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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Revised 6/30/22. Subject to change without notice.
A. Mission Statement

Campus 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 18 months will require completion of all new hiring paperwork. To qualify as a student employee, you must be enrolled at the University of Montana main campus or Missoula College 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 time sheet.
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 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. **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 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.
- Students may purchase fresh menu items, fruit, baked goods, and UMCD-branded grab-and-go products from approved Campus Dining operations and approved third-party vendors.
- 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, and checked with their supervisor they will clock out and request a meal voucher. The supervisor will fill out and sign the meal voucher, 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 his or her Griz card;
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 assigned to a meal in different Campus Dining operation.

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 will 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: American Bistro:

• Employees working at the Iron Griz: American Bistro 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, student manager, or front-of-house manager.

• UMCD staff from other locations may redeem their staff meals at the Iron Griz: American Bistro 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.

• UMCD 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: American Bistro, but he or she must pay the overage using personal funds. 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.
E. 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.
   a. UM Catering and Concessions assign work based on events. Your work schedule and tasks will often be different from week to week.
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.

F. 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 UMCD 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. Students who call in sick frequently will likely see a reduction in scheduled hours as the manager will be required to find a more reliable employee. Please see your manager if you have any questions.

G. 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. UMCD reserves the right to consider extenuating circumstances in any given situation.
H. Dress Code

1. Student employees are expected to have a valid Griz Card as part of their uniform.
2. General student employees will be issued a Campus Dining hat, logoed apron, and nametag as their UMCD uniform. These are to be worn while working, along with appropriate, tear-free pants or jeans (sweats are not permitted), clean, appropriate shirts (no exposed midriffs or sleeveless shirts) and closed-heel/toe footwear. Non-slip shoes are required in food prep areas.
3. Student managers and supervisors will be issued two uniform polo shirts, a UMCD hat and a nametag. These are to be returned to the issuing unit at the end of the student’s employment.
   1. Additional polo shirts may be purchased for the cost of the shirt.
4. UM Catering service students will be issued specialized uniform and dress shirts and nametags. Shirts must be returned at the end of the student’s employment with UM Catering or the student will be billed $25 per shirt.
5. Student employees are required to wear a UMCD-issued hat or hair net for hair control.
6. Beards and mustaches must be trimmed and well-groomed or covered with a beard net in foodservice areas.
7. The Iron Griz: American Bistro allows shorts for the service staff during the summer months. Check with your supervisor for details.
8. Your manager or supervisor will inform you about unit-specific dress codes.
9. See dress code matrix below.

<table>
<thead>
<tr>
<th></th>
<th>General Student Employees</th>
<th>Student Catering Employees</th>
<th>Student Supervisors/Managers</th>
<th>Student Admin Support</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hat/Hair Restraint</strong></td>
<td>Clean UMCD uniform hat or hairnet for all service areas.</td>
<td>Not necessary unless working in the 1st floor retail kitchen where hair control is required (same as General Student Employees).</td>
<td>Same as General Student Employees.</td>
<td>Not required unless working in foodservice areas (same as General Student Employees).</td>
</tr>
<tr>
<td><strong>Shirt</strong></td>
<td>Clean, appropriate, damage-free shirt. No political slogans or profanity. Midriff must be covered.</td>
<td>Assigned uniform shirt. Shirts must be clean, pressed and tucked in while on duty.</td>
<td>Clean, damage-free UMCD uniform polo shirt.</td>
<td>Same as General Student Employees.</td>
</tr>
<tr>
<td><strong>Pants</strong></td>
<td>Clean, damage-free pants including jeans. No sweat pants.</td>
<td>Clean, damage-free black slacks.</td>
<td>Same as General Student Employees.</td>
<td>Same as General Student Employees.</td>
</tr>
<tr>
<td><strong>Dresses/Skirts/Kilts</strong></td>
<td>Must be damage-free, and end no more than</td>
<td>Not acceptable</td>
<td>Must be damage-free, and end no more than</td>
<td>Must be damage-free, and end no more than</td>
</tr>
</tbody>
</table>
I. 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! 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.

J. Student Employee Scholarships
The purpose of the Campus Dining Student Employee Scholarship is to recognize outstanding student employees. Campus Dining may award up to four (4) $500 scholarships each semester to Campus Dining student employees. These scholarships are awarded to full-time students (12 credits or more for undergraduate students; 9 credits of 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). 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.
K. 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.
L. Leaving UMCD 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 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.

Voluntary Termination
The following guidelines are established to ensure that a consistent procedure is followed when a student employee chooses voluntary termination from UMCD. UMCD 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 UMCD 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.
   a. You may request an in-person exit interview with the director of Campus Dining by contacting Laura Colby at 243-5134 to set up an appointment
   b. You may also request a written exit interview. Please contact the student coordinator at 243-6325.

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

Thank you for joining the Campus Dining Team!