Student Employee Handbook
{ 2016-2017 }

A Guide to Working with Ohio University Culinary Services
Dear Student Employee,

Welcome to the Ohio University Culinary Services team!

Culinary Services employs over 2,100 students and 180 full-time employees. We serve approximately 4.1 million meals each year while operating three campus Dining Courts, three Campus Markets, five Campus Cafés, the Central Food Facility and various retail operations within Baker University Center. Culinary Services is also one of the largest self-operated college dining services in the nation.

The following handbook has been designed to introduce you to our venues, values and operational procedures in order to help maximize your professional experiences within Culinary Services. This handbook provides general information that applies to all of our operations. However, each venue is subject to its own unique and specific rules in addition to those found in this handbook. Please see your manager for rules specific to your venue.

As a student employee, you will be responsible for the job (or jobs) and assigned duties. You will also be responsible for any other responsibilities that a student leader, student coordinator, or manager asks of you. Employees are rewarded based upon job performance and dedication. If you have further questions, contact your student leader or a Dining Court/Hall manager; they will be happy to answer any questions you may have regarding your role as a Culinary Services employee.

Again, it is good to have you on our team. We wish you the best of luck, not only in your employment with us, but also in your academic endeavors at Ohio University.

Sincerely,

The Management Team

Ohio University Culinary Services
Mission Statement
Culinary Services provides exceptional service to the Ohio University community in support of its academic mission and vision.

Workplace Safety
Safety is a #1 priority within all of our campus venues. We strive to provide and maintain a safe and productive environment with a daily goal of zero workplace injuries.

Employment and Job Eligibility
Students must be enrolled in classes at Ohio University (Undergraduate Minimum - six credit hours, Graduate Minimum - five credit hours), Hocking College (Undergraduate Minimum - six credit hours, Graduate Minimum - five credit hours) or a local area secondary school during the normal academic year in order to meet Culinary Services' employment requirements.

Additionally, in accordance with federal law, all students must complete an I-9 form prior to beginning work. All other hiring paperwork must be complete before starting work.

After a student graduates, they may continue to work based on the schedule outlined below (subject to change per Ohio University Human Resources):

Fall Semester Graduates: last day of work will be the last day of winter break
Spring Semester Graduates: last day of work will be the end of 1st Summer Session
End of 1st Summer Session Graduates: last day of work will be end of 2nd Summer Session
End of 2nd Summer Session or end of full Summer Session Graduates: last day of work will be September 30.

Keep in mind while planning your work schedule to request only as many hours as you think you can handle (but no more than the maximum of 20 hours allowed per week). Please note: student employees need to work at least four hours each week (or a total of at least eight hours per two week pay period) within all Culinary Services locations.

If a student employee falls below the minimum number of work hours, they should speak to a manager to discuss why this requirement was not able to be fulfilled (Catering student employees: this policy in not enforced during slow periods in which there are few events). Please check with your manager or student leader if you have further questions.

Student Workers - Weekly Hours Maximum: Per Ohio University policy, students are not permitted to work more than 25 hours per week during the academic year or more than 35 hours per week during the summer period.

Student Leaders - Weekly Hours Maximum: Student Leaders may work a maximum of 25 hours per week during the academic year and 35 hours per week during the summer (this assumes that the student leader did not work Spring Break or the week of Winter Closedown).

If a student leader works during Spring Break or Winter Closedown, they must reduce the number of hours worked during the summer by the number of hours they worked during one (or both) of those break periods.

Student Coordinators – Weekly Hours Maximum: Student coordinators may work a maximum 28 hours per week during the academic year and 32 hours per week during the summer (this assumes the student coordinator did not work Winter Break, Spring Break or the week of winter closedown).

If a student coordinator works during Spring Break or winter closedown, they must reduce the number of hours worked during the summer by the number of hours worked during those break periods.

Pay Information
Please note: future updates to State and/or Federal law may necessitate pay changes at any time. Ohio University may also institute a pay freeze due to state budget conditions.

Latitude 39 Casual Dining
Wait staff are paid $4.08 per hour, plus tips. All tips are to be reported by the waitperson at the end of each shift. Charged tips are added to your payroll check.

Dining Halls/Courts and Other Culinary Services Areas

Level 1: $8.15-$8.95; Level 1 Jobs: Checker, market worker, server, salad helper, dessert helper, dining room clean-up, dish room worker, food transporter, laundry worker, outside clean-up, dining room host, student inventory clerk, kitchen assistant, Cook’s Help (CSK, Veggie Prep), Retail (CSK), Paperwork (Veggie Prep), Stager (Veggie Prep Cooler), Bakery Production, Bread Help, Food Pro clerk, smoothie worker.

Level 2: $8.30-$9.50; Level 2 Jobs: Student secretary, dish room cleanup, steward (pots & pans), beverage attendant, kitchen clean-up, grill clean-up, wok bar attendant, Food Pro assistant, Stager (CSK Cooler) and student leaders in training.

Level 3: $8.50-$10.05; Level 3 Jobs: All Catering student worker positions. Free meal each shift.

Level 4: $8.70-$10.30; Level 3 Jobs: Student Leader and Hiring Student Leader. Requires extensive training, including a one-credit course, RHT 1050. There will be no promotion to student leader until RHT 1050 has been successfully completed. A student leader has the responsibility of training and supervising a student crew of 10-30 persons. A free meal is included for each shift worked as a student leader.

Level 5: $9.30-$11.30; Level 4 Jobs: Student Coordinator - The highest student position in Culinary Services. Requires supervision of students and student leaders, student payroll, student recruiting, and in some cases, ordering food and supplies. This position also requires extensive training and previous experience as a Student Leader. There will be no promotion to Student Coordinator until RHT 1050 has been successfully completed. A free meal is included for each shift worked as a Student Coordinator.

Intern: $14.08/hour; Free meal for each shift worked. May earn 12 credit hours.

Catering Services
Ohio University Catering provides banquet and catered events at a variety of locations including Baker University Center, Nelson Commons, Konneker Alumni Center and the President’s residence. All students are encouraged to consider working catered events to gain a different perspective of food service and to earn extra money.

What are the benefits of working with Catering Services?

- $8.50/hr. plus raises earned
- Eat the menu items you are serving for free
- Job variety

Please note: Students must be at least 21 years of age to bartend.
Employment & Pay Information

Raises, Promotions & Paycheck Information

After working one semester, a student may earn a .20/hr raise. Students will continue earning raises until he/she reaches the pay level maximum. A student who is promoted or takes a job in a higher pay level will retain all earned raises up to the cap. In order to be eligible for the raise, the student employee must meet all of the following requirements:

1. Started work prior to the end of the fifth week of the semester
2. Zero no-shows
3. No late call-offs
4. Worked one or more shifts during finals week
5. No more than one strike per semester
6. No safety violations

Students begin at the base pay level for their position. If a student simultaneously performs two different jobs at two different pay levels, he/she will be paid at the appropriate level.

As long as a student maintains their status of Student Leader or Coordinator, he/she will always be paid his/her Student Leader or Coordinator rate of pay. An exception to this rule is during the summer – a Student Leader or Coordinator must be working in a Student Leader or Coordinator Position. If not, the student will be paid in accordance with the position pay scale listed in this handbook.

Student Leaders will begin their training in Level 2 as an Assistant Student Leader. The overall training process typically takes one semester to complete. Student Leaders need to pass the student leader class (RHT 1050) and perform satisfactorily on the job in order to be promoted to a Level 4 status.

Student employees who resign or do not sign up for hours the next semester will be rehired at the base rate of pay. However, students who participate in school related activities that might take them off campus for an extended period, such as: internships, student teaching, study abroad, etc. will have their accrued raises carry over. For example: a student has worked three semesters and is earning $8.55/hr. at level 1 and leaves to study abroad. When the student returns, he/she will still earn $8.55/hr.

Students who transfer work locations are encouraged to fulfill all of their work obligations and provide a two-week written notice before transferring to a new Culinary Services operation.

If a student employee works multiple jobs at Ohio University, he/she must count the hours worked at the other job as part of the 25 hours per week maximum (35 hours during summer). Example: If a student employee works ten hours per week at a work-study job, he/she is eligible to work up to fifteen hours per week for Culinary Services.

Student employees are not necessarily restricted to one job. Assignments are at the discretion of the unit manager, student leader or student coordinator. The unit manager has the final say on all raises and promotions.

Direct Deposit

All student employees are strongly recommended to sign up for direct deposit. Please note that depending on the date you start your job, you may not receive your first paycheck for four weeks. After the first paycheck has been received, you will receive your pay every other Friday. Follow these simple instructions to view your paycheck:

1. Go to www.ohio.edu/hr
2. Click “Current Employees”
3. Click my “Personal Information”
4. When you come to the sign in page under access click “My Personal Information”
5. Enter your OHIO ID and password
6. Click “My Personal Information”
7. Click “Payslip”

Clocking In and Out (Workforce System)

The Workforce system is Ohio University’s paperless payroll system that is utilized within many campus departments; it allows students to view their hours worked for each day for a given pay period online. It also features pay previews for the hours worked during a specific pay period. The Workforce website can be accessed at the front page of the Ohio University students (link titled “Timesheet”) and the faculty pages (link titled “Workforce Time Entry”), or by clicking here.

To properly clock in and out of each shift, student employees must bring their Ohio University ID. Cards that are cracked or have a worn magnetic stripe are less likely to work and must be replaced at the Bobcat Depot, located on the first floor of Baker University Center. Please contact your Student Coordinator for additional information.

Student employees should be in full uniform and clock in and out only at their designated times and designated locations, unless authorized by a Student Leader. Once you swipe in with your OHIO ID, the time clock will prompt you to select the proper pay level for the assigned job. Remember: no one else is permitted to swipe you in or out.

If you have problems clocking in, talk to a student leader. After your job is complete and a student leader checks you out, be sure to swipe out immediately. Any deliberate attempt to add or alter times will result in disciplinary action.

Only a manager may approve your time worked in Workforce.

WWW.OHIO.EDU/FOOD
Student Meals, Harassment & Substitutions

Student Employee Meal Policy - Dining Court/Halls, Retail Operations & Markets

One of the added benefits of working with Culinary Services is the opportunity to enjoy discounted meals. Students may eat before or after (not during) their assigned shift or when deemed appropriate by their unit manager. All student employee meals must be recorded prior to eating them. To view all available Meal Plans, please visit: http://www.ohio.edu/food/plans/options.cfm

Please feel free to have a soft drink, juice, water, etc. during your shift – but keep them away from the view of the customer and in a hard plastic dining hall cup with a lid (This is required by the Ohio Food Code). Labeling your lid to avoid drinking from someone else’s cup and possibly spreading illness is highly recommended.

Students who are not on a Meal Plan or choose not to use their Meal Plan are still eligible for a meal discount within the Dining Court. This meal should be eaten directly before or directly after working a shift. No carryout meals will be allowed. The following specially discounted rates will be charged at the cash register:

| Breakfast/Lunch | $3.00 |
| Dinner          | $4.00 |

As an added bonus, student leaders, coordinators, and banquet/catering employees will receive a free meal for the shift they work as part of their compensation package. Student employees do not receive free meals. Meals must be eaten off the clock and in a designated dining area.

Latitude 39 Casual Dining

1. The meal or salad is a reduced rate of $4.00. This can be paid in cash, deducted from the paycheck or Bobcat Cash.
2. No carryout or “To-Go” meals are permitted.

Campus Cafés

1. Student Leaders/Coordinators are entitled to a free meal from the case, when they work four consecutive hours or more (Up to a $8.00 maximum retail value!) This includes any sandwiches, salads, bakery and coffee items.
2. Eating is discouraged anywhere within the production areas. Please sit in the dining area or outside when eating.
3. To obtain an employee meal (management or 50% off) you have up to 30 minutes before your shift or 30 minutes after you sign out.
4. Student employees eat for 50% off (up to $8.00 total value). This includes any sandwiches, salads, baked goods and coffee items.
5. Discount does not apply to bottled beverages, candy or granola bars.
6. Please purchase your food before eating it.

West 82 Food Court

1. Student leaders/coordinators may eat free of charge when they work. A meal includes: 1 entée, 2 sides and 1 fountain beverage. No pre-packaged foods are permitted. Up to a $8.00 maximum retail value.
2. Student employees eat for 50% off. This includes 1 entée, 2 sides, and 1 fountain beverage. No pre-packaged foods are permitted. Up to a $8.00 maximum retail value. Please enjoy your meal either 30 minutes before, or after your shift.
3. Please purchase your food before eating it.
4. Discount does not apply to bottled beverages.

Bakery/Vegetable Preparation, Central Food Facility

1. Bakery, Vegetable Preparation, and Culinary Support student workers do not have meal benefits. Student leaders and coordinators may eat the food from the break room after 12:00 p.m. or after 4:30 p.m.

Harassment Policy

Harassment will not be tolerated in any areas of Culinary Services. Report all harassment immediately to your manager. Please click here for Ohio University’s Harassment Policy (Policy 03.004)

Substitution/Sick Policy

When a student employee is unable to work, it is their responsibility to find a qualified substitute and document the substitution on the sub list in ink, not pencil. A qualified substitute is defined as a student employee from the same location who has done the job before and knows how to perform the tasks during the shift or has been cleared by management in advance. A student leader must register the sub on the sub list. Student employees are not permitted to write their own names on the sub list. If a qualified substitute is not found, it is the student employee’s responsibility to work the scheduled shift.

If a student employee wishes to sub for another student employee contact a student leader to register you as a sub on the sub list. The student leader will make sure that you understand all the requirements of subbing for any particular work assignment. At no time may student employees sign or remove one’s name from the sub list.

If a student employee is unable to work due to illness or other reason, the student employee must notify his/her place of employment of the absence at least three hours prior to the scheduled shift by phone (one hour if scheduled before 9:00 am). Calling off via text or email is not acceptable and will result in a strike. Please talk to a student leader or manager regarding call-off contact information. Student employees are required to bring in a doctor’s statement prior to beginning their next scheduled shift, to verify an illness.

If a student employee is having a problem finding a sub, ask a student leader or manager to provide an email list. Exceptions may be made in cases of emergency as long as the employee contacts a manager for approval prior to the start of the shift. Please check with your unit regarding specific substitution policies.

Planning Your Semester

Research shows that students who work up to 20 hours per week do better academically than those students who do not work. Students who work while attending school are better able to establish a work-life balance, and are more productive. In addition to our numerous student positions, Culinary Services’ facilities also are used for lab experience and internships in the Restaurant, Hotel, and Tourism (RHT) program. Rich Neumann, Director of Culinary Services, is an Assistant Professor in the RHT program.
Sanitation & Personal Hygiene

Food safety and sanitation are a vital part of any food service operation. All employees must wash their hands prior to starting work.

Proper procedure for washing hands:
- Use warm (100°F or higher) running water and soap
- Scrub both sides of the hands up to and beyond the wrists for at least 20 seconds
- Scrub underneath the fingernails
- Rinse with warm water and dry hands with a disposable paper towel or hand dryer
- Turn off water faucet with paper towel in your hands to prevent recontamination

When Should Hands Be Washed?
- After using the restroom
- After coming in contact with bodily fluids, such as saliva or a runny nose
- Before working with food
- After touching raw meat, poultry, fish or eggs
- After touching hair, hat, or hairnet
- After touching raw dough
- After using cleaning chemicals
- After taking out the trash
- After eating, smoking or using tobacco
- Before switching between food products (to prevent cross contamination)

State law requires all employees to wear gloves when serving food to a customer or touching food that will not receive any further cooking. For example: salads and salad items, deli meat, cold items served on the salad bar, or dessert items that do not receive further cooking. When food is being served that has already been cooked, great caution needs to be taken to preserve the sanitation of the food. Wearing clean, disposable gloves on both hands best accomplishes this need.

How to properly wear gloves to ensure cleanliness:
- Wash and dry your hands before putting on gloves. Gloves must be worn on both hands.
- If the gloves stick together, rub the ends together with your fingers.
- Burn sleeves need to be inside gloves.

When to change your gloves:
- If you touch anything considered a contaminant, such as a dirty rag, your clothes, your apron, your hair, your hat, your hairnet, your face, a refrigerator door, or another person
- If you are serving and they become covered in food
- If you sneeze or cough (sneeze or cough into your shoulder and immediately wash your hands and change your gloves)
- If they become damaged
- When moving from one task to another task
- When serving a vegetarian
- If they come into contact with cleaning chemicals
- Before serving any student with a food allergy. This prevents cross contamination.
- After taking out the trash
- After touching door knobs or freezer door buttons/ropes

Please do not hesitate to change your gloves. It’s better to be sure of being clean and sanitary than unsure!

Employees must remove their apron before entering the restroom area or leaving the production area.

Dress Code in Dining Courts/Halls, Central Food Facility and Markets (For all jobs except checker)

Ohio University Culinary Services strives to project a clean, professional image and protect employees from workplace incidents. Management will enforce the dress code using the guidelines below.

Proper Appearance Overview

All employees are asked to maintain personal hygiene that is appropriate for a food service operation. Some helpful tips include:
- Being in proper uniform. This varies by location so consult with your manager or student leader.
- Regularly bathing or showering
- Clean hair that is securely restrained and neatly pulled back
- The use of deodorant or antiperspirant
- Clean, unpolished, and trimmed fingernails.
- Appropriate make-up. Employees will be asked to remove excess make-up.
- Washing your hands before beginning your work assignment, after using the restroom, and after smoking or eating
- Clean and pressed clothing

Student Employees are required to wear:
- Clean clothes in good repair
- Fully enclosed, flat soled, slip resistant shoes that are clean, in good repair, and cover the entire foot
- Burn sleeves when directly handling any hot food platters, hot food pans, or any item that can cause a burn
- A hairnet or hat in all service and preparation areas (long hair must be completely covered) If an employee’s hair can be put into a pony tail, it is considered long.
- The appropriate uniform shirt for their unit
- Socks that cover any exposed skin of foot or ankle
- Plastic gloves when directly handling food items (provided)
- A clean hat or hair restraint in accordance to your unit’s uniform policies.
- Hair restraints may be purchased from your manager.
- At Central Food all students need to wear hairnets and aprons.
- Food Pro and office assistants will follow the dress code.

Student Employees are NOT permitted to have:

Beards: The beard policy varies by unit. When beards are permitted, they must not be more than one inch long and must be covered by a beard restraint, which may be purchased from Culinary Services. New beards are to be grown during break periods, and stubble is not allowed. Please note that some jobs do not allow beards; check your unit policy. Neatly trimmed mustaches are acceptable.
- Sidewburns: You may wear sidewburns as long as they do not go past your ear.
- Short mini-skirts: skirt must be no more than 4” above the knee.
- Frayed jeans or cutoffs: all pants must be hemmed and in good repair (no holes).
- Wallet chains, lanyards, key chains that stick outside of pockets
- Sweat suits: includes jeggings, leggings, spandex, tights, yoga pants, running/windbreaker pants
- Sleeveless shirts or tank tops
- Clothes with tears or patches, holes or frayed hems
- Open-toed or open-heeled shoes (i.e. clogs or sandals)
Personal Hygiene & Dress Code

- Patches, badges or other campaign material
- Loose jewelry: like dangling earrings, bracelets, necklaces, etc. Earrings may not drop below the earlobe. All earrings must be the size of a dime, or smaller.
- High-heeled shoes
- Clothing containing profanity or offensive language
- Bandanas
- Clothing that promotes a product not used by the dining hall you work in. Example: Shirts, pants, buttons, stickers, etc. promoting Coke products
- Cropped shirts that expose the naval
- Clothing that promotes the use of tobacco products, alcohol, or illegal narcotics
- Loose fitting clothes that reveal undergarments: off the shoulder shirts, loose baggy jeans
- Scarves or other accessories that may get caught in the equipment and present a safety hazard
- Piercings – up to manager’s discretion
- The uniform OHIO hat backwards

Checker Dress Code

Males
- Uniform T-shirt for your location along with pants in good repair
- Clean, closed dress shoes, loafers, sneakers in good clean condition, or docksiders with socks

Females
- Uniform T-shirt for your location along with pants in good repair
- Clean, low-heeled closed shoes, loafers, sneakers in good clean condition, or docksiders with hose or socks

Checkers, both male and female, are not permitted to wear the following:
- Spandex or stretch pants, mini-skirts, or sweatpants/sweatshirts, or shorts
- Sleeveless shirts of any sort of sweatshirts
- Sandals or flip flops
- Loose jewelry, such as dangling earrings, bracelets, etc. Earrings may not drop below the earlobe

Dress Code for Student Leaders in the Dining Courts/Halls and Markets

The following dress code must be followed unless given special permission:

Men
- Clean black student leader polo shirt. Polo shirts may be purchased from your manager for $10 plus tax.
- Clean, wrinkle-free khakis, dress pants, corduroys, or jeans in good repair.
- Tennis shoes or boots that are clean and in good condition are acceptable.
- Clean-shaven or neatly trimmed mustaches. No beards.
- Hairnet or OHIO hat must be worn when working with food and when in food preparation areas. Long hair must be tied back. All hair needs to be covered.

Women
- Clean black student leader polo shirt. Polo shirts may be purchased from your manager for $10 plus tax.
- Khakis, dress pants, corduroys, or jeans in good repair.
- High heels are not permitted. Tennis shoes or boots that are clean and in good condition are acceptable.
- Haimet or OHIO hat must be worn when working with food and when in food preparation areas. Long hair must be tied back. All hair needs to be covered.

Dress Code for Retail Operations

Campus Markets
- Student employees need to purchase a market T-shirt ($10.00 + tax). The shirts will be sold to you by the student leader or student coordinator.
- Market employees will follow the dress code for the Dining Courts/Halls.
- Hats or hairnets are not required except when working or passing through the kitchen

Latitude 39 Casual Dining Restaurant
- Kitchen workers are provided with a cook shirt that is maintained by and kept at the restaurant.
- Front of the house workers are provided with a black polo shirt at a cost of $15 plus tax per shirt. Shirts may be purchased using Bobcat Cash, credit card, cash, check or debit card. The shirt is to be maintained by the employee, failure to do so will result in discipline. Aprons are provided by the restaurant. Black pants and black closed toe shoes covering the whole foot are to be provided by the worker and to be worn at all times front and back of the house. The cost of the shirt will be taken out of your paycheck.
- The floor captain or hostess may wear business casual clothing.
- Female wait staff are permitted to wear black skirts that are no more than 4" above the knee

Campus Cafés
- Café workers are issued shirts at a cost of $15 plus tax per shirt. The shirt and hat are to be maintained by the employee. Failure to do so will result in discipline.
- All student leaders and student employees must wear the issued black OHIO hat. Student leaders receive this hat at no charge.
- Fully enclosed, flat soled shoes, jeans or khakis in good repair and socks are to be worn at all times.
- Long hair, specified as being below the ear or longer, must be securely tied back and through the hat hole. No exceptions.
- Pins, ribbons, patches, etc. are not permitted on the issued uniform hat.
- Nametags are to be worn at all times by both student workers and student leaders. Nametags should be worn on the front of the uniform shirt on the side opposite of the Culinary Services logo. The nametag should not cover the Culinary Services logo.
- Café BiblioTech workers may wear an Ohio University sweatshirt. No other sweatshirts are permitted and Greek tags are not permitted. The sweatshirt must be clean and in good repair.
- The Front Room Coffeehouse student leaders wear Front Room polo shirts; please return the uniform shirt at the end of your employment period – your student account will be billed if it is kept!
- South Side Espresso Bar student employees must wear jeans in good repair, enclosed flat black shoes with socks and a white undershirt with the provided white button up shirt. In addition hair must be up and under the black beret purchased upon hiring. Student leaders are to wear jeans in good repair, fully enclosed flat black shoes with socks and the black button up shirt provided as well as the black beret.

West 82 Food Court
- Official dress include: a West 82 t-shirt, long pants, closed-toe shoes covering the whole foot, a black West 82 hat or hairnet, and nametag. The West 82 t-shirt can be obtained through a manager or student leader for $10 plus tax.
Personal Hygiene & Dress Code

- Student leaders will be provided with a black polo shirt with the Culinary Services logo. Student leaders must wear khaki pants with the polo shirt or a shirt and tie.
- All student leaders and student employees must wear their black OHIO hat. Student employees are charged $8.68. Student leaders receive them free of charge.
- Shorts are not permitted
- Clean shaven or neatly trimmed mustache. No beards. Please see the Dining Courts/Halls dress code section for additional information
- Piercings – Up to manager discretion

Central Food Facility

- No jewelry, except for a plain band ring
- No facial hair
- No false nails or fingernail polish
- Hairnets must be worn
- No shorts. Must wear denim jeans/pants
- Fully enclosed, flat soled shoes in good repair, with socks or panty hose.
  No Toms, Ugg’s, boating shoes, etc.

Special Dinners/Catered Events

Females

- Black dress slacks (Ohio University Catering requires everyone to wear pants)
- A Catering shirt will be provided
- Bow tie (issued by Culinary Services at a cost of $5.50 each)
- Nude pantyhose or black socks
- Polished black dress shoes with closed toe and heel (flat soles) covering the whole foot
- White underclothes only – no color
- No visible tattoos or piercings

Males

- Black dress slacks
- Catering shirt will be provided
- Bow tie (issued by Culinary Services at a cost of $5.50 plus tax)
- Polished black dress shoes closed toe covering the whole foot and heel (flat soles)
- White underclothes only – no color
- Clean shaven or neatly trimmed mustache. No beards.
- No visible tattoos or piercings

Shorts Policy

Most student employees are not allowed to wear shorts. If your unit allows shorts they are to be hemmed (no cutoffs), in good repair and are no more than four (4) inches above the top of the knee. In addition, student employees who choose to wear shorts in units where they are allowed must wear fully enclosed, flat-soled shoes and socks that cover the ankle bone but are no higher than mid-calf. Student employees are not permitted to wear mesh, running, nylon, soccer, sweat, linen, and/or athletic type shorts. Please check with your manager, as the short policy may be different at your work location.

Student employees working in the following jobs and/or areas cannot wear shorts due to safety or professional dress requirements:

- Students working in pots & pans or dish room.
- Students working at The Front Room Coffeehouse, Café BiblioTech, South Side Espresso Bar or OU-HCOM SAF Café.
- Students working at West 82 Food Court.
- Student employees working the grills and fryers.
- All student leaders and student coordinators.
- Students working the floater position.

Students working a catered event. Catering dress code will be followed at all times.
Students working at all dining halls, courts and grab n go’s
Students performing kitchen clean up duties.
Students working at Central Food Facility
Safety

Please see the managers in your unit for specific safety training dates and times. The safety of everyone depends upon everyone’s awareness and adherence to the following basic safety guidelines:

- Be aware of surroundings at all times.
- Know the locations of all exits in case of an emergency.
- Know the locations of fire extinguishers and eye wash stations.
- Learn and follow all safety work rules posted in your area.
- Acquire knife safety training before working jobs that may require knife use. Seek out a student leader to receive this training.
- Do not carry anything above eye level.
- Learn the safe and proper operation of equipment.
- Wear wire mesh gloves when cleaning the deli slicer.
- Wear knife-cutting gloves when using knives (and remember to place regular food handlers gloves over the cut glove).
- Knives or sharp objects should always be placed in plain view and away from table edges or other objects. When finished with a knife or sharp object, clean it immediately and return it to its proper place.
- Wear burn sleeves when performing kitchen clean up jobs.
- Report all faulty equipment.
- Take caution and use the correct method when handling hot food, hot pans or equipment.
- Report all incidents to a manager, regardless of how minor they may seem.
- Wipe up any spills as soon as you see them. Place appropriate signage as necessary.
  - While mopping up a spill, use correct mop for type of spill, and use wet floor signs.
  - Never leave a spill unattended. Stand by the area to alert customers and other workers of the hazard while another employee obtains a mop and wet floor sign.
- Know the location of the Safety Data Sheets (SDS). These are usually in the manager’s office.
- Pick up broken dishes and glasses with a broom and dustpan and place the broken glass into the broken glass container, often found in the dish room. Use a wet paper towel to clean up small pieces of glass. Do not touch the broken glass with your hands or let customers pick it up.
- Please walk.
- Spray cleaning chemical into a cleaning cloth. This will prevent cleaning chemicals from getting onto napkins, salt & pepper shakers, etc.
- Become familiar with all chemicals and how to use them properly. Improper use of chemicals could result in harm to equipment or contamination of food. If a student employee cannot find the proper chemical for a specific job, notify a manager.
- Wear rubber gloves when using cleaning chemicals.
- Unplug all electrical equipment before cleaning.
- Wear gloves when breaking down boxes.
- Know the evacuation plan for your work location and what to do in case of an emergency.

Please refrain from using cell phones or other electronic devices while working. No earbuds please.

Students involved in a safety incident must report it immediately and complete an incident report (this is used by the entire Culinary Services team to identify and correct unsafe work practices or conditions).

If a student employee experiences the same incident repeatedly, he or she may be subject to disciplinary action.

Remember: All students are required to report 15-30 minutes early for a shift (depending on the shift) if they are scheduled to do a job or task that they haven’t yet been trained. A Student Leader will inform the employee on all obligations, tasks, and safety hazards associated with the certain job; they will also demonstrate how to prevent incidents and certain safety hazards from occurring. After a student employee has been trained, they will sign a document stating that they have been trained and are aware of all potential safety concerns.

Please check with your unit manager on specifics on the safety program at your location.

Food Allergies

Fifteen million Americans are currently estimated to suffer from food allergies. If a student employee is unsure of the ingredients within any menu item, they should ask a manager immediately. Such knowledge could prevent an allergic reaction from occurring. In order to better serve our customers, Culinary Services has created nutritional icons that are listed on all of our Dining Court food labels to help students identify foods that might contain common allergens. It is the responsibility of the student employees at each station to ensure before the beginning of the meal period that the appropriate labels are displayed for the food items being served that meal period.

Student Employees can also help to prevent food allergies by using different utensils for different food items. It is also important for you to change gloves before touching different food items. Such preventative actions greatly reduce the risk of cross-contamination.
Student Leaders and Student Coordinators

The position of student leader is a fast-paced, challenging position that carries a great deal of responsibility. Each student leader should be willing to dedicate time and effort to bettering the facilities and operations within all Culinary Services venues. Student leaders are also expected to supervise the positions held by student employees and communicate with the full-time managers on a regular basis. The student leader is responsible for praising and rewarding student employees who exceed expectations and/or who show dedication to helping out their team. A student leader must be open-minded, energetic, and sensitive to diverse issues. Sometimes, it may even be necessary for a student leader to confront any unacceptable behavior that may be exhibited by a student employee.

RHT 1050 Student Leader Class

Ohio University is committed to consistency in training its employees. All student leaders will be required to take a one-credit course, RHT 1050, Food Operations Management. This course is offered Wednesdays from 7:30 a.m. - 8:35 a.m. every semester. Student leaders may enroll by picking up a green permission slip from their manager. All student leaders must be knowledgeable of all student jobs before the end of their probationary period. Click here to view the course syllabus.

Student Coordinator and Student Leader Hours

Student coordinators and student leaders will be allowed to work up to 28 hours and 25 hours per week respectively during the school year, provided that they meet the following criteria:

The student coordinator or student leader needs to maintain a minimum GPA of 2.5 each semester. Student coordinators and student leaders must submit a copy of their final grades and a signed copy of the hours agreement form to the general manager no later than the end of the second week of classes the following semester. Any student coordinator or student leader who does not earn a minimum GPA of 2.5 will not be allowed to work more than 20 hours per week during the academic year until their GPA improves.

- Student coordinators and student leaders are asked to submit their grades and hours agreement form EVERY semester to their general manager.
- The number one priority of all student coordinators and student leaders should be to do their very best in their academic pursuits; please ask your manager for a reduction in weekly hours if you feel at any time that you are falling behind in your classes.

Production Manager Internship Program

The purpose of this program is to teach graduate or undergraduate students the job of Production Manager. Students can earn up to 10 graduate or undergraduate credits, and the student’s academic advisor will determine exactly how this experience will fit into the academic course of study. Students will also be paid a salary, which is based on an agreement between the Director and the student as to how many hours per week the student is able to commit to this internship.

Admittance into the Production Manager Internship Program is based on a recommendation from a General Manager or higher. Prospective interns are then interviewed by the Director of Culinary Services and Internship Coordinator. Successful candidates will receive a manual detailing the program requirements, assignments and expectations.

Successful completion of this internship could lead to a permanent job after graduation!

Future Employment

Residential Dining (Dining Courts/Halls)

1. All student leaders and coordinators will be hired first. (Students are required to have passed the student leader class to be considered a student leader.) Student leaders working at the Dining Courts that remain open for the summer have first priority (followed by student leaders in other Dining Courts). Those student leaders should contact the manager from the unit that will be open to let him/her know that they are interested in a position.

2. During the summer period, we ask that you be willing to work any job available, as many summer student leader positions are filled quickly. Student leaders and coordinators will receive the base rate of pay plus any earned pay increases for the job they are hired to perform.

3. After student leaders, student employees from the Dining Courts that remain open will have preference over those employees relocating from other units. Please check with the units that are scheduled to be open regarding the specifics on the summer hiring process.

Retail, Catering and Central Food

1. All student leaders and coordinators who currently work in that unit will be hired first. (Students must have passed the student leader class to be considered a student leader.)

2. After student leaders, student employees from the retail units that remain open will have preference over those employees relocating from other units. Please check with the units remaining open on the specifics on the summer hiring process.

3. Student leaders and coordinators from other units are asked to be willing to work any job available and are not guaranteed a student leader job. Student leaders and coordinators will receive the base rate of pay plus any earned pay increases for the job they are hired to perform.

4. Student employees from other units.

Ohio University hiring policy states that students enrolled at Ohio University will be hired first. After all Ohio University students have been hired, high school and Hocking College students may be hired. Student employees are permitted to work up to 35 hours per week during the summer. If a student employee has another job with Ohio University, the hours worked at the other job must be counted as part of the 35 hour per week maximum. It is the student’s responsibility to make sure that he/she does not exceed the 35-hour per week maximum.

Resigning your Position

All student employees are asked to give Culinary Services a minimum two-week written notice before officially leaving their position. This ensures that the student will be eligible for rehire in the future and leave in good standing. Any student who resigns with less than three weeks left in the semester will not be eligible for rehire with Ohio University Culinary Services and will forfeit all raises earned. Failure to provide Culinary Services with the necessary two weeks’ notice (or two consecutive no-shows) will result in the final paycheck being paid at the minimum wage. Additionally, these, employees will not be eligible for re-hire within any Culinary Services location.
Behind every successful student, there is often a successful plan and routine. Here are a few tips from former Culinary Services student employees that helped them during their collegiate careers:

1. During the first week of classes, carefully read syllabi for all courses, paying special attention to assignment and project due dates, quiz dates, and test dates.
2. Creating a calendar on your smartphone or computer listing all class due dates, exam dates, class meeting times, assignment due dates and work schedule.
3. Planning study and social time around your work and class schedule.

Other Keys to Success

- Know and understand your job description and work to meet or exceed the established standards.
- BE ON TIME. Do not clock in early unless asked to do so by a manager.
- Remain open minded and willing to work quickly and efficiently under the guidance of your student leaders and managers.
- Be courteous to fellow employees, cooks, custodial staff, managers and customers.
- Communicate your suggestions (and those from customers) to your manager. We are always looking to improve the quality of our items and service!
- Be proactive! If you find that you have nothing to do, ask a manager if there is someplace that you can assist.
- Be in proper uniform and prepared to work when the shift begins.
- Get to know your co-workers! However, be mindful of excessive socializing with employees who are on the clock.
- Cashiers/Checkers and servers are encouraged to smile and greet each customer.
- This handbook provides general information that applies to all of our operations. However, each venue is subject to its own unique and specific rules in addition to those found in this handbook. Please see your manager for rules specific to your venue.

The following will not be permitted:

- Rudeness to customers, co-workers, and supervisors
- Eating/drink while clocked in or in front of customers
- Use of tobacco products
- Drugs
- Alcoholic beverages
- Gum chewing
- Removing food or equipment
- Insubordination
- Cell phone usage

The “Three Strike System”

Ohio University Culinary Services strives to provide exemplary services to the campus and community. To this end, performing your job efficiently and professionally is very important. Each semester, student employees begin with zero strikes. When an employee reaches three strikes in one semester, he/she will be dismissed. Strikes received during the last three weeks of the semester and during fall weekends or special weekends will carry over to the next semester.

Ohio University Culinary Services has defined three levels of inappropriate behavior. Level 3 violations are behaviors that will result in three (3) strikes and immediate termination. Level 2 violations will result in two strikes and level 1 violations will result in one strike. “No Call” or “No Shows” during fall weekends or special weekends are two strike violations.

Level One Violations (1 strike)

- Ten to 39 minutes late
- Using cell phone or any portable electronic device
- Clocking in out of uniform
- No show – more than 40 minutes late (first offense)
- Signing your name to the sub list and then removing it from the sub list without finding a qualified substitute
- Violating a safety policy. First offense (safety violations will carry over to the next semester)
- Clocking in early or clocking out late without a manager’s permission (first offense)
- Failure to clock out before taking a break
- Notification of absence less than three hours before starting time (breakfast meal-less than 1 hour) and no doctor’s excuse. (First offense)
- Poor work performance (first offense)
- Incorrect portioning of food
- Sitting down on the job (except checker), or leaning behind serving lines
- Failure to wear plastic gloves when touching food and/or using the proper serving utensil
- Error of 10% or more on cash sales (first offense)
- Gum chewing, smoking, chewing tobacco
- Failure to have Ohio University ID (second offense)

Level Two Violations (2 strikes)

Employees who have 2 strikes in one semester will not receive the .20/hr raise until they have worked a complete semester with one or less strike.

- No show – more than 40 minutes late (second offense)
- Signing your name to the sub list and then removing it from the sub list without finding a qualified substitute (second offense)
- Rudeness to the customer
- Throwing food or horseplay
- Eating without presenting a meal card to a checker or manager, or not notifying management before eating
- Showing disrespect towards any co-worker or manager
- Negligent job performance or insubordination
- Sexual harassment or any other type of harassment
- Student workers exceeding 20 hours per week during the academic year-first offense. (25 for student leaders, 28 for coordinators)

Level Three Violations (3 strikes)

Immediate Termination

- Theft
- Working while under the influence of drugs or alcohol
- Unauthorized alteration to work hours on Workforce
- Vandalism
- Letting people into the service lines without paying cash or without a valid ID
- Giving away food without collecting payment
- Fighting or any type of physical violence
- Verbally abusing a customer, manager or any university employee
- Gross sexual harassment or any other type of gross harassment
- Leaving a shift early without permission from a Student Leader, Coordinator or Manager
Poor Work Performance - Written Warnings

Culinary Services provides an environment in which our student workers can grow and thrive in their professional pursuits. Students will always be notified verbally that their job performance is lacking and given an opportunity to improve before a written warning is issued.

After a written warning is issued, a student leader can:

1. Give the employee another chance to perform the job properly.
2. Dismiss the employee from the shift.
3. Move the employee to another job.

NOTE TO STUDENT LEADERS: Work performance is used by many venues as a form of reference for future positions. Therefore, all written warnings must contain a written explanation, including the date, time and details of why the employee deserves the written warning and suggestions for improvement. Please include any and all relevant information and details, no matter how minor.

Appeals System

If a student feels that he/she has been unfairly reprimanded, he/ she may submit a written appeal within a week of the disciplinary action and provide it to the venue’s general manager. If the general manager feels that there is enough evidence supporting the appeal, a hearing will be scheduled.

The student employee who is appealing the written warning is required to attend the hearing. They are encouraged to invite witnesses who will support their claim. The appealing student employee will then explain to the group why they feel that the written warning unfair.

After all testimony is heard, the general manager will consult with the student leaders and other management to render a decision. The write up stands if the appealing student employee fails to show up for the hearing.

Employee Awards/Accolades

Employee of the Month - Dining Courts/Halls and Central Food Facility

Each month, the managers and student leaders select a student employee from each venue as the “Student Employee of the Month.” These are students who have demonstrated exceptional work performance. They are rewarded with $20 Bobcat Cash.

Excellent Employee Award

At the end of each semester, students who have demonstrated exceptional work performance will receive an excellent employee award. This award is management's way of saying, “thanks for a job well done and to keep it up!”

Student Employee of the Year

At the end of fall semester, a committee of unit managers will select one employee of the year. The winner is selected based on:

- No violations during finals week
- Must have received at least one excellent employee award
- Must have at least one letter of support from a student leader, coordinator, or dining hall manager

The winning student employee will receive $250 Bobcat Cash. Student leaders and coordinators are eligible to receive this award.

Job Performance

Ohio University Culinary Services asks all of its student employees to come to work each day with a good attitude, a willingness to collaborate with co-workers, listen and ask questions. Our jobs are fast-paced and service-oriented and provide an opportunity for promotions and raises when expectations are exceeded!

Positive Reward Program

Students may receive positive points for going above and beyond in the workplace. These positive points may be used to erase strikes or earn one free meal. Please check with your unit manager to learn about a positive reward program. Market employees should check with the student leader or student coordinator for the market strike and positive point system.
Work Locations & Contact Information

Boyd Dining Hall at The District
Ph: 740-597-5904

Boyd Market (West Green)
Ph: 740-597-3399

Café BiblioTech (2nd Floor, Alden Library)
Ph: 740-593-0807

Central Food, Bakery, Vegetable Preparation and Central Support Kitchen (S. Shafer Street)
Ph: 740-593-2980

Jefferson Marketplace (East Green)
Ph: 740-597-5943

Latitude 39 Casual Dining (1st Floor, Baker University Center)
Ph: 740-566-0940

Nelson Court (South Green)
Ph: 740-597-7111

Nelson Market (South Green)
Ph: 740-593-9958

OU-HCOM SAF Café (Academic & Research Center)
Ph: 740-597-7513

Ohio University Catering (Baker University Center)
Ph: 740-593-4035

Shively Court (East Green)
Ph: 740-597-5900

South Side Espresso Bar (Nelson Commons)
Ph: 740-597-5777

West 82 Food Court (Baker University Center)
Ph: 740-593-4035
To be signed, printed and submitted to your manager to keep on file.

The purpose of the Student Employee Handbook is to provide an explanation of the rules, responsibilities and expectations of your employment with Ohio University Culinary Services. Your dedication to excellence and teamwork is a major part of our success! Please sign at the bottom of this page to acknowledge that you have read and understand this handbook. Please remember that Ohio University Culinary Services is an “employment at will” employer and reserves the right to dismiss individuals who are not meeting our mission and customer service standards.

Your Signature

Today’s Date

Please Print Your Name Here