



UMD Student Employment Manual

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.

Table of Contents

- A. UMD Mission Statement
- B. Terms of Employment
- C. Expectations
- D. Wages
- E. Staff Meal
- F. Work Schedule
 - When 2 Work Schedule
- G. Attendance Policy
- H. Substitutions
- I. Dress Code
- J. Student Evaluation
- K. Student Leadership
- L. Scholarships
- M. Safety and Work Related Injury

N. Leaving UMD Employment

O. Closing

A. 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.

B. Terms of Employment

All hiring paperwork and safety training 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.

C. 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 your time down on the time sheet.
5. Adhere to UMD standards of conduct and dress.
6. Work as scheduled during finals week unless there is a direct, same hour work/exam conflict.
7. Arrange alternative coverage (find a sub) for assigned work shifts in non-emergency situations and notify your supervisor accordingly.
8. 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.
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 or smart phone use during working hours is not permitted.

D. Wages

General Entry Wage	\$8.50/hour
Student Admin Assistant	\$9.00/hour
Student Trainer (Lead)	\$9.00/hour
Student Supervisor	\$10.00/hour
Student Manager	\$11.00/hour
Culinary Student Cook I	\$10.00/hour
Culinary Student Cook II	\$11.00/hour
Special Projects Intern	\$9.50-\$12.00/hour
Student Coordinator	\$11.50 - \$12.50/hour

Any openings for student employees that are advancement opportunities (wages above the entry wage for our students) are posted on the UMD Hiring Website 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.

Most student paydays are on the 1st and 15th of every month. You may pick up your paycheck in Lommasson Center room 252 or sign up to receive your paychecks via direct deposit.

E. Staff Meal

Description of a Staff Meal

- Student staff meals are issued via a paper voucher system in conjunction with the staff meal account on the student's Griz card.

- You must have your Griz card to be eligible for a meal.
- Meal vouchers are non-transferrable and are to be used the day they are issued.
- Students are allocated a maximum of \$10.00 to spend on a reasonable meal - one entrée and two sides.
- Where approved, fountain soda, drip coffee, ice water and tea (not bottled) are free to student staff and do not count toward the \$10.00 limit.
- When redeemed in the Food Zoo, student staff meals consist of one entry into the dining room during the current meal period.

Qualifying for a Staff Meal

When a student employee has completed a qualifying shift of at least three consecutive hours, the student may clock out and request a meal voucher from his or her supervisor or manager. The supervisor should fill out and sign the meal voucher, entitling the student employee to a staff meal, providing all the criteria below are met:

- The student staff member has completed his or her scheduled shift of at least three consecutive hours, *or*
- The student staff member has worked at least three consecutive hours and it is conducive for the operation to offer the employee an unpaid lunch break of 30 minutes;
- The student has his or her Griz card;
- The student employee has completed their work and clocked out.

When and where

- In all cases, the student must consume their staff meal on campus and on the same calendar day as the student's qualifying shift. Meal vouchers expire at the end of each calendar day and are valid for one POS transaction only.

UM Concessions:

- Student staff working events for UM Concessions may receive staff meals at the discretion of the manager or assistant manager.
- The time, approved location, break length, and items eligible for student staff meals will be determined by the manager or assistant manager and may vary event to event.

UM Catering:

- UM Catering student employees are not guaranteed a meal during or after an event shift; student staff meals will be provided depending on the shift worked, the type of event, and the availability of food.
- If food is available and the Catering manager deems it appropriate, student staff may clock out and enjoy their staff meal in a location approved by the manager.

The Iron Griz:

- Employees working at the Iron Griz may take unpaid breaks to redeem their staff meals at the restaurant at a time conducive to business and approved by the executive sous chef or front-of-house manager.
- UMD staff from other locations may redeem their staff meals at the Iron Griz providing they can leave and return to work within their unpaid meal break. In order to

accommodate the \$10.00 cap on the staff meal allocation, a special menu of approved staff meal items has been set up.

- Fountain soda and iced tea do not count toward the \$10.00.
- Alcohol may not be purchased with the staff meal allocation, and employees may not purchase alcohol to consume during their meal break unless they have completed their shift for the day.
- The cashier will ring up staff meals using the “\$10.00 Staff Meal” key.
- UMD staff may choose to order any entrée from the Iron Griz menu as their staff meal and apply the \$10.00 staff meal allocation toward the purchase, but he or she must pay the overage using personal funds. Again, alcohol may not be purchased from the staff meal allocation, nor should it be consumed if the employee is scheduled to return to work following their meal.

F. 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. Your unit manager will be able to answer any specific scheduling questions you may have.

G. 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.

H. 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.

I. 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 who do not return the shirt will be charged \$25. 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 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.
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.
12. See dress code matrix below.

Student Dress Code					
	General Student Employees	Student Catering Employees	Student Supervisors/Managers	Student Admin Support	UC Market Student Employees
Hat/Hair Restraint	Clean, unaltered, damage-free, UM Dining baseball style hat or UM baseball style hat of your choice.	Not necessary unless working in the 1st floor Retail Kitchen where hair control is required just like the general student employees.	Same as the general student employees.	Same as the general student employees.	Clean hat and approved hair control for all service areas.
Shirt	Clean, unaltered, damage-free issued uniform shirt.	Assigned uniform shirt. Shirts must be clean, pressed and tucked in while on duty.	Clean, unaltered, damage-free issued polo uniform shirt.	Same as the general student employees.	Clean and damage free shirt. No political slogans or profanity.
Pants	Clean, damage-free pants including jeans.	Clean, damage-free black slacks.	Same as general student employees.	Same as general student employees.	Same as general student employees.
Dresses/Skirts/ Kilts	Not acceptable	Not acceptable	Not acceptable	Not acceptable	Must be damage-free, and end no more than 3"

					above or below the knee.
Shoes	Non-skid closed toe and heel shoes with socks or hose. No sandals, flip-flops, or high heels, or crocs.	Dress shoes with closed heel and toe in good repair. No flip-flops or sandals, high heels, or crocs.	Same as general student employees.	Same as general student employees.	Same as general student employees.
Miscellaneous	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. Name tags must be worn at all times when on duty.	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. Name tags must be worn at all times when on duty.	Same as general student employees.	Same as general student employees.	Jewelry and facial piercings not restricted except for safety purposes. Rings, or gauge earrings must be under 1" in diameter. No bracelets or exposed dangling jewelry of any kind. Name tags must be worn at all times when on duty.

J. Student Evaluations

Students who are eligible for re-hire the next semester will get a performance evaluation. Once this assessment is complete, another assessment of performance will not be required that year unless it is determined that the student is eligible and interested in a promotion. At that time a new performance evaluation must be completed. After the first performance evaluation, a student should expect to be evaluated once an academic year for the duration of their employment with UMD.

K. Student Leadership

UM Dining has multiple opportunities every semester for students to learn and apply management and supervision techniques and practices. This invaluable experience looks great on resumes! Competition for the limited number of positions can be fierce as the additional responsibilities come with additional compensation. See your supervisor, manager or associate director if you would like additional information.

L. Student Employee Scholarships

The purpose of the UM Dining Student Employee Scholarship is to recognize outstanding student employees. UM Dining awards up to four (4) \$500 scholarships every semester to UM Dining student employees. These scholarships are awarded to full-time students (12 credits or more for undergraduate students; 9 credits or more for graduate students) who are current UM Dining student employees at the time the scholarship is awarded. Students may not be awarded scholarships in two *consecutive* semesters that the scholarships are offered. UM Dining awards the scholarships during the first week of the semester to which the scholarship is applied (the semester following the application process). Application materials are available at the UM Scholarship Portal at https://umt.academicworks.com/users/sign_in. Please see your unit manager or associate director to find out additional information.

M. 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. Immediately inform your supervisor about faulty equipment.
6. Be cautious when cleaning hot equipment. Use handled scrubbers and safety gloves when cleaning grills.
7. Always use dry potholders when handling hot pots and pans. Using a wet cloth will result in a painful steam burn.
8. Never stand on food service equipment.
9. When putting a pan into a steam table, set the pan in gently so as not to splash hot water or food.
10. When removing pans from the steam tables, or opening steam-filled containers, lift the corners farthest away from you first to prevent steam burns.
11. 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.
12. Always safely pick up any foreign objects on the floor, such as napkins, food, glass, etc.
13. Do not run in the kitchen or dining rooms.
14. Never combine chemicals (esp. bleach and ammonia or bleach and Quat sanitizer).
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. If you are unsure of how to proceed in any of your duties, ask a supervisor for training and assistance.
17. 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.
18. If you receive a report of a foodborne 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.
19. Be alert to the quality of food being served.

N. 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 days' notification. Written notification is required. Please see your supervisor as soon as you know you will be leaving.
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 exit interview will be sent to you by the student coordinator.

O. Closing

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

Thank you for joining the UM Dining Team!