Welcome to UM Dining! We are pleased to have you as a member of our team. This guide is designed to introduce you to UM Dining (UMD). You are responsible for knowing the contents of this manual and how this information relates to you as an important member of our team. Your unit manager or supervisor will provide you with training and information specific to your job. The following is only a summary for easy reference.

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Mission Statement
UM Dining supports student success through superior cuisine, exceptional dining experiences, and sustainable business practices.

SHARED VALUES AND GUIDING PRINCIPLES

Nourishment: We serve wholesome, high quality, and nutritious food.

Guest service: The people we serve are our guests. We will exceed our guests’ expectations.

Sustainability: We commit to local, regional, and global environmental stewardship through sustainable business practices and agricultural economic development in Montana through the UM Farm to College Program.

Professionalism: We exhibit passion, excellence, integrity, loyalty, responsiveness, and innovation in the pursuit of our profession. We affirm, cultivate, and value our employees through professional development.

Diversity: We respect and celebrate the contributions, rights, and dignity of our diverse employees and guests.

Partnerships: We cultivate collaborative and financial partnerships with our on- and off-campus colleagues in support of the University’s mission.

Fiscal responsibility: As a self-operated dining department, we maintain profitability to meet our obligations as a self-funded state auxiliary account. We are entrepreneurial in our exploration and development of new revenue opportunities.

Terms of Employment
All hiring paperwork must be completed and turned in before a student employee may work their first shift. After a student completes their initial hiring paperwork, they may only need to refresh their paperwork with a new student hire card at the beginning of each academic year. International students and work study students will have additional requirements, please see your supervisor. Completed applications must include your current class schedule. Gaps in service longer than a semester will require completion of all new hiring paperwork. To qualify as a student employee, you must be enrolled at one of the campuses of The University of Montana and take at least six (6) credits per semester. If your credit load drops below six (6) credits at any time during your employment, you are required to notify your manager immediately.
Expectations
1. Always put guest service first.
2. Commit to an assigned work schedule and perform designated tasks quickly and efficiently.
3. Be in uniform, ready to work, at your assigned time before clocking in.
4. Clock in and out correctly for each shift. (Missed clocking may result in a delay in getting paid.) If you don’t have your Griz card write you time down on the time sheet.
5. Arrange alternative coverage (find a sub) for assigned work shifts in non-emergency situations and notify your supervisor accordingly.
6. Work as scheduled during finals week unless there is a direct, same hour work/exam conflict.
7. Notify your supervisor as early as possible (at least four hours prior to your shift) if you will not be at work due to an emergency or illness.
8. Adhere to UMD standards of conduct and dress.
9. Treat co-workers and guests with respect and report problems to your supervisor.
10. Refrain from making and receiving personal phone calls, text messaging, or causing disruptive activity. Cell phone use during working hours is not permitted.

Wages
General Entry Wage $8.15 / hour
Cross Training Increase * $8.35 / hour
Student Admin $8.70 / hour
Student Supervisor $10.00 / hour
Student Manager $11.50 / hour
Special Projects Intern $9.50-$12.00 / hour
Student Coordinator $11.50 - $12.50 / hour

*For new students only after 30 days and a minimum of 30 hours have been worked and training criteria have been met.

Any openings for student employees that are Advancement Opportunities (wages above the entry wage for our students) are posted in all UMD Units for a minimum of ten (10) business days. Please follow the instructions on the posting to apply or speak to your supervisor if you are interested in advancement opportunities.

Student paydays are on the 1st and 15th of every month. You may pick up your pay check in Lommasson Center room 252 or sign up to receive your paychecks via direct deposit.
Meal Maintenance

1. As a student employment incentive, UMD may provide a meal to those student employees who complete a scheduled shift of three (3) or more consecutive hours. Any shift, of any duration of consecutive hours in excess of three (3) hours will entitle the student employee to one (1) meal. UMD will not provide more than one meal per day to any student employee. Student employees must be “clocked out” and off the clock to consume their meal. Meals are not earned on a cumulative basis and are not guaranteed.

2. Meal Maintenance meals must be consumed in your assigned unit. Meals cannot be taken to-go and all food selected for Meal Maintenance must be consumed during your meal period. Taking your Meal Maintenance food out of your assigned unit will result in disciplinary action up to and including termination.

3. Tax laws require that the meal be consumed immediately following or during a scheduled shift. UMD offers this employment incentive under the assumption that the employee can consume the meal immediately following or during the scheduled shift. If a student employee cannot consume a meal immediately following a shift, then the meal opportunity is forfeited. Food consumed during a meal period will not be taxed.

4. A maximum cash value of $10.25 for any meal, breakfast, lunch or dinner, will be allowed for student employees working in a retail operation. Purchases in excess of the allocated amount will be the immediate responsibility of the student employee. Packaged items in the Corner Store and Food Court are not eligible for Meal Maintenance purchase.

5. Students who are working a scheduled shift of four (4) or more consecutive hours may be required to punch out and take their 30-minute meal period during their shift. Students working less than four (4) consecutive hours will not be provided a rest period.

6. All student employees must use their Griz Card for Meal Maintenance, except in UM Concessions, where student staff are asked to log their meals on the “Eat Sheet,” as the Griz card is not compatible with the cash registers used in UM Concessions.

7. Unauthorized meals eaten will be billed to the student employee at the full cash value and may also result in disciplinary action, up to and including termination.

8. During shut down periods, student employees may be directed to use Meal Maintenance at a designated UMD facility.

9. If a student is scheduled for a qualifying three hour shift, but is sent home early because business is less than anticipated, the manager or supervisor may elect to provide the planned Meal Maintenance. The student must remain in the operation to consume their Meal Maintenance meal.

10. Special circumstances will be addressed on an individual basis and must have prior approval of the unit manager and the director.
Work Schedule

1. Once you have been hired by UMD, you are expected to work your scheduled shifts for the duration of the semester.
2. A student employee’s work week is never to exceed a total of twenty-nine (29) hours for all campus jobs. Students must not work overtime. (International and work study students may not work over nineteen (19) hours per week.)
3. Finals week is considered a regular workweek. Student employees are expected to commit to all regularly scheduled shifts except those that directly conflict with a scheduled final exam. Students with a direct conflict of an exam and a scheduled shift must make arrangements with their supervisor at least two weeks in advance.

When 2 Work

1. Your unit may utilize the online scheduling program When 2 Work. You will be expected to check your schedule regularly on the When 2 Work website.
2. W2W will be where you will find your schedule, post any shifts you will not be able to make on the trade board, and view messages from your unit managers.
3. Your unit manager will be able to answer any specific scheduling questions you may have.

Attendance Policy

Unexcused Absences:

Missing a shift without prior management authorization is considered an unexcused absence. Employees are subject to disciplinary action up to and including termination after one (1) unexcused absence. Failure to attend a mandatory meeting, not calling into work, or not showing up are considered unexcused absences.

No call / no show offenses are very detrimental to UMD operations. This type of absence adversely affects guest service, and your co-workers will be required to carry your workload along with their own. You are responsible for finding a substitute if you are unable to work for any reason. Discuss with your manager or supervisor the proper procedure for finding a replacement for your shift.

Excused Absences:

Any time you cannot work a shift and you follow the proper procedures for calling in and finding a substitute, your absence will be considered an excused absence. The following are examples of excused absences:

-Calling in sick at least four (4) hours in advance and finding a substitute.
-Missing work without finding a substitute after being excused from your shift by a manager upon consideration of your situation.
A doctor’s release may be required if repeated absences occur, and is required for students missing five (5) or more days of work to reduce risk of food borne illness.

**Substitutions**

**Planned Substitutions:**
A planned substitution occurs when an absence is planned at least 24 hours in advance. In this case, you are responsible for finding a replacement for your shift. Continue to seek out coverage to see if anyone can work your shift. If someone is available to work your shift, inform your supervisor as to who it is and what shift they will be covering. Following this line of communication will eliminate confusion about who is working and when. If no one is available to cover your shift, contact your manager at least four (4) hours prior to that shift. The manager will instruct you on how to handle the situation at that time.

**Short Notice Substitutions:**
A short notice substitution occurs when an absence is planned with less than a 24 hour notice. It is your responsibility to obtain a list of approved substitutes and contact individuals on it to find someone to cover your shift. If you find a replacement, inform your supervisor as to who it is and what shift they will be covering. If you do not find a replacement prior to your scheduled shift, you must show up for your shift.

**Excessive Substitutions:**
Excessive substitutions or absenteeism will result in a reduction of your scheduled hours. This may also affect your opportunity for rehire, and may result in disciplinary action. UMD reserves the right to consider extenuating circumstances in any given situation.

**Dress Code**
-Student employees are expected to have a valid Griz card as part of their uniform.
1. Two uniform t-shirts will be issued per student employee.
2. Two uniform polo shirts will be issued per student supervisor/manager.
3. Student employees are responsible for maintaining clean uniform shirts at all times.
4. If an issued uniform shirt becomes soiled or damaged due to normal work-related wear and tear, student employees may return the shirt to the unit manager and a replacement will be issued.
5. Clean uniform shirts must be returned to the issuing unit at the end of each semester or at the end of your employment, whichever occurs first. A charge of $15 per shirt will be assessed for items not returned within two weeks of the end of employment. Catering
student employees must provide a $25 deposit for tuxedo shirts. Catering student employees who do not return the shirt will be charged $45. All uniform shirts must be in re-usable condition or you will be charged for the shirt.

6. Additional or replacement uniform shirts may be purchased for the cost of the shirt.

7. Student employees are required to purchase a UM Dining logo baseball hat or use a clean University of Montana baseball hat for hair control. Hats must be clean and in good physical condition without holes or tears, fraying etc. Hats may be purchased in Lommasson building room 114 for $10.00. This fee may be paid for upfront or charged to your student account.

8. Beards and mustaches must be trimmed and well-groomed at all times, or you will be required to wear a beard net in food prep areas.

9. Clean, damage-free solid-color slacks or pants, including jeans must be worn. No tears, stains, holes, cut offs, or sagging pants will be permitted. Shorts and capris will also not be permitted.

10. Shoes must be closed toed, closed heel, and in clean, presentable condition.

11. Your manager or supervisor will provide you with unit specific dress codes.

<table>
<thead>
<tr>
<th>Student Dress Code</th>
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<tbody>
<tr>
<td><strong>Hat/Hair Restraint</strong></td>
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<tr>
<td><strong>General Student Employees</strong></td>
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<tr>
<td><strong>Student Catering Employees</strong></td>
</tr>
<tr>
<td><strong>Student Supervisors/Managers</strong></td>
</tr>
<tr>
<td><strong>Student Admin Support</strong></td>
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| **Shirt** |
| **General Student Employees** | Clean, unaltered, damage-free issued uniform shirt. | Clean, unaltered, damage-free issued polo uniform shirt. | Dress shirt or top, polo shirt, no tank tops or sleeveless. No offensive slogans on shirt. |
| **Student Catering Employees** | | | |
| **Student Supervisors/Managers** | | | |
| **Student Admin Support** | | | |

| **Pants** |
| **General Student Employees** | Clean, damage-free pants including jeans. | Clean, damage-free black slacks. | Same as general student employees |
| **Student Catering Employees** | | | |
| **Student Supervisors/Managers** | | | |
| **Student Admin Support** | | | |

Revised 7/17/17. Subject to change.
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<thead>
<tr>
<th>Dresses/Skirts</th>
<th>Not acceptable</th>
<th>Not acceptable</th>
<th>Not acceptable</th>
<th>Skirts and dresses must be damage-free, and end no more than 3” above or below the knee.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shoes</td>
<td>Non-skid closed toe and heel shoes with socks or hose. No sandals, flip-flops, or high heels, or open heeled crocs.</td>
<td>Dress shoes with closed heel and toe in good repair. No flip-flops or sandals, high heels, or open heeled crocs.</td>
<td>Same as general student employees</td>
<td>Close toe and heel casual or dress shoes in good repair.</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>Food productions areas: One plain band ring per hand is acceptable. Additional jewelry: unexposed necklaces, facial piercings, and stud, ring, or gauge earrings under 1” in diameter. No bracelets or exposed dangling jewelry of any kind. Issued aprons must be worn.</td>
<td>Wear maroon tie. No colored undergarments under tuxedo shirt. One plain band ring per hand is acceptable. Additional allowed jewelry same as general student employee. Catering students must not have any visible tattoos which can’t be covered by their uniforms.</td>
<td>Same as general student employees</td>
<td>Food production areas: Jewelry and facial piercings not restricted, however when required to work in an operational unit, the applicable operational unit policies apply.</td>
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**Performance Evaluation**

All students are hired under a 30-calendar-day probationary period and may be released during probation due to poor performance. After the 30-calendar day probation, students who have worked 30 or more hours may become eligible for a cross training pay increase. Please see your unit manager for details.

**Safety and Work Related Injury**

**SAFETY TIPS:**
1. Operate equipment only after you have received proper training in its use.
2. Always disconnect power and attach safety shields before you clean any electrically powered piece of equipment. Always re-attach all safety guards after cleaning equipment.
3. Handle all kitchen knives with extreme caution. Keep them away from table edges. If a knife falls, do not try to stop it.
4. Do not take knives to a dish room or pots and pans areas. Knives must be washed carefully by hand.
5. Be cautious when cleaning hot equipment. Use handled scrubbers when cleaning grills.
6. Always use dry potholders when handling hot pots and pans. Using a wet cloth will result in a painful steam burn.
7. When removing pans from the steam tables, or opening steam-filled containers, lift the corners farthest away from you first to prevent steam burns.
8. When putting a pan into a steam table, set the pan in gently so as not to splash hot water or food.
9. Wipe liquid spills off the floor immediately, always keeping the floor clean and dry. This is especially important around the deep fryers and on both sides of the serving lines.
10. Never stand on food service equipment.
11. Always safely pick up any foreign objects on the floor, such as napkins, food, glass, etc.
12. Do not run in the kitchen or dining rooms.
13. Never combine chemicals (esp. bleach and ammonia or bleach and Quat sanitizer).
14. Immediately inform your supervisor about faulty equipment.
15. When lifting, bend your knees and lift the weight with your legs. Never attempt a task you are physically unable to do. Report any injury, no matter how small to your supervisor.
16. Be alert for possible food contamination. Keep hot foods hot (135 Fahrenheit or hotter) and keep cold foods cold (41 degrees Fahrenheit or colder). All cooks and supervisors have food thermometers. Ask a supervisor if you question the temperature of any item.
17. If you receive a report of a food borne illness from a guest, immediately notify your unit manager or supervisor and they will contact the Director and/or the Executive Chef. Do not discuss the event with any other employees.
18. Be alert to the quality of food being served. If you are unsure of how to proceed in any of your duties, ask a supervisor for training and assistance.

Leaving UMD Employment

Involuntary Termination
The following are examples of activities that may warrant immediate termination:
1. Using or being under the influence of drugs and/or alcohol during your work shift.
2. Dishonesty or theft (i.e. eating unauthorized meals or leaving the dining area with an employer provided meal).
3. Excessive absenteeism (or one unexcused absence).
4. Cashiers allowing students to eat without paying.
5. Willful and unauthorized destruction or abuse of UMD or state property.
6. Improper use of Griz Cards (clocking other people in or out).
7. Any act or threat of physical violence toward co-workers or guests.
8. Management discretion during 30-day probation period, based on performance issues.

**Voluntary Termination**

The previously mentioned guidelines are established to ensure that a consistent procedure is followed when a student employee chooses voluntary termination from UMD. UMD expects the following when a student employee voluntarily terminates:

1. Ten (10) working day’s notification. Written notification is required.
2. Return of uniform to the appropriate UMD office at the end of last shift. The employee will make sure that office personnel are on hand to record the return of the uniform. The employee will be held responsible for the cost of the uniform if it is not checked in by authorized personnel.
3. Students are encouraged to request an exit interview with the associate director or their unit manager to discuss any issue concerning the circumstances surrounding voluntary termination of employment. We use this valuable feedback to assist us in training our staff.
4. The completion of a Student Exit Assessment Checklist.

**Closing**

If you have any questions or concerns, please contact your unit manager or supervisor.

Thanks for joining the UM Dining Team!