

Student Employment
Handbook



University Dining
University of Wisconsin-Stevens Point

Congratulations!

It is a pleasure to welcome you as a new member of the University of Wisconsin-Stevens Point University Dining (UD) 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 University Dining is present across campus in residential, retail, and catering operations along with various administrative areas. Each location offers flexible dining and menu options, service, and operating hours.

- Upper DeBot Dining Center
- Lower DeBot Marketplace
- DUC Food Court, Dreyfus University Center
- Homegrown Café, Dreyfus University Center
- Common Ground Café, Chemistry Biology Building
- Marketing, DeBot Dining Center
- OnPoint Catering, Dreyfus University Center
- Indulge Bakery, DeBot Dining Center
- Student Employment Office, DeBot Dining Center
- Stevie's Food Truck, OnPoint Catering

As students of UWSP, we carry the responsibility and honor of representing the University whenever we interact with the public, just as we represent University 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 University Dining by being courteous and helpful.

This handbook addresses the major policies and guidelines established by UWSP University Dining 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!

UW-Stevens Point University Dining

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University Dining

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

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

The University Dining (UD) 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 University Dining.

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 University Dining 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. Most positions require a minimum of 8 hours per week. Some may require weekend shifts as well. Check the specific position for requirements. Students may work up to 20 hours per week during the academic year and 40 hours per week during break periods.

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 at the beginning of employment, and each semester thereafter. If a student employee's GPA falls below a 2.0 with both their cumulative and semester GPAs, they will be placed on probation and will need to increase their GPA by the end of the next semester or face being let go from their position with University Dining until their academic semester GPA is about a 2.0.

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 will 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 due to important employment information from University Dining 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 University Dining policies and procedures as outlined in this handbook.
- Understand the roles and responsibilities of all positions within your unit.
- Take responsibility for personal actions and learn from errors.
- Understand the UWSP University Dining 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.

Wages and Payroll

Timesheet

Pay Stubs

Online Timesheet (PeopleSoft)

Temporary Timesheets

Tax Information and W2

PeopleSoft FAQs

Position Descriptions

Pay Increases

Wage Increase

Wage Classification Scale

Promotions

Demotions

Uniform Replacement

On the Job Training

Reporting to Shifts

Leaving Early/Staying Late

Staff Dawg Dollar Incentives

Benefits

Dawg Dollar Distribution

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WORK. LEARN. BELONG.

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 University Dining 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 UW System" 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 University Dining homepage under “Student Staff” for further information.

Username and Password

- Your PeopleSoft username and password are the same as your UWSP account

To access your timesheet:

- Under your myPoint Finance’s 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 mins.
- Between 0 and 7 minutes, your time must be rounded down. Between 8 and 15 minutes, your time must be rounded up. *I.e.:* 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
Sun	3/3	7am	9am	11am	1pm
		3pm			5pm
Mon	3/4	7am	9am	11am	1pm
		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 Student Employment Office if you have any questions about entering time into PeopleSoft. You may contact them via email at*

University.Dining.Payroll.Coordinator@uwps.edu or stop by the office in the DeBot Dining Center Rm. 006.

Position Descriptions

University Dining offers a multitude of positions to fit each employee's individual personality. Below are the learning outcomes and qualifications required in order to thrive with the University Dining team. You will also find an in-depth description of each University Dining position as well as the responsibilities and duties within that position.

Learning Outcomes: Although your job in University Dining may not be directly related to your future profession, the skills you learn here are transferable and will help you within any career path while also giving you valuable work experience to strengthen your resume. As a result of their involvement in the University Dining student employment program, student employees will gain experience in:

- Job Knowledge
- Personal Development
- Responsibility/Task Completion
- Customer Service
- Community Engagement
- Inclusivity at Work
- Work Practices
- Judgement/Problem Solving
- Success Attributes

Qualifications: University Dining has a small list of qualifications that our student employees must be able to adhere to. These qualifications are put in place to ensure that our employees are working in a safe environment while also offering our employees the best possible opportunities to succeed both in their schooling and at work. These qualifications are as follows:

- Must be able to work a minimum of 8 hours per week with at least two weekend shifts per month.
- Basic knowledge of how to use kitchen utensils and equipment. Ability to learn and display required job skills in food preparation, service, and sanitation. Must be able to work with speed and efficiency following proper safety and sanitation guidelines.
- Ability to lift pans, weighing up to 40#, between production area and carts.
- Ability to bend, stoop, twist and lift weighing up to 60# when storing, stocking, and gathering prepared products and/or inventory items.
- Ability to stand and walk on hard floors for extended hours.
- All applicants must be at least a part-time student (enrolled in at least 6 undergraduate or 5 graduate credits) and be in good academic standing (cumulative and semester GPAs of 2.0 or higher).
- Applicants must pass a criminal background check (only criminal activity directly pertaining to the position description will be evaluated.)
- Successful applicants must pass all UWSP mandatory trainings along with department specific (food handling) trainings as part of their employment onboarding.
- Upon the completion of the eight-week probationary period, the staff supervisor will conduct a performance evaluation with results impacting the students' future employment status.

Barista – Homegrown Café and Common Ground Cafe

Accountability

Reports to the University Dining Assistant Manager for Coffee Shops and the Student Manager – Cafes.

Responsibilities

The Barista is responsible for serving as an operational staff member of the Homegrown Café (DUC) or Common Ground Café (CBB). Daily responsibilities include accurately serving customers upon their purchase of products, light cleaning of workspace and establishment, stocking products when needed to ensure a smooth daily operation of the area.

Specific Duties

- Providing exceptional customer service.
- Maintaining a clean and safe work environment by demonstrating proper food handling and sanitary techniques.
- Complete training on all equipment prior to usage. Knowledge of how to assemble, disassemble and clean all equipment.
- Stocking products when needed and maintaining open communication with the Assistant Manager about inventory.
- Operating cash register for the sale of products.
- Daily opening and closing procedures, if working these shifts.
- Making coffee drinks using an espresso machine.
- Keeping the Cafe area clean. Tasks may include light to moderate cleaning during each shift.
- Follow proper reporting procedures if theft is observed.
- Attending mandatory staff meetings.
- Completing University Dining Orientation and mandatory trainings upon hiring.
- Being held accountable and abiding by the policies outlined in the University Dining Student Employment Handbook and any department specific policies, procedures, and expectations.

Base Wage

\$12.50/hour

Bartender - OnPoint Catering

Accountability

Reports to the University Dining Catering Manager and daily tasks assigned by the Student Manager – Catering.

Responsibilities

Bartenders will support University Dining special events on campus. The bartender will greet customers, learn about their preferences, answer questions, recommend menu items, and prepare and serve beverages and food. Bartender staff work on an as needed basis, so staff can sign up to work one or many events per week. Shifts for catering are varied and can include daytime, nights, and weekends.

Specific Duties

- Set-up for event including stocking beverages, food products, and other amenities according to event requirements and manager directions.
- Open communication with the Student Manager and University Dining Catering Manager about inventory.
- Operating cash register for the sale of products.
- Following bar service opening and closing procedures.
- Serving bottled beer, wine, other specialty drinks and non-alcoholic beverages to customers.
- Keeping the bar and supply storage area clean. Tasks may include light to moderate cleaning during each shift.
- Promote and maintain the highest level of customer service for all guests. Resolve guest complaints within scope and authority and refer escalated matters to management.
- Ability to handle stressful situations (emergencies, fake IDs, fires, clean up broken bottles, etc.) as they arise.
- Attending mandatory staff meetings.
- Complete University Dining Orientation and all mandatory trainings.
- Being held accountable and abiding by the policies outlined in the University Dining Student Employment Handbook.
- Other duties as assigned by Management Team.

Base Wage

\$12.50/hour

Cashier - Upper DeBot, Lower DeBot, and DUC Food Court

Accountability

Reports to the University Dining Assistant Manager – location specific (Upper DeBot, Lower DeBot, etc.) daily tasks assigned by the Student Manager and Sous Chefs for that location.

Responsibilities

Cashiers provide a positive customer experience with fair, friendly, and courteous service. Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases. Resolves customers' issues and answers questions. Bag purchases if needed. Processes return transactions. Two night or weekend shifts/month will be required.

Specific Duties

- Managing transactions with customers using the cash register.
- Scanning goods and ensuring pricing is accurate.
- Collecting payments whether in cash or card.
- Issue receipts, refunds, or change.
- Cross-sell products and introduce new merchandise items.
- Answer customer questions and provide a professional experience for customers.
- Follow proper reporting procedures if theft is observed.
- Attending mandatory staff meetings.
- Completing University Dining Orientation and all mandatory trainings (including PCI (credit card) Compliance and Information Security training) upon hiring.
- Being held accountable and abiding by the policies outlined in the University Dining Student Employment Handbook and any department specific policies, procedures, and expectations.

Base Wage

\$12.50/hour

Catering Event Staff, OnPoint Catering

Accountability

Reports to the University Dining Catering Manager and daily tasks assigned by the Student Manager – Catering.

Responsibilities

The Catering Event Staff will support University Dining special events on campus. Catering staff responsibilities are shaped by the requirements of each unique event. They assist with all phases of food service during catered events, including room set-up, preparation, food service, and clean up. Catering staff work on an as needed basis, so staff can sign up to work one or many events/weeks. Shifts for catering are varied and can include daytime, nights, and weekends.

Specific Duties

- Set-up facility for events including table, dishware, glassware, silverware, linens and other amenities according to event requirements and manager directions.
- Assist with pre-function work that needs to be performed. Ensure all equipment is accounted for and in good working condition.
- “Plate” food items for a served meal or staff buffet, as event requires. Know the menu for each function and be able to explain the major ingredients and preparation methods for each item to be served.
- Serve in a timely manner. Promote and maintain the highest level of customer service for all guests. Resolve guest complaints within scope and authority and refer escalated matters to management.
- Maintain clean tables and banquet areas and an organized linen and equipment storage area.
- Assist in breaking down after events and returning all event items to proper locations.
- Attending mandatory staff meetings.
- Complete University Dining Orientation and all mandatory trainings.
- Being held accountable and abiding by the policies outlined in the University Dining Student Employment Handbook.
- Other duties as assigned by Management Team.

Base Wage

\$12.50/hour

Food Truck Event Staff – OnPoint Catering and Stevie’s Food Truck

Accountability

Reports to the University Dining Food Truck Manager/Chef and daily tasks assigned by the Student Manager – Catering.

Responsibilities

The Food Truck Event staff will support University Dining special events on and off campus. Food Truck staff responsibilities are shaped by the requirements of each unique event. They assist with all phases of food service including set-up, preparation, food service, and clean up. Food Truck Event staff work on an as needed basis, so staff can sign up to work one or many events/weeks. Shifts for the Food Truck are varied and can include daytime, nights, and weekends.

Specific Duties

- Set-up for Food Truck catered events
- Assist with pre-function work that needs to be performed. Ensure all equipment is accounted for and in good working condition.
- Serve in a timely manner. Promote and maintain the highest level of customer service for all guests.
- Assist in breaking down after events and returning all event items to proper locations.
- Attending mandatory staff meetings.
- Complete University Dining Orientation and all mandatory trainings.
- Being held accountable and abiding by the policies outlined in the University Dining Student Employment Handbook
- Other duties assigned by the Management Team

Base Wage

\$12.50/hour

Front of House Associate – Upper DeBot, Lower DeBot, and DUC Food Court

Accountability

Reports to the University Dining Assistant Manager – location specific (Upper DeBot, Lower DeBot, etc.) daily tasks assigned by the Student Manager and Sous Chefs for that location.

Responsibilities

The Front of House Associate – Upper DeBot Center will perform various tasks including monitoring and refreshing the beverage lines, condiment stations, cereal, and fresh fruit area, cleaning and sanitizing tables and other surfaces within the dining area, assisting with other support services to ensure the smooth flow of a large-scale food services operation. Weekend shifts will be required.

Specific Duties

- Restocking products in the service area as needed.
- Demonstrate civil and respectful interactions with others.
- Keep the Front End of the Upper DeBot Dining Room area clean. Tasks may include:
 - Light to moderate cleaning, sanitizing tables and other surfaces during each shift.
 - Sweeping and mopping when necessary.
 - Empty trash and recycling bins as needed.
 - Clean and break down equipment, wipe down surfaces, cabinets, and tray bar lines at end of shift.
- Respond to customer inquiries or problems in a courteous manner.
- Assist with special event meals.
- Attending mandatory staff meetings.
- Complete University Dining Orientation and all mandatory trainings.
- Being held accountable and abiding by the policies outlined in the University Dining Student Employment Handbook.
- Other duties as assigned by the Management Team.

Base Wage

\$12.50/hour

Production Associate – Upper DeBot, Lower DeBot, and DUC Food Court

Accountability

Reports to the University Dining Assistant Manager – location specific (Upper DeBot, Lower DeBot, etc.) daily tasks assigned by the Student Manager and Sous Chefs for that location.

Responsibilities

The Production Associate will assist the kitchen staff with the preparation of food items to be served in a food service location. You will learn how to safely use a variety of kitchen utensils and equipment for the location. Helping to ensure that a proper amount of food items are available to provide uninterrupted service. Weekend shifts will be required.

Specific Duties

- Use a variety of kitchen equipment and utensils in preparation of main dishes, soups, pasta, meats, fruits and vegetables, sandwiches, desserts, and baked goods etc. in quantities according to number of patrons to be served and the location of work (i.e., Upper DeBot, Lower DeBot Marketplace, Bakery, DUC Food Court, Catering).
- Use safety equipment, supplies, and procedures to perform job duties.
- Set up service area and stock with appropriate amount of food.
- Assist with food production for special functions.
- Maintain storeroom and equipment in an orderly and sanitary manner and in conformance with local, state, federal rules, and regulations.
- Ensure that both service and leftover food are stored in a safe and sanitary condition.
- At the end of shifts, ensure that prep area is clean with dirty pans and utensils sent for cleaning and entire area prepped for next shift.
- Report sanitary and safety hazards and the need for repairs to Management Team.
- Attending mandatory staff meetings.
- Complete University Dining Orientation and all mandatory trainings.
- Being held accountable and abiding by the policies outlined in the University Dining Student Employment Handbook.
- Other duties as assigned by Management Team.

Base Wage

\$13.00/hour

Sanitization Specialist/Ware Washer - Upper DeBot, Lower DeBot, and DUC Food Court

Accountability

Reports to the University Dining Assistant Managers and the Student Managers- Scheduled University Dining locations with daily tasks assigned by Sous Chefs.

Responsibilities

The Sanitization Specialist/Ware Washer is responsible for ensuring that all china, glassware, and silverware are properly cleaned, washed, and sanitized in a timely manner. Ensure that a proper supply of clean china and utensils are deliverable to the front of house during meal service.

Specific Duties

- Pulling and sorting smallwares from the carousel in preparation for cleaning.
- Sorting, staging silverware for cleaning and delivery. Keeps areas free of clutter and organized.
- Scrape, wash, rinse and sanitize pots, pans, and utensils using the sink and washing machine.
- Loading/unloading the dish machine.
- Maintain a clean/dry floor throughout the shift.
- Delivering clean items to various concepts throughout the facility.
- At end of meal period, assist in the cleaning of carousel, dishwasher, pulper, sink and wash machine, walls, and floors.
- Attend mandatory staff meetings.
- Complete University Dining Orientation and mandatory trainings upon hiring.
- Being held accountable and abiding by the policies outlined in the University Dining Student Employment Handbook and any department specific policies, procedures, and expectations.
- Other duties as assigned by Management Team.

Base Wage

\$13.00/hour

Stocker – Lower DeBot Marketplace

Accountability

Reports to the University Dining Assistant Manager – Lower DeBot Marketplace, the Retail Operations Manager, and the Student Manager – Lower DeBot Marketplace.

Responsibilities

Stockers are responsible for displaying items for sale in the Lower DeBot Marketplace. They manage the shelves and cases to ensure that items are always on display. Stockers also assist in managing the inventory. Since they are on the floor, they know which items are sold faster and help prompt the re-order of items when stock runs low. Stockers help put up promotional materials and remove them once the promotion is over.

Specific Duties

- Unpack and store merchandise in an orderly and accessible manner.
- Stock shelves, racks, coolers, bins with new or transferred merchandise.
- Answer customers' questions about merchandise and advise customers on merchandise selection.
- Clean display cases, shelves and aisles while maintaining supplies, tools, equipment, and storage areas to ensure compliance with safety regulations.
- Receive and count stock items and record data manually or in the PDA system.
- Keep records of damaged stock and dispose of damaged/defective items or return them to vendors.
- Set-up advertising signs and displays of merchandise on shelves, counters, or tables to attract customers and promote the sale of items.
- Take inventory or examine merchandise to identify items to be reordered or replenished.
- Follow proper reporting procedures if theft is observed.
- Attending mandatory staff meetings.
- Completing University Dining Orientation and mandatory trainings upon hiring.
- Being held accountable and abiding by the policies outlined in the University Dining Student Employment Handbook and any department specific policies, procedures, and expectations.

Base Wage

\$12.50/hour

Pay Increases

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

1. All training must be completed through the Student Employment Office
2. Work your current position for more than 8 weeks of the semester
 - *If you are promoted after the 8-week cut off, you will not receive a \$0.25 semester raise due to receiving a wage increase. If you meet all the qualifications, you will be eligible to get a semester raise for the **next semester.***

Promotions: Students are encouraged to apply for leadership positions within University Dining. These positions include duties of increased responsibility and are, therefore, compensated with a higher base wage.

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 - \$7.00 (XXL and up is \$8.50)
- Sweatshirt- \$20
- Hat - \$3.00
- ID Badge - \$7.00 (Notify the employment office staff ASAP about lost badge.)
- Hardware Token - \$12

On the Job Training

On the job training is used in all areas of University 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.

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 employee leaves their shift early without approval from management staff, they will receive points. If the student employee has a conflict with the start or end time of their shift, they must discuss adjusting their shift.

Arriving 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.

Commented [CK1]: New. Good or no?

Commented [CK2]: Newly Product?

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 the end of each semester.

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

1. Hours must be submitted on a 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.

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

Bonus Dawg Dollars: If a student employee works a 4-hour weekend shift, they will receive an additional \$25 Dawg Dollars per pay period.

Policies

Employment

- Probation Policy
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Employment Policies

Probation Policy: The University Dining 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/student 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 University Dining at the same time, and they may work in the same department. 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 University Dining 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/ohrw/d/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 University Dining, please discuss it first with a Student Manager. If you do not receive a satisfactory response, contact the Student Employment Office Manager. The next level of appeal is 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, contact the Student Employment Office to get the proper documentation. If you wish to be in good standing and receive a professional reference with University Dining 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 University Dining issued polos, badge, and hardware token at the end of employment. You will be charged if those items are not returned.

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 [here](#)

- 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 University Dining Student Managers or the University Dining Student Employment Office staff.
- 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 University Dining.

Mandatory Training

All University Dining employees are required to complete the following trainings within their first two weeks of employment.

The first set of trainings include:

- Fall/Spring Orientation (All Student Employees)
- Point to Food Safety (Baristas, Bartenders, Floats, Floor Managers, Production Associates, Shift Leads, and Student Managers)
- Dining Questionnaire (All Students Employees)
- Cash Handling w/ two included quizzes (Bartenders, Cashiers, Floor Managers, Shift Leads, and Student Managers)
- Signing the Handbook (All Student Employees)

The second set of trainings includes:

- Mandated Reporter (All Student Employees)
- Information Technology (All Student Employees)
- Sexual Harassment (All Students Employees)

These three trainings can be accessed in the MyUW page located under Mandatory Trainings. They can be accessed at any time but must be completed within the first two weeks of

employment. Please email University.Dining.Student.Training.Development.Coordinator@uwsp.edu when trainings are completed.

You may enter 1 hour of work on your timesheet for each of the completed trainings.

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 can fill out a Time Off Request Form.

- Time Off Request Forms can be filled out for any reason (vacation, birthday, etc.). We do not need documentation for these events.
- Each employee will be able to fill out only two (2) Time Off Request Forms per semester.
- Time Off Request Forms must be submitted at least two (2) weeks prior to the time that is being requested.
- Approval of these forms is on a first-come first-serve basis. There is a maximum of 3 employees able to be approved for time off on any given day. (Example: if you have a wedding on March 27th that you are looking to request off for but 3 people have already been approved for time off that day, we cannot approve it.)

Students must also fill out a Mutual Agreement (MA) form in an attempt to have another employee cover their excused shift. This should be done regardless of acceptance or denial of the Time Off Request.

Mutual Agreement (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 the University Dining Student Employment Office about the issue. Employment Office 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 only result in removal of half of the points.

Excusal from Fall and Spring Training Sessions: Employees who will be absent from University Dining Semester Training must inform the Student Employment Office. Failure to notify will result in a first warning 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 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.

Leaving Your Workstation

You are expected to inform your Student 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.

Homework

Working on any personal work or homework while working at University Dining is prohibited. These assignments may be completed anytime outside of the work environment.

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 Student Manager.

Leave of Absence

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

- Must be in good standing with University Dining 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 University Dining 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 Student Employment Office staff or on the UD website). The unit manager must approve or deny the request. After the unit manager approves the request, the form must be taken to Student Employment Program Management in the University Dining Student Employment Office.
- 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.

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 University Dining 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 University Dining 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 from 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.

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.

Disciplinary Procedures

Behavior Requiring Disciplinary Action

- General Behavior
- Use of Properties
- Personal Behavior

Disciplinary Procedures

- Coach and 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 University Dining 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 University Dining 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 University Dining 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

University Dining 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 University Dining 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. Student/Floor Manager or Training Officer enter DA into 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 University Dining has ceased, uniforms, and ID badges **MUST BE RETURNED** within two weeks.

Basic Proper Uniform Components:

- University Dining issued shirts.
- University Dining provided apron or catering uniform as required by position.
- Proper hair control methods (ball cap or hairnet). University Dining 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 University Dining 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 shirts 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.

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).
- University Dining 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 (Example):

- 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 with 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 University Dining 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. Therefore, it is absolutely essential that you wash your hands every time they encounter 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 changed 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.
 - o 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 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.
Ratites 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

- 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).
- 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.
- 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.
- 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.
- 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. 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-sock as needed,

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

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

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

Fire, Weather, and Medical Emergencies

Fire: If at any time you see flames or thick dark smoke that is not under a hood, you will need to notify your nearest manager and immediately and follow these steps:

1. Activate the nearest fire alarm to warn other occupants of the building to vacate.
 - o Your supervisor will call Stevens Point Fire Department at 9- 911.
 - o Cashier: Secure all money by closing register drawer prior to leaving dining areas.
 - o 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.*

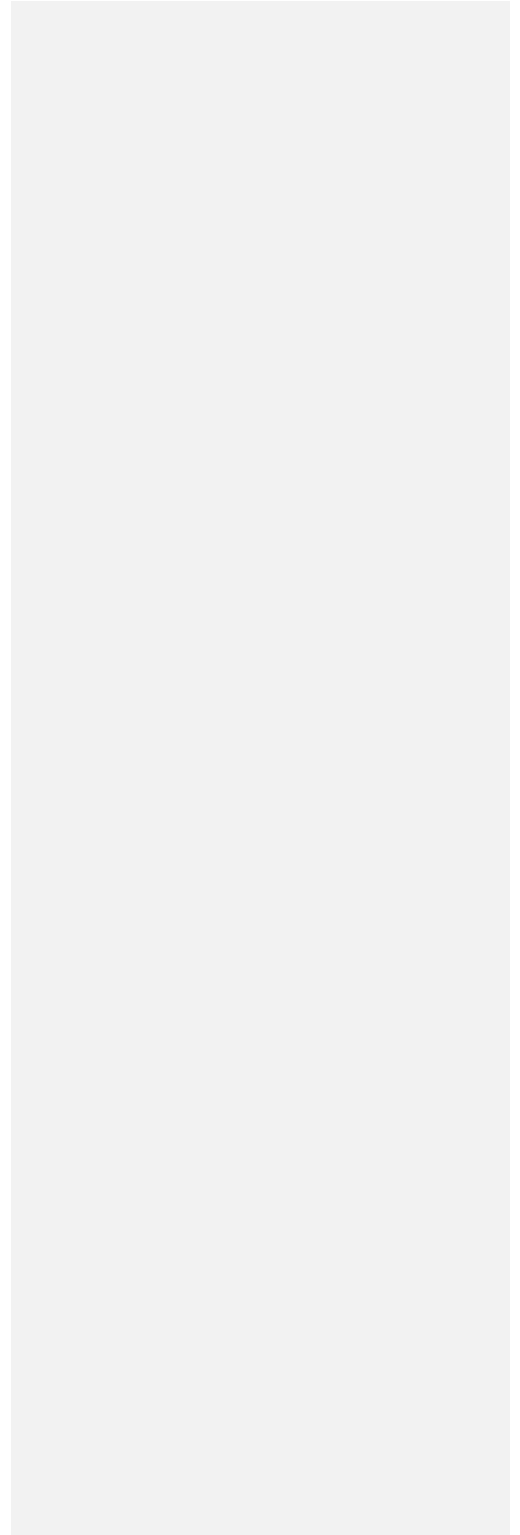
Weather: Severe Weather/Tornado Watch: A watch is an indication of where and when the probabilities are highest that severe weather or a tornado could occur. A watch is a statement that severe.

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.

- 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!