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 and Summer Conferences is present all across the campus in residential, retail, and catering operations. Lower @ Allen is located on the bottom floor of the Allen Recreational Center and features fast food options as well as a small grocery store, Common Ground Café is in the Chemistry Biology Building, and the Dreyfus University Center (DUC) houses the food court, Homegrown Café, and Catering. Each location offers flexible dining and menu options, service, and operating hours.

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 & Summer Conferences when we are on the job delivering high-quality food and service. As such, it is our responsibility to always maintain the positive image and reputation of the university and DSC by being courteous and helpful at all times.

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 occasionally. 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!

Suzette Conley
Director of Dining
UW-Stevens Point I Dining and Summer Conferences
# Table of Contents

Dining & Summer Conferences Mission Statement 4
Qualifications for Employment 5
Scheduling & Responsibilities 6
Job Descriptions 7-18
Wages and Payroll 19-23
  - Time Cards 20
  - PeopleSOft FAQs 21
  - Pay Increases 22
  - On the Job Training 23
  - Uniform Replacement 23
  - International Students 23
  - Staff Meals 23
  - Tax Information and W2 23
Policies 24-31
  - Employment 25
  - Mandatory Trainings 26
  - Leaving Your Work Station 27
  - Meal Breaks 27
  - Food Safety and Sanitation 27
  - Electronic Devices 27
  - Customer Service 27
  - Point System 28
  - Point Removal Policy 29
  - Calling-In to Work 29
  - Affordable Care Act (ACA) Policy 29
  - Time Off 30
  - Leave of Absence 31
Disciplinary Procedures 32-36
  - Behavior Requiring Disciplinary Action 33
  - Disciplinary Procedures and Levels 34
  - Dress Code/Appropriate Attire 35
Food Safety 37-44
  - Food Safety and You 38
  - Using Disposable Gloves 38
  - Food Handling Practices 39
  - Food Handling Techniques 40
  - Temperature Guide 41
  - Recommended Cooling procedure 43
  - Fire, Weather, and Medical Emergencies 44
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 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 Dining and Summer Conferences provides professional skills that recruiters say they are in search of for entry-level employees. UWSP Dining and Summer Conferences employment program is dedicated to being that kind of springboard for students. Student employees are also rewarded financially with longevity opportunities and for advancement within the UWSP Dining and Summer Conferences employment 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

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

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 Saturday and Sunday). 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 and Summer Conferences. Student management 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 are above a 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

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)
   • Students will schedule their hours based on seniority and availability each semester.
   • 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 on a daily basis and over breaks is necessary because important employment information from UWSP Dining and Summer Conferences is sent via email. Some emails may request responses.
   • Employees are responsible for checking the schedules for breaks, finals week, and holidays at each location to determine their work hours

B. University 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

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 the assistant director.

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 of general service student staff, student managers, classified 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 management staff, classified staff, and unit managers.
• Understand the importance of balancing classes, work, volunteer activities and extracurricular commitments.
Job Descriptions

General Service Staff
- General Food Service Employee
- Catering Event Staff

Student Management Staff
- General Service Student Manager
- Catering Student Manager
- Student Driver
- Student Operations Manager

Student Office Staff
- Student Human Resources Manager
- Graphic Designer
- CBORD Data Entry Clerk
- CBORD Production Support
- CBORD Nutrition Specialist

To maintain any position with UWSP Dining & Summer Conferences, 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.
- Must successfully complete the Point to Food Safety examination and score at least an 80% within the first semester 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 full-time supervisor or student manager will conduct a performance evaluation resulting in the applicant’s continued employment or termination.
General Food Service Employee

Accountability: Report to the Student Manager, Student Operations Manager, and full-time supervisor for his/her unit.

Scope of Responsibility: A UWSP DSC general food service employee is responsible for all phases of food service on the UWSP campus. Setup, service, cashing, and clean up all fall within the scope of this position, and each position will fluctuate depending on time of day and food service venue in which they work.

Specific duties:
- Take and give patrons quick and courteous service
- Prepare customer’s 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 setup, service, and clean up in operation as needed
- Accurately and efficiently tell and charge patrons for purchases
- Assure security of cash register
- Follow proper reporting procedures if theft is observed
- Ability 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
- Requires the safe and efficient use of food service equipment such as ovens, grills, food choppers and processors, steamers, slicers, etc., as well as understanding the proper way to clean food service equipment.
- Perform other duties as assigned

Qualifications:
- Student employees (including International students) must work an average of 10 hours per week (20 hours on a time card).
- Student employees are required to work a minimum of 4 weekend hours per pay period. Weekends are considered Saturday and Sunday ONLY.

Base Wage: $8.50/hour
Catering Event Staff

Accountability: The Catering Event Staff report to the Catering Student Manager, Catering Student Operations Manager, Assistant Catering Manager, and the full-time Catering Manager of UWSP DSC.

Scope of Responsibility: Serve as event staff at catered events, with hours during the academic year depending on the day and time events are reserved. Most hours will be nights and weekends with the possibility of some work during academic breaks and holidays.

Specific duties:
- Daily opening and closing procedures
- Knowing proper event staff protocol for serving customers
- Keep serving area clean
- Have the ability to handle stressful situations
- Attend weekly staff meetings as required
- Ability to lift pans, weighing up to 40 pounds between production area, carts, and service area
- 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 period of time
- Perform other duties as assigned

Qualifications:
- Must be able to work nights, weekends, academic breaks, and holidays.
- Must be able to work weekends during the semester, with some hours required during breaks
- Have at least one semester remaining at UWSP

Knowledge and Skills:
- Ability 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 gather 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, steamers, slicers, etc., as well as understanding the proper way to clean food service equipment

Base Wage: $8.50/hour
**Student Manager — General Service**

(DUC Food Court, Receiving, Bakery, Lower @ Allen, Homegrown Café, Common Ground Café)

Accountability: Reports to the full-time staff supervisor and Student Operations Managers in the respective UWSP Dining & Summer Conferences Unit.

Scope of Responsibility: Responsible for the smooth operation of UWSP DSC & Summer Conferences retail and dining units

Specific Duties:
- Lead and train UWSP Dining & Summer Conferences student staff in specific tasks: proper and attractive plating, cash handling, inventory, stocking, and/or customer service as needed
- Lead weekly student staff meetings
- Attend weekly meetings (Including student supervisor staff, unit meetings, one-on-one supervisor)
- Enforce DSC policies and rules to maintain a professional operation
- Ensure that all equipment is maintained properly and in a cost effective manner
- Participate in selection process when job openings occur within your unit
- Perform other duties as assigned

Qualifications:
- Must have at least 2 semesters remaining at UWSP
- Must have previous work experience within the DSC
- Must be able to work a minimum of 15 hours per week during the academic year (this includes 4 weekend hours per pay period)
- Must attend weekly Student Manager meetings at their location—this time is not included in the 15 hour minimum requirement
- Demonstrate leadership abilities, good interpersonal skills, excellent oral and communication skills, and develop listening skills

**In the event that a student manager resigns from their SM position, changes their mind, or wishes to return after they put in a resignation, they will be allowed to return as only a student worker. The employee may not return to the location where they were a student manager.**

Base Wage: $9.50/hour
**Student Manager — Catering**

**Accountability:** The catering student manager reports to the Catering Student Operations Manager, Assistant Catering Manager, and Catering Manager.

**Scope of Responsibility:** A UWSP Dining & Summer Conferences Student Manager is responsible for the smooth operation of all personnel and operational aspects of the catering unit.

**Specific Duties:**
- Must complete a Responsible Beverage Serving Training session online and obtain a Bartending License within the first semester of employment.
- Supervise and train UWSP Dining & Summer Conferences student staff in specific tasks: proper and attractive plating, cash handling, inventory, stocking, and/or customer service as needed.
- Attend weekly meetings (including Student Supervisors staff, Unit meetings, one-on-one supervisory) as required.
- Evaluate the work performance of each employee at least once per semester and enforce DSC 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 UWSP DSC Student Employment Program.
- Ensure that all equipment is maintained properly and in a cost effective manner.
- Perform other duties as assigned.

**Qualifications:**
- Have at least two semesters remaining at UWSP.
- Must meet State of Wisconsin requirements for driving state vehicles.
- Must demonstrate leadership abilities, good interpersonal skills, excellent oral and written communication skills, and developed listening skills.

**Base Wage:** $9.50/hour
Student Driver

Accountability: The student driver reports to the DUC Retail Management Staff.

Scope of Responsibility: The UWSP Dining & Summer Conferences Student Driver is responsible for the safe and quick delivery of products from DeBot, the DUC, and outside vendors as needed.

Specific Duties:
• Pick up and deliver product between UWSP Dining & Summer Conferences operations
• Pick up product from outside vendors
• Communicate with inventory control coordinators and student managers
• Safely operate a large state delivery vehicle
• Complete training on equipment prior to use
• Perform other duties as assigned

Knowledge and Skills:
• Ability to lift product weighing up to 50 pounds, between production area and truck
• Ability to bend, stoop, twist, and lift up to 75 pounds when storing, stocking and loading products and/or inventory items
• Ability to stand and walk on hard floors for extended hours
• Requires the safe and efficient use of a state vehicle

Qualifications:
• All applicants MUST be available to work 6:30 a.m.-9:30 a.m. Monday - Friday each week during the academic year, with possible hours over the break periods and during the summer session.
• All applicants must be of 18 years of age and must have possessed a drivers license for a minimum of two years.
• Must have the ability to drive a large delivery vehicle and must be approved to operate a state-owned vehicle.
• Applicants must have at least two semesters remaining at UWSP
• Must complete Vehicle Usage Agreement

Base Wage: $9.50/hour
Student Operations Manager

(DUC Food Court, Lower @ Allen, Receiving, Cafés)

Accountability: The Student Operations Manager reports to the Unit Manager in the respective UWSP Dining & Summer Conferences unit

Scope of Responsibility: A UWSP Dining & Summer Conferences Student Operations Manager is responsible for the smooth operation of all financial, personnel, and operational aspects of their unit

Specific Duties:
• Supervise and train UWSP Dining & Summer Conferences student manager and general food service student staff in specific tasks: proper and attractive plating, cash handling, inventory, stocking, shift manager, and/or customer service as needed
• Regulate internal affairs of the unit in conjunction with the Unit Manager
• Provide structure and oversight for student manager work schedules
• Lead or participate in weekly student staff meetings
• Attend weekly meetings (including Student Supervisors staff, Unit meetings, one-on-one supervisory meetings)
• Evaluate the work performance of each student manager at least once per semester
• Enforce UWSP DSC policies and rules to maintain a professional operation
• Interpret and implement all policies for the unit using the guidelines set by the University DSC Employment program
• Provide recommendations to unit manager for all new Student Managers hires
• Use the absence tracker recording system in conjunction with the Student Human Resource Managers
• Perform other duties as assigned, including the support of other units
• Must be able to work a varied work schedule with unstructured hours

Qualifications:
• Only student managers can be nominated for this position by unit managers with the approval of the Director and Executive Chef.
• Work a minimum of 15 hours per week during the academic year, in addition to some hours during breaks
• Have at least two semesters remaining with UWSP
• Demonstrate excellent leadership abilities, outstanding interpersonal skills, excellent oral and written communication skills, and developed listening skills

Base Wage: $10.50/hour
Student Human Resources Manager (SHRM)

(DUC Food Court, Lower @ Allen & Cafes, Onboarding)

Accountability: The SHRM reports to the Training Officer of UWSP DSC.

Scope of Responsibility: The SHRM is responsible for most human resource functions involving student employees: reviewing applications, interviewing, hiring, and payroll duties including verifying the student payroll for approximately 400+ students on a bi-weekly basis, and maintaining employee discipline records. This position acts as a liaison between the UWSP DSC student employees and the Campus Payroll Office and is responsible for initiating and maintaining all payroll and personnel records for University DSC student employees. This position requires a high degree of confidentiality and accuracy. This position is responsible for promoting the Student Employment Program for UWSP DSC.

Specific Duties:
- Review applications submitted, contact candidates for interviewing, interview candidates
- Meet with all newly hired employees to complete and process personnel and payroll paperwork
- Complete hiring of student employees in the Quest system for academic year and summer terms
- Weekly to daily checks for exceptions in the HRS PeopleSoft system during each pay period
- Bi-weekly verification of student information and management approvals in the HRS PeopleSoft system before the end of each pay period
- Participate in a weekly meeting with the Assistant Director and SD
- Maintain personnel and computer files for current and past employee information
- Become familiar with the UWSP Dining & Summer Conferences Employment Program
- Assist the student director and UWSP DSC staff with special projects
- Attend at least 75%-80% of the Student Manager meetings at assigned locations during the semester.
- Interact with all UWSP Dining & Summer Conferences student employees and classified staff on a regular basis in an effort to promote positive work environments, gauge morale, address issues, and recognize positive work performance.
- Play an active role in promoting UWSP Dining & Summer Conferences with Freshman Orientation seminars through planning and attendance, as well as coordinating Resource Room programming
- Give a payroll presentation at employee orientations.
- Work with the graphic designer to update posters/brochures/ communications/handbook
- Plan and organize student employee trainings and kick-off sessions as needed
- Prepare for and attend the Job Fairs during spring semester
- Other duties as assigned.

Qualifications:
- Maintain a minimum of 15-20 hours of work each week and scheduled office hours at least four days per week during the academic year, including working every other Sunday for approx. 4 hours
- Have at least two semesters remaining with UWSP
- 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, focus on accuracy and organizational abilities, and preferably have some existing knowledge of UWSP employment operations and policies.
- Must have ample experience working with the Microsoft Office Suite (particularly Excel) and have a degree of professionalism.

Base Wage: $10.50/hour
Graphic Designer

Accountability: The Graphic Designers report to the Marketing Specialist of UWSP DSC.

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 & Summer Conferences revenue producing operations.

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 work loads and higher responsibility during this time.
- Other duties/special projects as assigned by supervisors.

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
- Ability to set up files correctly for digital and print materials.

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.

Base Wage: $9.50/hour
CBORD Data Entry Clerk

Accountability: The CBORD Production Support employee reports to the CBORD Operations Coordinator.

Scope of Responsibility: The CBORD Data Entry Clerk is responsible for assisting with entry of data into CBORD and helping the inventory control coordinator.

Specific Duties:
• Assist with entry of received invoices from suppliers
• Assist in entry of transfers between departments
• Assist in entry of new products and codes into CBORD
• Assist in manually entering new prices for products
• Assist in entering credit invoices from suppliers
• Train fellow student CBORD employees
• Other duties as assigned

Qualifications:
• The position is the first position in the student CBORD employee progression series
• Preference is given to students with dietetics, nutrition or health promotion majors or minors
• Must demonstrate great keyboarding skills, have a high attention to detail and accuracy, food service knowledge, good interpersonal skills, excellent oral and written communication skills, and developed listening skills
• Must possess the ability to work with very limited supervision.
• CBORD Data Clerk can work 15-30 hours per week during the academic year, and more during breaks

Wage starts at $9.50/hour
CBORD Production Support

Accountability: The CBORD Nutrition Specialist reports to the CBORD Operations Coordinator. Scope of Responsibility: The CBORD Nutrition Specialist is responsible for assisting with service menu creation, recipe creation, creating key names and helping the inventory control coordinator.

Specific Duties:
• Service menus—create for all locations, forecast, enter actuals
• Create key names for vendor items
• Forecasting—work with area managers for forecasting needs
• Filter vendor products
• Recipe creation—test, edit, verify recipe yields, verify ingredient yields (shrink)
• Interview and train fellow student CBORD staff
• Other duties as assigned

Qualifications:
• This position is the second position in the student CBORD employee progression series. It requires complete mastery of the CBORD Data Entry Clerk position before being considered for this position
• Preference is given to students in dietetics, nutrition or health promotion majors or minors
• Must demonstrate great keyboarding skills, have a high attention to detail and accuracy, food service knowledge, good interpersonal skills, excellent oral and written communication skills, and developed listening skills
• Must possess the ability to work with very limited supervision
• CBORD Production Support can work 15-30 hours per week during the academic year, and more during breaks

Wage starts at $9.50/hour
CBORD Nutrition Specialist (SOM)

Accountability: The CBORD Nutrition Specialist reports to the CBORD Operations coordinator.

Scope of Responsibility: The CBORD Nutrition Specialist is responsible for the accuracy of nutritional information within UWSP DSC.

Specific Duties:
- Create nutrition labels for items in CBORD using USDA Nutrient Database and product nutrition labels
- Link created nutrition to items in CBORD
- Trouble shoot recipe and item nutrition inaccuracies
- Perform allergen identification and ingredient analysis—contact manufacturers and prime vendors to attain accurate information
- Work with the filter system to accurately identify gluten free, vegan, and vegetarian items
- Net Nutrition—linking of service menus, verify accuracy of information
- Cycle menu creation with collaboration from the Executive Chef and other culinary staff
- Special event menu creation with collaboration from the Executive Chef and other culinary staff
- Interview and train fellow student CBORD staff
- Other duties as assigned

Qualifications:
- This position is the 3rd position in the student CBORD employee progression series. It requires complete mastery of the CBORD data Entry Clerk position and the CBORD Production Support position before being considered for this position.
- Preference is given to students with dietetics, nutrition or health promotion majors or minors
- Must demonstrate great keyboarding skills, have a high attention to detail and accuracy, food service knowledge, good interpersonal skills, excellent oral and written communication skills, and developed listening skills
- Must possess the ability to work with very limited supervision
- CBORD Data Clerk can work 15-30 hours per week during the academic year, and more during breaks

Wage starts at $10.50/hour
Wages and Payroll

Time Cards
   Pay Stubs
   Online Time Cards (PeopleSoft)
   Temporary Time sheets

PeopleSoft FAQs

Pay Increases
   Wage Increase
   Great Ideas Project
   Wage Classification Scale
   Promotions

On the Job Training
   Leaving Early/Staying Late
   Reporting to Shifts

Uniform Replacement

International Students

Staff Meals

Tax Information and W2
Time Cards

Pay Stubs: It will be the student employee’s responsibility to check his/her pay stub in his/her My UWSystem to make sure that wage information is correct at hire and beginning of each semester.

- Pay stubs can be found on the My UWSystem under “Payroll Information”

Online Time card (PeopleSoft): Employees' online time cards may be referred to as PeopleSoft. Time cards 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 employees' University ID and password.

Time cards 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 time card.
- The payroll due dates will be determined at the beginning of each semester and summer break, and will be noted on the Payroll Card.
- Time cards 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 a Verbal Warning upon the first offense, a Written Warning upon the second offense, and Termination upon the third offense. Falsifications will reset every semester.
- Hours should be entered after every shift. 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 Time sheet (see below).

Temporary Time sheets:

- A temporary time sheet is a pre-made paper time card 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.).
- An employee is allowed to turn in two temporary time sheets per semester. The second temporary time sheet will result in a written warning, and the third time sheet turned in will result in termination. A temporary time sheet that is turned in because of an inability to access PeopleSoft will not be counted against the employee.
- Time sheets must be signed by a unit manager before they are turned in.
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 user name and password is the same as your UWSP login ID and password.

To Access Your Time card:
• Under your myPoint Finances tab, you can access your time card 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 “Time sheet” option. You will be prompted to enter your login ID and password again.
• If you work more than one job on campus, or work at more than one location for DSC, you will be asked to select a time sheet. Select the appropriate job/location to enter in hours.
  Ex: Lower @ Allen, DUC, Homegrown Café (HGC), Common Ground Café (CGC) or Catering.
• For each time card only enter in the hours you worked at that location

Recording Hours:
• You will see that there are two sets of “in” and “out” options. If you work more than one shift during a particular 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 time card.

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.

*Do not hesitate to contact our Student Human Resources Managers if you have any questions about entering time into PeopleSoft. You may contact them via email: dscpc@uwsp.edu, dscducshrmgr@uwsp.edu or dscdebotshrmgr@uwsp.edu
Pay Increases

Wage Increases
• All returning student employees will receive a $0.25 cent wage increase upon their return to UWSP DSC each semester, based on previous semester work evaluation.

Great Idea Projects
• UWSP Dining and Summer Conferences 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. UWSP Dining and Summer Conferences management staff will assist only.
• Workers are eligible for the $0.10 cent 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.

Wage Classification Scale

<table>
<thead>
<tr>
<th>Position</th>
<th>Base Wage/hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Service</td>
<td>$ 8.50</td>
</tr>
<tr>
<td>Student Driver</td>
<td>$ 9.50</td>
</tr>
<tr>
<td>Student Managers</td>
<td>$ 9.50</td>
</tr>
<tr>
<td>Graphic Designer</td>
<td>$ 9.50</td>
</tr>
<tr>
<td>CBORD Data Entry</td>
<td>$ 9.50</td>
</tr>
<tr>
<td>CBORD Production Support</td>
<td>$ 9.50</td>
</tr>
<tr>
<td>Student Operations Manager</td>
<td>$10.50</td>
</tr>
<tr>
<td>Student Human Resources Manager</td>
<td>$10.50</td>
</tr>
<tr>
<td>CBORD Nutrition Specialist</td>
<td>$10.50</td>
</tr>
</tbody>
</table>

Promotions: Students are encouraged to apply for leadership positions within the UWSP DSC student employment 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.
• If at any point an employee moves from a student management classification to a general food service classification, then the employee will no longer be able to schedule hours at the location that he/she was a manager.

Starting Student Manager Wages
• When promoted to student manager, wages will start at $9.50.
• Wages above $9.50 will receive a $0.15 raise over current wage when promoted.
• Each employee will receive a $0.25 raise after each semester of service, based on previous semester work evaluation.
On the Job Training

On the job training is used in all areas of the UWSP DSC. This form of training requires the manager or assigned co-worker to 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 the student operations managers of the location.

Leaving Early/Staying Late: Student employees WILL NOT be able to sign in to work early or stay late unless approved by management staff.

- 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.

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.

Uniform Replacement

Should you lose any part of your 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- $6.00 (XXL and up is $7.50)
- Hat- $3.00
- ID Badge: $7.00 (Notify the Dining Human Resources staff about lost badge.)

International Students

International Student may only work up to 20 hours per week. Social Security Cards must be provided before beginning work shifts.

Staff Meals

All student staff will receive an off-campus meal plan.

- Meals are distributed at four distribution dates throughout the semester.
- Students must work the entire semester to receive all meals.
- Meals are reported as taxable income on the employee’s earnings statement.

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.
Policies

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

Mandatory Trainings

Leaving Your Work Station

Meal Breaks

Food Safety and Sanitation

Electronic Devices

Customer Service

Point System
  Point Values

Point Removal (PR) Policy

Call-in Numbers

Affordable Care Act (ACA)

Time off
  Requesting Time Off
  MA Form Policy
  Academic Events
  Excusal from Fall/Spring Orientation
  Funeral Leave
  Military Leave of Absence
  Work Place Injuries

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. The manager should then return the signed probation form to **Dining Human Resources**.

A probationary period may be extended if the unit manager feels it is appropriate. During this period, both parties reserve the right to 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 supervisor or student manager) must immediately notify their immediate manager. The immediate manager is responsible for making arrangements 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/ohrwd/download/policies/ops/gen8.pdf)
- [https://www.wisconsin.edu/regents/policies/consensual-relationships/](https://www.wisconsin.edu/regents/policies/consensual-relationships/)

**Employee Grievance Procedure:** When you have a complaint or a suggestion for your area or UWSP DSC, please discuss it first with your student manager or SOM. If you do not receive a satisfactory response, contact the unit manager. The next level of appeal is the UWSP DSC assistant director, then to the director. 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.
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:
- Student Employee Handbook—read and sign off
- Cash Handler training
- Point to Food Safety (on Canvas)

Upon completion of the three trainings, all employees are required to email lforce@uwsp.edu to be paid for one hour of work on their next pay check.

The second set of trainings includes:
- Information Technology
- Sexual Harassment in the Workplace

Both of these 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 successful completion of both trainings, all employees are required to email lforce@uwsp.edu to be paid for a total of two hours of work on their next pay check.

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.

Thank you very much for your prompt attention in completing these mandatory trainings for DSC student employees. It is our goal to make your student employment experience the best it can be!
Leaving Your Work Station

You are expected to inform your unit manager or the student manager on duty if you must leave your work station. 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 meal break(s). Smoke breaks must not occur during meal service periods and must take place off campus. UWSP is a smoke-free campus.

Meal Breaks

- 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 meal 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 the summer when 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.
- Retail theft from any location may result in fines up to $295.00, as well as termination.

Food Safety & Sanitation

- Employees must adhere to all sanitation guidelines as authorized by the City of Stevens Point and UWSP DSC.
- 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 dish ware.
- 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 a 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 student manager or student operations manager.

Electronic Devices

All personal electronic devices (including phones, mp3 players, etc.) must be turned off and put away during working hours. You may provide your location’s telephone number to your family in the event that 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 manager immediately.
Points System

For disciplinary procedures relating to attendance, UWSP DSC uses a points system. If a student employee acquires 10 points within the academic year, they will be terminated. If a SOM/SM 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.

<table>
<thead>
<tr>
<th>Point Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Late &lt; 30 minutes</td>
</tr>
<tr>
<td>30+ minutes - half of shift late</td>
</tr>
<tr>
<td>Half of a shift or more late</td>
</tr>
<tr>
<td>Call-in 2+ hours prior to shift</td>
</tr>
<tr>
<td>Call-in 1-2 hours prior to shift</td>
</tr>
<tr>
<td>Call in &lt;1 hour prior to shift and/or during shift</td>
</tr>
<tr>
<td>No Call No Show (NCNS)</td>
</tr>
<tr>
<td>Missed Mandatory Meetings</td>
</tr>
</tbody>
</table>

- 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 Health Services 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 are able to verify attendance points by checking with a Student Human Resources Manager or SOM.

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

• **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)

Calling-In to Work

<table>
<thead>
<tr>
<th>DSC Directory</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>All Dining Locations</td>
<td>715-346-2610</td>
</tr>
<tr>
<td>Catering</td>
<td>715-340-8727 or 715-340-7695</td>
</tr>
</tbody>
</table>

• Sending an **email does not** constitute speaking with a student manager or unit manager and 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.

Affordable Care Act (ACA) Policy

The UWSystem 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:

• 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.
Time Off

Requesting time Off: To request off for a shift, employees must first try to find somebody 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 made an effort 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 managers in the location(s) must notify Dining Human Resources about the issue. Dining HR staff will investigate the excessive substitutions.
- DSC Facebook pages can be used to advertise for MA shifts. Using the Facebook pages does not count as officially exchanging shifts. Employees must still fill out a MA form.

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 only result in removal of half of the points. The exception to this rule would be a last minute academic event such as an exam running over time. In that situation, the employee must bring a note from a professor.

Excusal from Fall and Spring Orientation: Employees who will be absent from orientation must request an excused absence at least one week prior to the date of the orientation or they will receive FOUR attendance points for missing orientation. Student employees request an excused absence from the Dining Human Resources office. Student managers must request an excused absence from their location manager.

Work Place Injuries: A student employee who is injured at work must immediately inform his/her unit manager of the injury. The Injury Report Form should be completed within 24 hours. A First Aid Kit is located 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.
Leave of Absence

A one-semester 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.

Grievance Procedure: The employee decides to appeal the decision of his/her supervisor, the first appeal would be to the Director of DSC. 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.

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 receive the starting wage of a new employee. Approval to rehire an employee without going through the application and interview process must be given by the Student director and the assistant director of DSC.

Jury Duty: If a student is called to serve jury duty he/she 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 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 is allowed to 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 Discharge. 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 time line 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.

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 employee who cannot perform to the employment standards. Once discharged, a discharge of employment form must be filled out by a SHRM. 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/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 time card.
- Abuse or theft of meals.
- Theft of DSC property.
- Low cumulative and/or semester GPA.
- Serious violation of food safety rules or regulations.
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 are:
- 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 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.
- Unacceptable pants are: cutoffs, pajamas, athletic wear-such as wind pants, track pants, sweat pants, 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.
- 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 – Pony tails must be put up above the shoulders as well as in a bun [or short pony tail for those with shorter hair.
• Hair must be pulled back off of forehead and secured under a hat or hair net; no long side burns; 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 hair net; 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 are allowed to 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, 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.
- 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.
- 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.
   - Toxic materials are not to be stored near food items or allowed to come in contact with food.
   - All poisonous materials are labeled properly.

2. Staples are kept in designated dry storage areas.
   - Products are stored off the floor on clean, dry surfaces.
   - Products are not to be stored directly under exposed sewage pipes or water lines.
   - Products are stored away from floor drains.
   - Products are stored at least two inches away from walls to provide for proper air circulation cleaning.
   - Open packages are wrapped and labeled.
   - Temperatures of the dry storage area between 40 and 70 degrees Fahrenheit.

3. Perishable items are refrigerated promptly upon receipt.
   - All food placed in refrigerators is in covered containers which are clean and non-absorbent.
   - 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 off the floor.
   - All items are properly labeled and dated

4. Frozen food items are placed into the freezer promptly.
   - All items are to be wrapped tightly, labeled properly and dated.
   - 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 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 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.

Minimum cooking Temperatures with required Durations

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

1. 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°F (54°C). Cold foods ≤ 41°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 ≥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.

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 ≤ 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.

Cooling: Use rapid chill methods. 130°F to 70°F (60°C to 21°C) within 2 hours; 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.

**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 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.
Welcome to the Team!