

## UMCD Student Employment Manual

Welcome to Campus Dining! We are pleased to have you as a member of our team. This guide is designed to introduce you to Campus Dining (UMCD). 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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## A. Mission Statement

To advance student success through exceptional dining experiences.

### VISION

Innovative cuisine to inspire your world.

### SHARED VALUES AND GUIDING PRINCIPLES

#### IMPACT

We commit to local, regional, and global environmental stewardship through sustainable business practices and agricultural economic development in Montana and our region.

#### PARTNERSHIPS

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

#### INCLUSIVITY

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

#### GUEST SERVICE

The people we serve are our guests. We will exceed our guests' expectations.

#### EXCELLENCE

We exhibit passion, professionalism, integrity, loyalty, responsiveness, fiscal responsibility and innovation. We affirm, cultivate, and value our employees through professional development.

#### INNOVATION

We recognize that innovation is inherently interdisciplinary and integrative, forged in inquiry and collaboration.

## B. Terms of Employment

All hiring paperwork and orientation 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 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. You may still be able to work, but it would be as a temporary employee.

## 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 missed punch log.
5. Adhere to UMCD 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 coworkers 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.

## D. Wages

General Entry Wage	\$14.00/hour
Food Zoo Entry Wage	\$14.50/hour
Student Admin Assistant	\$14.50/hour
Food Zoo Admin	\$15.00/hour
Student Trainer (Lead)	\$14.50/hour
Food Zoo Trainer (Lead)	\$15.00/hour
Student Supervisor	\$15.50/hour
Student Manager	\$16.00/hour
Culinary Student I	\$15.50/hour
Culinary Student II	\$16.00/hour
Special Project Assistant	\$14.00-\$16.50/hour
Student Coordinator	\$14.00-\$16.50/hour

Openings for student employees that are advancement opportunities (wages above the entry wage for our students) are typically posted on the UMCD hiring webpage for a minimum of ten business days. Please follow the instructions on the posting to apply or speak to your supervisor if you are interested in advancement opportunities. You are encouraged to apply for openings in all Campus Dining locations.

Student paydays are every other Wednesday. Paychecks will be mailed to the address on record with UM Human Resource Services unless you 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 (or cell phone if you are using mobile credentials) to be eligible for a meal.
- Meal vouchers are non-transferrable and are valid only on the day they are issued.
- Students are allocated a maximum of \$15.00 to spend on a reasonable meal - one entrée and two sides – or one entry into the Food Zoo dining room.
- Fountain soda, drip coffee, ice water and tea (not bottled) are free to student staff and do not count toward the \$15.00 limit.
- Special conditions apply to UM Catering and UM Concessions student employees. You will be instructed and when and how to redeem your staff meal.

### Qualifying for a Staff Meal

Following a qualifying shift of three consecutive hours, a student employee may clock out and request a staff meal voucher from their supervisor. The supervisor will 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 worked at least three consecutive hours and it is conducive for the operation to offer the employee an unpaid lunch break of 30 minutes, or the student employee has completed their scheduled work shift and clocked out.
- The student has their Griz Card (or cell phone if mobile credentials are used).

### 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.
- Students may be asked to redeem their meal in a particular location depending on the time of day and flow of business.

#### UM Concessions:

- Student staff working events for UM Concessions will 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 from 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.

#### Iron Griz:

- Employees working at the Iron Griz will 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.
- Fountain soda, lemonade, iced tea and drip coffee do not count toward the \$15.00.

- 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.
- UMCD staff may choose to order any entrée from the Iron Griz menu as their staff meal and apply the \$15.00 staff meal allocation toward the purchase, but they must pay the overage using personal funds or Bear Bucks. Again, alcohol may not be purchased from the staff meal allocation, nor should alcohol ever be consumed if the employee is scheduled to return to work following their meal.

## F. Work Schedule

1. In most operations, once you have been hired by UMCD, you are expected to work your scheduled shifts for the duration of the semester. Catering and Concessions assign work based on events. Your work schedule and tasks will typically be different from week to week.
2. A student employee's work week is not to exceed a total of twenty-nine (29) hours for *all* campus jobs unless pre-approved by the unit manager. 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.

### WhenToWork

1. Your unit may utilize the online scheduling program WhenToWork. You will be expected to check your schedule regularly on the WhenToWork app or website.
2. Your unit manager will be able to answer any specific scheduling questions you may have.

## G. Attendance Policy

### Excused Absences:

Any time you cannot work a shift and you follow the proper procedures for calling in and/or 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 consecutive days of work to reduce risk of foodborne illness. Excessive absenteeism may result in your schedule being reduced or termination. Please see your manager if you have any questions.

### Unexcused Absences:

Missing a shift without prior management authorization (no call/no show) 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 UMCD operations. This type of absence adversely affects guest service, and your coworkers 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.

## **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 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.

## **I. Dress Code**

1. All employees must be properly attired prior to the beginning of their scheduled shift.
2. The following items do not comply with the dress code:
  - a. Flip-flops
  - b. Muscle tees
  - c. Backless tops – no more than 5” exposed from top of shoulders
  - d. Tops showing midriff
  - e. Plunging necklines – no lower than 5” under collarbone.
3. Undergarments: Worn at all times.
4. Student employees are expected to have a valid Griz Card as part of their uniform.

5. A UMCD uniform hat, apron, and nametag will be issued to each general student and temporary employee unless otherwise approved by the unit manager. These are to be worn while working along with appropriate, tear-free pants or jeans (no sweat pants), clean, appropriate shirts (no exposed midriffs) and closed-heel/toe footwear. Non-slip shoes are required in food prep areas. Student managers and supervisors will be issued all of the above plus two UMCD uniform polo shirts. Catering service employees will be issued specialized uniform shirts and a nametag.
6. Uniform shirts must be returned in usable condition to the issuing unit at the end of each semester or at the end of employment, whichever occurs first. Catering uniform shirts not returned within two weeks of the end of employment will be charged to the employee at \$25 per shirt.
  - a. Additional or replacement uniform shirts may be purchased for the cost of the shirt.
7. All employees are required to follow the Campus Dining hair control policy when working in food production areas. Please see details below.
  - a. Beards and mustaches must be trimmed and well-groomed or covered with a beard net in foodservice areas.
8. The Iron Griz allows shorts for service staff during the summer months. Check with your supervisor for details.
9. Your manager or supervisor will inform you about unit-specific dress codes.
10. Please refer to the matrix below for clarification on most dress code questions.

**UMCD STUDENT EMPLOYEE DRESS CODE MATRIX**

	<b>General Student Employees</b>	<b>Student Catering Employees</b>	<b>Student Managers, Supervisors and Leads</b>	<b>Student Admins and Project Interns</b>	<b>Garden Student Employees</b>
Hat/Hair Restraint	UMCD-issued uniform hat or hairnet when in food preparation areas. Facial hair must be neatly trimmed and no longer than ½-inch or covered by a beard net.	Hair longer than collar length must be restrained every four inches. Facial hair must be neatly trimmed and no longer than 1/4-inch.	UMCD-issued uniform hat or hairnet when in food preparation areas. Facial hair must be neatly trimmed and no longer than ¼ inch or covered by a beard net.	Hat or hair restraint not necessary unless working in food preparation areas.	Hat or hair restraint not necessary unless working in food preparation areas.
Shirt	Clean, appropriate shirts (no exposed midriffs, political slogans or profanity) or clean, unaltered, damage-free issued uniform shirt.	Clean, wrinkle-free, well-pressed issued tuxedo or polo shirt. Shirt must be tucked in.	Clean, unaltered, damage-free issued uniform shirt.	Dress shirt, polo shirt, or blouse.	Campus Dining garden staff may wear: T-shirts, tank tops (spaghetti straps okay). The following <b>do not comply</b> with the dress code: - Muscle shirts - Tops exposing midriff

					- Backless tops (no more than 5" from top of shoulders) - Swimsuits
Pants	Clean, damage-free, solid color pants or jeans. No shorts or sweat pants. *	Clean, wrinkle-free, well-pressed black dress pants.	Clean, damage-free, solid color pants or jeans. No shorts or sweat pants. *	Dress pants, casual solid color pants, or jeans. No shorts or sweat pants. *	Damage-free pants or jeans. Shorts with a minimum 5-inch inseam may be worn.
Dresses/Skirts	Dresses and skirts may be worn in non-food production areas. They must be damage-free and end no more than 3" above or below the knee.	Skirts and dresses must be damage-free and end no more than 3" above or below the knee.	Dresses and skirts may be worn in non-food-production areas. Skirts and dresses must be damage-free and end no more than 3" above or below the knee.	Skirts and dresses must be damage-free and end no more than 3" above or below the knee.	Dresses and skirts may be worn in non-food production areas. They 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.	Non-skid closed toe and heel black or dark brown shoes with socks. No sneakers, sandals, flip-flops, or high heels.	Non-skid closed toe and heel shoes with socks or hose. No sandals, flip-flops, or high heels.	Casual or dress shoes in good repair, worn with socks or hose.	Shoes suitable for working outside. No flip-flops or high heels.

\*Iron Griz service staff may wear shorts with a minimum five-inch inseam.

## J. Student Leadership

Campus 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 and successful candidates for student leadership positions receive additional compensation. See your supervisor, manager or associate director if you would like additional information.

## K. Student Employee Scholarships

The purpose of the Campus Dining Student Employee Scholarship is to recognize and support outstanding student employees. When funding is available, Campus Dining offers scholarship opportunities to Campus Dining student employees. These scholarships are awarded to selected full-time students (12 credits or more for undergraduate students; 9 credits or more for graduate students) who are current Campus 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. Campus Dining awards the scholarships during the first week of the



semester to which the scholarship is applied (the semester following the application process). Watch for postings in your work area near the end of each semester.

## L. Safety and Work Related Injury

1. Report any injury, no matter how small, to your supervisor.
2. Know where personal protective safety equipment is.
3. Know where fire extinguishers and AED defibrillators are located.
4. Operate equipment only after you have received proper training in its use.
5. 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.
6. Handle all kitchen knives with extreme caution. Keep them away from table edges. If a knife falls, do not try to stop it. "A falling knife has no handle!"
7. Do not take knives to a dish room or pots and pans area. Knives must be washed carefully by hand.
8. Immediately inform your supervisor about faulty equipment.
9. Be cautious when cleaning hot equipment. Use handled scrubbers and safety gloves when cleaning grills.
10. Always use dry potholders when handling hot pots and pans. Using a wet cloth will result in a painful steam burn.
11. Never stand on food service equipment.
12. When putting a pan into a steam table, set the pan in gently so as not to splash hot water or food.
13. When removing pans from the steam tables, or opening steam-filled containers, lift the corners farthest away from you first to prevent steam burns.
14. 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.
15. Always safely pick up any foreign objects on the floor, such as napkins, food, glass, etc.
16. Do not run in the kitchen or dining rooms.
17. Never combine chemicals (esp. bleach and ammonia or bleach and Quat sanitizer).
18. 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 to your supervisor.
19. If you are unsure of how to proceed in any of your duties, ask a supervisor for training and assistance.
20. 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.

21. 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.
22. Be alert to the quality of food being served.

## **M. Leaving UMCD Employment**

### Voluntary Termination

The following guidelines are established to ensure that a consistent procedure is followed when a student employee chooses to leave their employment with UMCD. UMCD expects the following when a student employee voluntarily terminates:

1. Ten (10) working days' notice. Written notification is required. Please inform your supervisor as soon as you know you will be leaving.
2. Return your uniform to your manager or supervisor at the end of your last shift. The employee will be held responsible for the cost of the uniform if it is not returned.
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 and providing a positive work environment for all UMCD employees.
  - a. You may request an in-person exit interview with your associate director or the director of Campus Dining by contacting Laura Colby at 406-243-5134 to set up an appointment.
  - b. You may also request a written exit interview. Please contact Diana Barker at 406-243-5160 to request a form.

### 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 allowing someone else to have your staff meal).
3. Excessive absenteeism (or one no-call/no-show [unexcused absence]).
4. Cashiers allowing students to eat without paying.
5. Willful and unauthorized destruction or abuse of UMCD 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.

## **N. Closing**

Thank you so much for choosing to work with Campus Dining. If there is something you need to make you feel more comfortable and confident in your workplace, please let your supervisor know.

You may also reach out to your manager or associate director with problems or concerns. We want you to feel welcome and enjoy coming to work each day. We appreciate you!

Thank you for joining the Campus Dining Team!