



University Dining
University of Wisconsin-Stevens Point

2023-2024
Employee Handbook

UNIVERSITY DINING STAFF EXPECTATIONS

Mission: As a student-focused organization, University Dining enhances educational and employment opportunities for our student population through our dining program. University Dining focuses on diversity through innovative hiring practices and hospitality services. University Dining cannot deliver this mission without your assistance. The following expectations ensure the success of our missions.

User Credentials: As a UWSP employee, you will be given a username (your UWSP email address) and password to access all the online tools utilized by the UW System. This includes our payroll system, mandatory trainings, pay stubs, direct deposit, and much more. Please make note of your password, as it will be necessary to access nearly all your important account details. If you encounter any issues with your account or need to update your password, visit <https://www3.uwsp.edu/infotech/Pages/Account/Manage-Your-Account.aspx> or call UWSP Information Technology (IT) at (715) 346-4357.

Mandatory Trainings (MET): As a UWSP employee, you will be required to complete three mandatory trainings within 30 days of your first day of employment. These include 1) Information Security Awareness, 2) Mandated Reporter, and 3) Sexual Harassment (Title IX). You will be paid for the time that it takes to complete these trainings. You can access these trainings on your MyUW page at <https://my.uwsp.edu/> under the “Mandatory Trainings” tile. Not completing these trainings by the set deadline may result in delayed pay.

Uniforms: Full-time culinary staff will be supplied with the following apparel: 5 chef jackets, 5 chef pants, a calibrated thermometer, and two black hats. Those in non-culinary positions will receive 5 black polo shirts and one black hat. Safety shoes will also be provided once per year to those in all positions. To order shoes, visit the website shoesforcrews.com, choose the pair you would like, and email our Administrative Specialist, Sierra Thomas, at stthomas@uwsp.edu so that she can order them for you. University Dining will cover up to \$90.00 in shoe costs. If you would like a pair worth more than \$90.00, you must pay any additional charges.

Uniform Use: Chef coats should only be worn in the kitchen and services areas. Chef coats are not allowed in restrooms or outside during work shifts. Employees need to wear suitable clothing under their chef coats. Pants should be worn at the waist. Employees are required to supply proper care and cleaning of their work uniforms. University Dining will replace worn or damaged uniforms as needed. Special events may require changes in uniform. Hair nets are allowed under hats. Culinary staff are not allowed to have nail polish or fake nails while working their shifts.

Personal Hygiene: Employees are required to arrive for their scheduled shifts clean and neat in appearance, which includes no heavy odors or fragrances. Facial hair should be well-maintained with any required restraints being used. Dangling jewelry is not allowed as it is a

potential safety hazard. Plain band rings are allowed. The use of chewing gum and tobacco products while at your work location is not allowed.

Professionalism/Personal Conduct: The University of Wisconsin-Stevens Point (UWSP) promotes a working, learning, and social environment where all members of the UWSP community work together in a mutually respectful, psychologically healthy environment. UWSP strives to foster an environment that reflects courtesy, civility, and respectful communication because such an environment promotes learning, research, and productivity through relationships. For more detailed information, please see the UW System Administrative Operational Policy 1292 Workplace Conduct Expectations. Here, you will find information on UWSP values, cornerstones of a respectful campus, reporting, definitions, behavior expectations, bullying, related documents, and more.

<https://www3.uwsp.edu/hr/Documents/Workplace%20Conduct%20Expectations.pdf>

Employee ID: An employee ID will be provided upon employment with University Dining. This ID must be worn when working your scheduled shifts. If lost, the employee will need to visit the PointCard Office in the Dreyfus University Center to have another made. They will also need to provide the replacement cost for this ID.

Keys: All employees who are issued keys or have access to key lock boxes are responsible for the safety and security of these keys. It is your responsibility to report immediately when there are any issues with keys, including the loss of any keys.

Meals: Employees receive one (1) free meal for any shifts *over* 6 hours. Employees are provided an ***unpaid*** 30-minute meal break for shifts *over* six (6) hours. Employees must clock in and out for their meal breaks. Working through these meal breaks is not permitted. Any employee working a shift that is six (6) hours or shorter is provided a ***paid*** 15-minute break, while those working eight (8) hours shifts are provided with *two* (2) ***paid*** 15-minute breaks. Smoke breaks must be taken during these provided break periods and need to occur off campus property. Any breaks during your work schedule need to be discussed with your peers **and** immediate supervisor for planning purposes.

Food Safety and Sanitation: Employees must adhere to all sanitation guidelines prescribed by the Portage County Health Department, State of Wisconsin, and ServSafe guidelines. All culinary employees must have current ServSafe Certification. University Dining will offer ServSafe training and testing as needed for certification purposes.

Electronic Devices: All electronic devices must be silenced and stored either in the locker room or on your person for sanitary reasons. They are not to be utilized at your work location. Phones are available in each kitchen location if an emergency requires the use of a telephone. The only employees with phones in use should be those that are approved for work purposes. If for any reason you need to make an emergency call or are expecting an important phone call, please discuss this with your supervisor to make alternative arrangements.

Consensual Relationship Policy: University Dining has limited authority to regulate the private lives of our employees and students. University Dining does, however, have the responsibility of protecting the rights of our employees and students. We expect all our employees to follow professional and ethical standards and maintain a respectful and professional workplace environment. Individuals entering consensual workplace relationships must accept responsibility for their actions. University Dining may become concerned with sexual relationships in which both partners appear to have consented *if* it appears that there is a definite power differential between the parties or bias on the part of the supervisor. **Any relationship that interferes with University Dining's culture of a safe, welcoming work environment or the productivity and safety of employees will be addressed through progressive discipline.**

Customer Service: Our mission is to deliver a high level of customer service and product quality to our campus, guests, and local communities. Please keep this in mind when you are performing your job duties and interacting with customers.

Probationary Period: The probationary period for each *University Staff* employee is intended to be a working test period following appointment to an on-going or project appointment. University Dining utilizes a **six (6) month probationary period for University Staff employees**. In accordance with UW System Administrative Policy 1250: Job Security, probationary employees may be disciplined without a right of appeal and are subject to dismissal for any single offense or for failure to meet required performance levels during the probationary period. Additionally, an employee who moves between jobs in the UW System or UW-Stevens Point has no guarantee of continued employment if they do not complete probation in the new position.

Time Off Requests: All time off requests need to be submitted to your immediate supervisor for review and approval. Fill out the Time Off Request Form as soon as you know you need to take leave. A minimum two-week notice is required to allow time for managers to find alternative staff coverage.

Leave is STRONGLY discouraged during peak operational times:

- Monday, August 21, 2023, through Sunday, September 17, 2023.
- October 20-22 (Homecoming/Family Day Weekend)
- Monday, January 15, 2024, through Sunday, February 11, 2024.
- April 2024 for catered events.

All requests will be reviewed on a case-by-case basis with emergency and family obligations given priority within each work area/title. Longevity of service will also be a consideration when multiple requests are for the same dates. Only two (2) staff members in a unit/title may be gone during the same period because of operational coverage needs.

Individuals who are less than 100% FTE and earn leave:

University Dining prefers full-time staff that are less than 100% and earn leave take their time off during Thanksgiving break, winter break, and spring break when University Dining operations are shutdown. These times will allow dining to continue fully operating during the 32-week academic year when students, faculty, and staff are in residence and guarantee the employee an ongoing income when operations are not in service.

UNIVERSITY DINING ATTENDANCE POLICIES

Clocking In/Out: Your employee ID will double as your means of clocking in and out for each of your shifts and meal breaks. Each work location has an electronic kiosk with a computer that is used to track the attendance of our employees. At each kiosk, there are both “in” and “out” card-reading mechanisms at which you will swipe your employee ID badge to clock in and out. You may only clock in for your shift once you are in your designated work location in the proper uniform and ready to work. Clocking in before you are prepared to work (i.e., before changing into your work uniform in the locker room) is not permitted.

Switching Shifts: If you and another employee would like to switch shifts, one of the involved parties should send an email to the Assistant Manager of your work location. The Assistant Manager will then reach out to both employees and have them sign off on the shift change. Once an employee picks up a shift formerly belonging to another employee, they assume all responsibility for that shift. This means that if you cannot attend that shift, you must follow all attendance policies. Consequently, if another employee picks up a shift that was formerly yours, you no longer assume responsibility for that shift and do not have any obligation to call-in.

Call-In Procedures: If you must call-in to your shift for any reason, we ask that you notify University Dining a minimum of two hours prior to your shift and if possible, the night before. To call in for your shift, **call (715) 346-2610 and leave a clear, concise message that includes your name, work location, scheduled shift, and reason for absence if possible.** Employees will need to call in for each individual shift that they will be absent unless a specified timeframe is provided. In addition, please notify your immediate supervisor of your absence if possible. This can be done through e-mail or text message.

A return-to-work note must be provided in any situations that require it before an employee is allowed back on University Dining premises. Failure to report absences may result in disciplinary action. **Specific guidelines regarding call-ins are outlined below:**

- If an employee has three (3) or more call-ins in a four (4) week period, their supervisor will conduct a coach and counsel session with them at which time they will discuss the situation and determine any steps that should be taken going forward.

- If an employee appears to have habitual call-ins (e.g., every Monday for three weeks, three days in a row), their supervisor will conduct a coach and counsel session at which time they will talk about the situation and determine the next steps. This may involve a discussion about their future solutions.
- If a solution is not agreed upon between the employee and supervisor or attendance policies continue to not be followed, further disciplinary action may occur (e.g., verbal warning, written warning, or termination of employment.)

No-Call No-Show: An absence is considered a no-call no-show if an employee misses a scheduled shift without any sort of notification. These types of occurrences may result in disciplinary action and may lead to job abandonment. ***Note**: each day of consecutive no-call no-shows are treated as a separate instance and these rules apply over the entirety of your employment with University Dining. **Specific guidelines regarding no-call no-shows are outlined below:**

- The first instance of a no-call no-show warrants a coach and counsel session between the employee and their supervisor. The supervisor will ensure that the employee has the correct information and has been trained properly on how to call in. Any other obstacles to the employee making their scheduled work hours should also be addressed.
- The second instance of a no-call no-show warrants a verbal warning from the supervisor with an employee. During this meeting, policies and expectations will be reinforced and further disciplinary action will be clarified and noted.
- The third instance of a no-call no-show warrants a written warning issued by the supervisor to the employee. Other parties may be included in this meeting as needed. In this meeting, policies and expectations will be reinforced. All parties involved will have to sign an agreement outlining prior discussions and stating that the employee understands that their employment may be terminated if these actions continue.
- A fourth instance of a no-call no-show gives the supervisor the right to terminate the employee's employment with the UWSP University Dining department.

Tardiness and Unscheduled Absences: All employees are expected to be at their work location in the proper uniform and ready to work by the start time of their scheduled shift. Arriving late for your scheduled shift or leaving your shift early may require disciplinary action. Please make sure to notify your immediate supervisor prior to your shift if you have any reasons to arrive late or leave early. **Specific guidelines regarding tardiness are outlined below:**

- If an employee has three (3) or more instances of tardiness and/or leaving early in a four (4) week period, their supervisor will conduct a coach and counsel session at which time they will discuss the situation with the employee and determine any changes that need to be made going forward. Emphasis will be placed on the importance of showing up on time and being dependable. Barriers to the employee's ability to show up on time or stay until the end of their shift should be addressed.

- If a solution is not agreed upon between the employee and supervisor or attendance policies continue to not be followed, further disciplinary action may occur (e.g., verbal warning, written warning, or termination of employment.)

Job Abandonment: Employees who fail to report absences for three consecutive schedules shift may fall into this category. Job abandonment may require corrective actions or possibly termination of employment. Once an employee fails to report three (3) consecutive absences, University Dining will reach out to the employee's emergency contact and if necessary, the police department will conduct a wellness check depending on the severity of the situation.

Corrective Actions: Any occurrences requiring corrective actions will be reviewed and discussed with your immediate supervisors and the University Dining employment office. Depending on the situation, University Dining utilizes the following levels of corrective actions: 1) coach and counsel, 2) verbal warning, 3) written warning, and 4) termination of employment. Definitions of each of these actions can be found below. All occurrences and discussions will be tracked and listed in your personal file. For further information, please refer to UWSP's HR Policies.

<https://www3.uwsp.edu/hr/Documents/Disciplinary%20Policy%20and%20Procedures%20for%20University%20Staff.pdf>

Coach and Counsel: A coach and counsel is the first step of disciplinary action taken after a University Dining policy has been breached. An employee's supervisor should make sure that the employee has a clear understanding of our policies and expectations and assist the employee in making any necessary changes if they are able.

Verbal Warning: A verbal warning takes place after a coach and counsel if the unwanted behavior continues, or the employee continues to violate University Dining policy. At this point, an employee should already have a clear understanding of their expectations and anything preventing them from meeting those expectations should be addressed.

Written Warning: A written warning takes place after a verbal warning if the unwanted behavior continues, or the employee continues to violate University Dining policy. At this point, the employee should have already had two (2) discussions relating to the issue at hand. It is at this step that we require both the employee and supervisor to sign a form outlining the nature of the issue as well as an agreement that the employee may be terminated if these actions continue.

Termination of Employment: The final step of disciplinary action is termination of employment. This occurs after all other disciplinary actions that have been taken fail to correct an employee's unwanted behavior or cease violation of University Dining policy. University Dining does reserve the right to immediately terminate any employees who engage in theft, insubordination, serious food safety violations, knowingly reporting false hours or false information on applications or

employment forms, or the use or possession of illegal drugs or alcohol during work hours (this includes being under the influence during work).

***Other parties may participate in disciplinary discussions as necessary. All cases of disciplinary action should and will be recorded in an employee's personal file for recordkeeping.**



University Dining University of Wisconsin - Stevens Point

Employee Contact Information: Employees must provide up-to-date contact information so that University Dining can update our records as necessary. This information is also required so that University Dining can contact employees as needed. Please provide the information below:

Name: _____ Pronouns: _____

Address: _____

Cell phone number: _____ Home phone number: _____

Emergency Contact Info

Name: _____ Relationship: _____

Phone number: _____

By my signature, I acknowledge that I have received a copy of the University Dining Handbook and I understand that it is my responsibility to read and comply with the policies contained within this handbook and any revisions made to it.

Employee Signature: _____ Date: _____

UD Employment Office Representative: _____ Date: _____