of the previous pay period for all Student Leaders
2. Hours must be submitted on timesheet by 2 p.m. on Sunday
 - If you have access to your timesheet but choose to fill out a Temporary Timesheet you will not receive that week's incentives.
3. Weekend hours:
 - Must have worked the minimum 4 hours per pay period of weekend hours
 - Weekend shifts include:
 - Friday closing shifts (cafes not included), any shifts on Saturday A/B, any shifts on Sunday A/B

Dawg Dollar Distribution:

Hours Worked per Pay Period	Dawg Dollars Received per Pay Period	Total Dawg Dollars per Semester
10-19 hours	15	120
20-29 hours	25	200
30-39 hours	35	280
40-49 hours	45	360
50+ hours	55	440

Policies

Employment

- Probation Policy
- Nepotism Policy
- Consensual Relationship Policy
- Employee Grievance Procedure
- Resigning from your Position
- Graduating Employees

Affordable Care Act (ACA)

Mandatory Trainings

Call-in Numbers

Time Off

- Requesting Time Off
- MA Form Policy
- Academic Events
- Excusal from Fall/Spring Orientation
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Point System

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Leaving Your Workstation

Break Periods

Electronic Devices

Food Safety and Sanitation

Leave of Absence

- Grievance Procedure
- Jury Duty
- Returning from ALL Other Leave (Longer than a Semester)

Employment Policies

Probation Policy: The UWSP Dining and Summer Conferences employment program enforces a probationary period upon employment. The period exists for the first eight weeks worked by an employee or the first eight weeks for a newly promoted position. After the probationary period is complete, a manager should arrange to meet with the student and discuss the probationary term evaluation.

A probationary period may be extended if the unit manager feels it is appropriate. During this period, both parties reserve the right to demote/terminate employment without penalty or explanation.

Nepotism Policy: Two members of the same family may be employed by UWSP DSC at the same time and they may work in the same department. In order to prevent a conflict of interest, related (including engaged) persons may not participate in decisions determining probation, hiring, or raises for each other. At any level, employees shall not be present in any meetings devoted to discussing such matters. When two related persons are employed in the same department, and one is the manager, another person or a committee shall be designated to perform the functions of the supervisor.

Consensual Relationship Policy: Employees in DSC follow the UW System policy regarding consensual relationships. A consensual relationship refers to any relationship, either past or present, which is romantic, physically intimate, or sexual in nature. The policy outlines expectations with respect to consensual romantic or sexual relationships in which the parties appear to have consented, but where there is a definite power differential between the parties.

When a conflict of interest exists, or may exist, in the context of a consensual romantic and/or sexual relationship, the individual with the power or status advantage (such as a Unit Manager or Student Leader) must immediately notify their immediate manager. The immediate manager is responsible for deciding to eliminate or mitigate a conflict where consequences might prove detrimental to the university or to either party in the relationship. The supervisor or university official who receives the report shall treat the information sensitively.

Violations of the policy may result in disciplinary action. Further information can be found in the UW System Gen 8 – Consensual Relationships Policy and Regent Policy Document 14-8:

- <https://www.wisconsin.edu/ohrwd/download/policies/ops/gen8.pdf>
- <https://www.wisconsin.edu/regents/policies/consensual-relationships/>

Employee Grievance Procedure: When you have a complaint or a suggestion for your area or DSC, please discuss it first with a Floor Manager. If you do not receive a satisfactory response, contact the Unit Manager. The next level of appeal is our Training Officer, then to the Director of Dining. They will follow up on your complaint or suggestion until everyone has received a satisfactory response.

Resigning from Your Position: To resign from your position Dining Human Resources either by email or in writing. If you wish to be in good standing and receive a professional reference with UWSP Dining and Summer Conferences after your departure, you must also fill out a two-week notice form, two weeks prior to the last scheduled shift. If you call-in during your final two weeks and do not have adequate documentation to excuse your absence, we will consider this termination. Employees are required to return DSC issued polos and badge at the end of employment.

Graduating Employees: Employees who are graduating should request an Exit Survey from Dining Human Resources no later than four weeks prior to leaving. Once the form is filled out, it should be returned to Dining Human Resources to be placed in the employee's personnel folder. Employment will discontinue at the close of the employee's final academic semester. Employees are required to return DSC-issued polo shirts and badge at end of employment.

Affordable Care Act (ACA) Policy

The UW System Student Employment Policy (GEN 20) outlines the University of Wisconsin System (UWS) provisions specific to student employment and provides guidance to university departments in complying with the Patient Protection and Affordable Care Act of 2010 (ACA) as they relate to student employment.

Preview the policy at: <http://www.wisconsin.edu/ohrwd/download/policies/ops/gen20.pdf>

- Student employees cannot work more than 25 combined working hours per week for campus student employment during instructional weeks. International Students may not work more than 20 combined working hours per week during instructional weeks.
- It is the student employee's responsibility not to exceed the limit among all campus jobs combined, including those paid by lump sum.
- Student employees must report hours worked after every shift to help ensure accurate monitoring and compliance.
- If the student employee has any questions about the statement or university policies, they must ask the DSC SHRMs, or the UWSP office of Human Resources for assistance.
- Failure to comply with above policies will result in the following disciplinary action: If a student employee is found to have gone over the maximum of 25 hours in a week, they will receive a written warning for the first offense. If a student employee is found to have gone over the maximum of 25 hours in a week a second time, they will be dismissed from employment with DSC.

Mandatory Training

All UWSP Dining and Summer Conference employees are required to complete the following trainings within their first two weeks of employment.

The first set of trainings include:

- New Crew Member - Handbook; Cash Handling; Point to Food Safety; Data Security; Harassment & Discrimination; EO 54 Mandated Reporter
- Returning Crew Member - Handbook; Cash Handling; Point to Food Safety; Refresher Data Security; Slips, Trips, & Falls
- Shift Lead, Floor Manager, & SHRM - Handbook; Cash Handling; Point to Food Safety; Refresher Data Security; Slips, Trips, & Falls; Bloodborne Pathogens; Fire Safety; SafeZone
- Other trainings as assigned The second set of trainings includes:
 - Information Technology
 - Sexual Harassment in the Workplace

Both trainings are online through a program called Lawroom. You will receive an email with links to set up your account in Lawroom and complete this within two weeks of receipt of email.

Upon completion of each training, employees are required to email Training Officer at lforce@uwsp.edu to be paid for one hour of work on their next paycheck.

Please keep in mind that these hours cannot be used to go over the federally regulated maximum student hours of 20 hours per week for international student employees and 25 hours per week for US citizens. If you are already working the maximum number of hours per week you will need to reduce the number of hours you are working on the floor in order to complete these trainings while still adhering to the regulations. Please contact your location manager to discuss where your hours can be reduced in order to complete the training.

Failure to complete these trainings in a timely manner may result in disciplinary action.

Calling in to Work

If you are unable to attend your scheduled shift, you must call ahead. Sending an email is considered improper call-in procedure. If an improper call-in procedure occurs, a Dining Human Resources staff member will go over the correct call-in procedure with the employee and points may be received.

All Dining Locations	715-346-2610
Catering	715-340-8727 or 715-340-7695

Time Off

To request off for a shift, employees must first try to find someone of the same position to cover their shift via the Mutual Agreement (MA) forms.

MA Form Policy

- If an employee posts a MA form, they are required to pick up a MA form from the location where they posted the MA.
- In the event an employee posts a MA form and returns to find that the slip is gone, they are required to check with a manager to make sure the shift was officially picked up by another employee. Lost/missing MA forms do not excuse employees from their shifts.
- If an employee wants to pick up a shift, they must get the MA signed by a manager to be officially recognized as a mutual agreement to change shifts. If an employee agrees to take a shift via the MA form and gets the proper signatures, the shift is their responsibility from that point forward.
- Do NOT take a MA form out of the building. Only take a MA form off the board if you intend on immediately getting it signed by a Unit Manager. All MA slips must be turned into the Unit Manager once an employee agrees to pick up the shift.
- If nobody agrees to take the MA shift, the employee is still responsible for that shift unless they get it officially excused by a Unit Manager. To get the shift excused by a Unit Manager, they must show that they have tried to find somebody to cover for them, and they must have a valid reason to be excused. It is up to the Unit Manager's discretion if they choose to excuse an employee.
- If an employee posts a MA or requests for excessive substitutions for the same shift during the semester, the student leaders in the location must notify **Dining Human Resources** about the issue. **Dining HR** staff will investigate the excessive substitutions.

Academic Events: MA forms MUST be filled out for academic events (i.e: field trip or mandatory meeting) before the academic event. If nobody takes the shift, the employee must ask the Unit Manager to be excused. Bringing an academic note after receiving points for an academic event will result in removal of all of the points.

Excusal from Fall and Spring Orientation: Employees who will be absent from orientation must inform the Dining HR Office. Failure to notify will result in FOUR attendance points for missing orientation. Student leaders must request an excused absence from their location manager.

Workplace Injuries: A student employee who is injured at work must immediately inform a Unit Manager of the injury. The Injury Report Form should be completed within 24 hours. A First Aid Kit is in each location. Learn where it is located before an injury occurs. It is every employee's job to keep the work- place safe by following safety regulations.

Points System

For disciplinary procedures relating to attendance, UWSP Dining uses a points system. If a student employee acquires 10 points within the academic year, they will be terminated. If a student leader acquires 8 points within the academic year, they will be terminated. If an employee acquires the maximum amount of points, they will no longer be able to attend their respective shifts and must speak with the appropriate SHRM.

Point Values:

Late < 30 minutes	1 point
30+ minutes - half of shift late	2 points
Half of a shift or more late	3 points
Call-in 2+ hours prior to shift	1 point
Call-in 1-2 hours prior to shift	2 points
Call in <1 hour prior to shift and/or during shift	3 points
No Call No Show (NCNS)	4 points
Missed Mandatory Meetings	1 point

- Employees are permitted two family emergencies per academic year without documentation. After two family emergencies, documentation may be requested by DSC management and points may accumulate.
- Points can be excused for a call-in if the employee brings in a signed and dated professor's or doctor's note to Dining Human Resources within two business days of the call-in. The dates on the note/work excuse must reflect the dates of the call-ins. Points will not be excused if the note includes incorrect dates. Points will not be removed from call-ins if notes are returned more than two business days after the call-in.
- If going to Student Health Service on campus (Delzell Hall), the student employee must ask for a note saying they were seen on said day and have it signed by the nurse or doctor. All notes turned in to Dining Human Resources must have the employee's name recorded on the note.
- If you call-in to two locations in the same day, you will receive points from the call-in that had the most amount of points.
- If a NCNS occurs and a student brings in a note, points will be reduced to two points. Points are reduced and not removed because the employee did not follow the proper call-in procedure.
- If an employee has two consecutive shifts and NCNSs, then 4 points will be assigned. If an employee has two nonconsecutive shifts and NCNSs, then 8 points will be assigned.
- Pending the Unit Manager's discretion, students may receive points for leaving a shift early.

Students are fully responsible for understanding the attendance point system. Student employees will be notified via their UWSP email when they receive points. Employees can verify attendance points by checking with a Student Human Resources Manager.

During Summer Break: Summer employee point logs run from summer orientation until fall orientation. During the summer session, if a student summer employee acquires 8 points, they will be terminated. The point values for the academic year are the same for the summer session.

Point Removal (PR) Policy

To continue to receive incentives, such as raises and Dawg Dollars, students can pick up shifts to remove points. There are two options available:

- **Option A:** Employee picks up and works a yellow/orange open shift from one of the DSC locations. (2-hour shift minimum)
- **Option B:** Employee picks up and works an MA from one of the DSC locations. (2-hour min.) *Note: Once you pick up the shift, it is your shift. Points will be acquired if you miss that new shift.*

Tracking:

1. SHRM/ Unit Manager can assist in finding a shift
2. Unit managers will sign off once shift is covered
3. SHRM will note in discussion log and remove points
4. Points Removed- 1 point earned per shift picked up (minimum 2 hours)

Starting the Spring 2021 semester, student employees will have more restrictions placed on them for calling in on weekends. These days include Friday closing shifts (cafes not included), Saturday A/B, and Sunday A/B.

Example:

1. Student employees will receive points as usual for calling in for any shift that they were scheduled for; however, if they want to make up those points via PR's, they will have to make up the hours on certain days of the week
 - Any student employee that calls in on a weekday (Monday-Friday) can make up the hours to remove points on any day of the week as usual
 - Any student that calls in on a weekend (Friday closing shift, Saturday A/B, or Sunday A/B) will only be able to remove points for these call in's by making up the hours on another weekend.

Leaving Your Workstation

You are expected to inform your Floor Manager, Culinary Staff or Unit Manager if you must leave your workstation. During your shift you can make or receive emergency telephone calls (after notifying your manager). All other telephone calls or personal business (i.e., feeding the parking meter and smoke breaks) must take place during authorized break(s). Smoke breaks must not occur during meal service periods and must take place off campus. UWSP is a smoke-free campus.

Break Periods

Students who work six consecutive hours will be eligible for one 15- minute, paid break (optional). Students who work seven or more consecutive hours must take one 30-minute, unpaid break. Meals are not provided; students must pay for their meal. If employees take a break during their shift, they must get permission from their unit manager first and log the correct time in PeopleSoft.

During Break Periods: (Summer, Winter, Spring) Most employees are working full-time, meals will be provided during work hours. For training and orientation sessions, meals will be provided. Any findings of abuse of this policy will result in disciplinary action up to termination.

Electronic Devices

All personal electronic devices (including phones, headphones, etc.) must be turned off and put away during working hours. You may provide your location's telephone number to your family if an emergency arises.

Food Safety & Sanitation

- Employees must adhere to all sanitation guidelines as authorized by the City of Stevens Point
- Logs and other documentation 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 dishware.
- Proper hygiene must be strictly adhered to when using restrooms - aprons must be removed prior to entering and changed before returning the shift.
- Point to Food Safety must be completed within the first semester of hire and renewed annually. An exception will be made if an employee is hired within the last month of the semester. Employees must score at least an 80% or higher on their Point to Food Safety exam or they will need to retake it at their eight-week probationary evaluation with a Floor Manager.

Leave of Absence

Leave of absence may be available to students employed with DSC. To qualify for a leave of absence, the employee must meet the following requirements:

- Must be in good standing with DSC for at least one semester.
- Must be in good academic standing (cumulative and semester GPAs of 2.0 or better). The leave of absence may not be utilized if the student has left DSC employment for the reason of unsatisfactory academic performance.
- Must give an approximate date of return at time of application for leave of absence.
- If the employee meets the requirements, he or she must submit a completed leave of absence form (this can be obtained from the **Dining Human Resources** staff or on the DSC website). The unit manager must approve or deny the request. After the unit manager
- approves the request, the form must be taken to **Dining Human Resources**.
- Employees wishing to extend their leave must submit a written request at least one month before their previously estimated return date. Approval or denial of leave extensions will be given in writing.
- The decision to grant a leave of absence is the responsibility of the unit manager. There may be circumstances when the leave of absence is not granted. It is important to remember that a leave of absence is not automatically granted - it is a privilege. The employee can appeal the decision of a leave of absence request denial.
- If the employee does not return by the return date requested, they will be terminated.

Grievance Procedure: The employee decides to appeal the decision to a Unit Manager, the first appeal would be to the Director of Dining. If granted, all elements of the leave of absence apply.

Funeral Leave: Student employees are automatically granted a funeral leave for immediate family members. All employees are granted the leave without compensation. The supervisor may also grant funeral leave for extended family members and close friends. Funeral leave will be granted to students so long as the student returns to work within a reasonable time. The standard time allowed off is 3 days for in state and 5 days for out of state arrangements.

Military Leave of Absence: At DSC we recognize that student employees are actively involved with the U.S. Military National Guard and Reserves. If an employee should be called to active duty, a leave of absence may be granted for longer than a semester. The employee must still go through the regular procedure for a leave of absence request and give an approximate date of their return.

Returning from All Other Leave (Longer than a semester): A DSC student employee who leaves the employment program longer than a semester due to other circumstances (i.e. two semesters of academic probation, taking a year off of school) and wants to return to the program will be considered a new employee. The student may be required to reapply and go through the interview process. If rehired, the employee will return to the base wage of the previously held position, if they meet all requirements. Approval to rehire an employee without going through the application and interview process must be given by the Training Officer or Unit Manager.

Jury Duty: If a student is called to serve jury duty, they will automatically be granted a leave, however, student employees are not compensated for time they spend on jury duty.

If you need any special accommodations for any reason DSC will be happy to work with you in all ways to try and help you with those needs.

Disciplinary Procedures

Behavior Requiring Disciplinary Action

- General Behaviors

- Use of Property

- Personal Behaviors

Disciplinary Procedures and Levels

- Coach & Counsel

- Verbal Warnings

- Written Warnings

- Discharging Employees

- Immediate Discharge

Dress Code/Appropriate Attire Dress

- Code

- Clothing Guidelines

- Shoe Guidelines

- Hair Constraint Guidelines

- Personal Hygiene and Cleanliness Failure to Comply to Dress Code

Behavior Requiring Disciplinary Action

UWSP Dining and Summer Conference Student Employment Program supports progressive or corrective discipline; this means that disciplinary steps 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, verbal 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.

General Behaviors

- Loafing, loitering, sleeping, or engaging in unauthorized personal business.
- Unauthorized disclosure of confidential information records.
- Falsification of 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.
- Not following food safety or personal hygiene policy.
- Due to the Affordable Care Act, no student employee can work more than 25 hours per week during instructional weeks for all on-campus positions. If a DSC student employee is found to have worked over 25 hours, they will receive a written warning upon the first offense and will be dismissed from employment with DSC upon the second offense. This 25-hour per week policy is inclusive of all on campus jobs.

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.

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/improper use 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.
- Unless on break, the use of smokeless tobacco or tobacco products in the dining kitchen, food prep area, or during work hours is prohibited.

Disciplinary Procedures and Levels

DSC uses a progressive disciplinary system with four levels of disciplinary action: Coach & Counsel, Verbal Warning, Written Warning, and Termination. Disciplinary action is used to correct problem behaviors in the workplace. The following information explains these levels in detail. A disciplinary level may be skipped pending the discretion of the unit manager. All levels of disciplinary action require notation in the employees' Discussion Log and can be made available to the employee for viewing upon their request.

Coach & Counsel (C&C): 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 Log.

Verbal Warnings: When an employee fails to maintain standards, a formal verbal warning will be given. All 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. A written warning will be the final warning before a discharge is issued. The student manager and unit manager must discuss corrective actions with the student employee. The student employee must sign for the acknowledgment of corrective action and must complete specified plan of correction during the timeline allotted and stated on the corrective action form.

All disciplinary action may be kept active for two consecutive semesters. After two semesters, the terms stated in the disciplinary action are invalid. A copy of all disciplinary action will remain in the employee's personnel file.

Terminating Employees: Termination 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 employee who cannot perform to the employment standards.

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

- Unauthorized possession/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.
- Blatant falsification of hours on timesheet.
- Abuse or theft of meals.
- Theft of DSC property.
- Low cumulative and/or semester GPA.
- Serious violation of food safety rules or regulations.

Process of Disciplinary Action (DA):

1. Appropriate level of leadership address concerns
2. Floor Manager or Training Officer enter DA into Discussion Log
 - a. If Shift Leads handle DA, verbally or via email, they must inform the Floor Manager in full detail to be entered to Discussion Log

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. Once employment with DSC has ceased, uniforms, and ID badges **MUST BE RETURNED** within two weeks.

Basic Proper Uniform Components:

- DSC issued shirts.
- DSC provided apron or catering uniform as required by position.
- Proper hair control methods (ball cap or hairnet). DSC provided or personal ball caps can be worn. Personal hats cannot contain any drug, sex, alcohol, derogatory references, or political endorsements.
- Ankle length pants that are not tattered, torn, or holey. Jeans, Khakis, or Black Dress Pants are acceptable. *LEGGING OR SWEATPANTS are NOT ACCEPTABLE.*
- Name Tag or Identification Badge (worn on shirt/apron) with photo facing outward.
- Low heel leather, or leather-like shoes are required (refer to shoe guidelines)
- Long sleeve shirts may be worn under polos if needed; shirts must be black, white or gray.

Clothing Guidelines:

- If clothing does not meet guidelines, employees will be instructed to punch out, go home, and return in clothing that meets uniform guidelines.
- Appropriate DSC dress including location specific shirt/apron/jacket/cap must be worn while working.
- Uniform shirts must always be tucked in or overlapping. No bare midriff, back or undergarments can be exposed during the performance of duties. Pants worn for work must not drag on the floor.
- Unacceptable pants are cutoffs, pajamas, athletic wear-such as wind pants, track pants, sweatpants, leggings, etc. Shorts are not allowed.
- 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.
- Employees may not wear any jewelry on their arms or hands except for one plain wedding band. Non-dangling earrings (only studs), short necklaces, and medical emergency necklaces are acceptable. No watches are allowed.
- Food Codes are continually changing, and the most recent Wisconsin Food Code overrules any portion of this handbook.
- Failure to comply with these guidelines may result in disciplinary action.

Shoe Guidelines:

- Low heel and slip-resistant soles required.
- Socks are also required, as well as leather or leather-like shoes.
- No open-toed shoes, flats, or high heels allowed.
- No Ugg boots
- Shoes should be kept clean and in reasonable condition.

Dress Code/Appropriate Attire - (continued)

Hair Restraint Guidelines:

- All hair must be effectively restrained.
- No hair control except approved hair nets or ball caps are acceptable. (Exceptions may be made for medical or religious reasons).
- DSC caps may be worn, for hair control, but all hair must be controlled by the cap (i.e., hair touching collar or loose ends must be pinned up under hat).
- No hair touching shoulders or below the shoulders – Ponytails must be put up above the shoulders as well as in a bun [or short ponytail for those with shorter hair.
- Hair must be pulled back off forehead and secured under a hat or hair net; no long sideburns; beards 3/4" or longer in length must be in a beard net if employee is employed in any food contact area.
- If hair cannot be pulled back and is shoulder-length or longer it must be in a hairnet, no hair in front of ears.
- No hat = hair net, no exceptions
- All infractions will be dealt with on a case-by-case basis

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 can be worn while working.
- Fingernails of food handlers are to be kept short and clean.
- No heavy fragrances are permitted.

**Do not EVER bite your fingernails.*

Failure to Comply to Dress Code:

- 1st occurrence - Coach and Counsel, note in Discussion Log
- 2nd occurrence - Verbal Warning
 - Have student go get badge (unpaid), note in Discussion Log w/ verbal warning
 - Lost/Damaged- have student go to Point Office to purchase a new one (\$7.00) before working and return to shift. Note in Discussion Log w/ verbal warning
- 3rd occurrence - Written Warning
 - Have student go get badge (unpaid), note in Discussion Log w/written warning
 - Lost/Damaged- have student go to Point Office to purchase a new one (\$7.00) before working and return to shift. Note in Discussion Log w/ written warning
- 4th occurrence - Termination

Food Safety

Food Safety and You

Using Disposable Gloves

Food Handling Practices

Food Handling Techniques

Temperature Guide

Recommended Cooling procedure

Fire, Weather, and Medical Emergencies

Food Safety and You

All DSC student employees are required to take and pass the Point to Food Safety course.

- 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.
- Aprons and chef's coats must be removed before entering the restroom.

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, assembly, prep work, and all other 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.
- Wear gloves that fit properly.
- Gloves must be changed whenever an activity or workstation change occurs, or whenever they become contaminated.
- Management must provide education and enforcement of proper glove use.
- Gloves must be discarded after sneezing, coughing, or touching of the hair or face.
- Gloves must be changes when changing task. This includes touching walls, leaning on countertops, hands on hips, etc.
- The employee must then wash his/her hands and put on new gloves

Food Handling Practices

1. Contamination or spoilage of food items shall be prevented by use of proper food storage procedures and adequate facilities.
 1. Toxic materials are not to be stored near food items or allowed to contact food.
 2. All poisonous materials are labeled properly.
2. Staples are kept in designated dry storage areas.
 1. Products are stored 6 inches off the floor on clean, dry surfaces.
 2. Products are not to be stored directly under exposed sewage pipes or water lines.
 3. Products are stored away from floor drains.
 4. Stored at least two inches away from walls to provide for proper air circulation cleaning.
 5. Open packages are wrapped and labeled.
 6. Temperatures of the dry storage area between 40- and 70-degrees Fahrenheit.
3. Perishable items are refrigerated promptly upon receipt.
 1. All food placed in refrigerators is in covered containers which are clean and non-absorbent.
 2. Food items are stored at established temperatures:

Meat	32 - 36 degrees Fahrenheit
Fish	30 - 34 degrees Fahrenheit
Dairy	36 - 40 degrees Fahrenheit
Fruits and Vegetables	36 - 40 degrees Fahrenheit

All items are stored 6 inches off the floor and are properly labeled and dated

4. Frozen food items are placed into the freezer promptly.
 - o All items are to be wrapped tightly, labeled properly and dated. oAll 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 with identifiers.
8. Storage temperatures are checked on daily established schedules.

Food Handling Techniques

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 40 degrees Fahrenheit, or at a running water 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 microwave; 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

Over 140° F:

Hot food holding

Under 40° F:

Cold food holding

- Always use a metal stem thermometer to monitor food temperatures. Remember to calibrate your thermometer weekly.
- Never re-heat or cook on a steam table or in a food warmer. Cook and reheat food as quickly as possible, for example, on a stove top.
- Pre-chill all ingredients when making a cold salad to prevent long periods of time in 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.

Minimum cooking Temperatures with required Durations:

Poultry 165°F (74°C) for 15 Seconds	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.
Microwave Cooking 165°F (74°C) in all parts of the food	For raw animal foods: covered, rotated or stirred throughout or midway through the cooking process and held for 2 minutes covered.
Ratities 155°F (68°C) for 15 Seconds or 145°F for 3 minutes 150°F for 1 minute 158°F Instantaneous	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).
Raw Shell Eggs 145°F (63°C) for 15 seconds	Prepared for immediate service; commercially raised game animals, exotic animals and other fish and meat not otherwise specified in this table

Temperature Guide - (continued)

1. Hot and Cold Holding: Hot food $\geq 140^{\circ}\text{F}$ (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°F (54°C). Cold foods $\leq 41^{\circ}\text{F}$ (5°C).
2. 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 2 minutes}. Remaining unsliced portion of beef roast cooked as stated above may be reheated with the same initial cooking parameters.
3. 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 135°F (57.2°C) if intended for hot holding.
 - Cold receiving: laws allowing shipping temperature $\geq 41^{\circ}\text{F}$ (5°C) for certain products shall be cooled to 41°F within 4 hours, except that time parameters need not apply to eggs.
4. Frozen Food: The temperature necessary to maintain the product frozen "solid" (varies for products). Freezing fish for parasite destruction (except certain species of tuna):
 - -4°F or -20°C or colder for 168 hours or 7 days OR
 - -31°F or -35°C or colder for 15 hours in a blast freezer.
5. Slacking: moderating the temperature under refrigeration $\leq 41^{\circ}\text{F}$ (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.

Cooling: Use rapid chill methods. 130F to 70F (60C to 21C) within 2 hours; 70F to 41F (21C to 5C) within next 4 hours. Ambient temperature ingredients: cooled to 41F (5C) within 4 hours, i.e., reconstituted foods, canned tuna.

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-soak 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 manager and 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 leaving dining areas.
 - Catering Wait Staff/Food Service Worker: Leave 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 manager 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 leaders 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 coworker who appears to need 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.

Welcome to our
TEAM!