



# NDSU Dining Student Employee Handbook

2023-  
2024

**NDSU**

DINING

## **NDSU Dining Mission**

The mission of NDSU Dining is to create and maintain a high-quality dining experience which will enhance the educational and social environment for our students, University, and community.

## **Why do so many students love working at Dining?**

- **People:** It is fun to work with 250 of your peers. It is an instant friend group.
- **Pay:** Pay starts at a competitive rate, and continues to grow with advancement
- **Food:** Free food with every shift is delicious and can be a huge saving.
- **Schedules:** Our schedule is based on your schedule. Your number one priority is to be successful at school, and we want this position to help that success.
- **Convenience:** Work where your classes are.
- **Opportunities to grow (and make more money... and get more food):** Do not work where you stay stagnant. In Dining, you have the opportunity to grow and advance in your position. With each advancement comes more money and more meals per week!

## **NDSU Dining is made up of four main units:**

1. **Dining Centers:**
  - a. **Residence Dining Center**
  - b. **Union Dining Center**
  - c. **West Dining Center** - West is *the allergen friendly dining center*
2. **Coffee Shops:**
  - a. **Barry Hall**
  - b. **Bison Beanery** - located within the RDC
  - c. **Minard / Starbucks Coffee Shop**
  - d. **Caribou Coffee Shop** - located within the Memorial Union
3. **Retail: located in the lower level of the union**
  - a. **Twisted Taco**
  - b. **Hoagie Hut**
  - c. **Panda Express (not affiliated with NDSU Dining)**
  - d. **Pizza Express**
  - e. **Burgers @ the U**
4. **Catering:** Catering will serve small and large events, for students, staff, faculty and even off campus events.

# Employment and Attendance Guidelines

## Qualifications for Employment

Any prior work at NDSU must have ended with proper notice and in good standing (good attendance, great work ethic, policy compliance, positive attitude, teamwork, etc.).

International students must have or obtain a working visa before being hired. Such students must contact the International Programs Office for further information.

In compliance with the Immigration Reform and Control Act of 1986, **all** team members must provide a document or documents that establish identity and employment eligibility before he or she can start work.

*All paperwork must be finished and properly processed in its entirety before team members start work.*

## Employee Contact Information

It is important that we can easily contact our student team members. It is important for all student team members to check their NDSU e-mail daily, as this is the primary method of communication for NDSU Dining and the official form of communication for NDSU. It is also recommended that student team members have a working phone number with a voicemail box set up. Any phone number changes should be reported to the student manager accordingly.

## Scheduling

We recommend that student team members limit their work schedule to 20 hours or less per week. ***International student team members are limited to 20 hours per week by law.*** Each work week begins on **Sunday at 12:00 a.m.** and ends on **Saturday at 11:59 p.m.** Team members are responsible for keeping track of their own hours to ensure strict compliance. Near the end of each semester, student team members will be asked to provide their class schedule for the upcoming semester. We reserve the right to not re-hire. Student manager(s) are responsible for scheduling and will work with each student to accommodate their schedule to the best of their ability.

NDSU Dining uses an online scheduling system called **When to Work (W2W)**. Student manager(s) create a profile for each team member and send an email containing a temporary ID and a password. It is imperative for student team members to check their NDSU email for instructions on how to complete their W2W employee profile right away as that is the only way to view work schedules.

## Clocking-in/out Procedure

All team members will punch in at the timeclocks with their student ID or computer kiosk in their unit when their shift begins. Team members will not punch in before their shift begins or before they are ready to start their shift (i.e., team member clocks in before going to locker room, uses bathroom, etc.). This will result in an infraction to the team member. Team members are expected to check in with a full-time supervisor prior to leaving at the end of their shift. If a team member is working a closing shift, they are required to stay until all closing duties are complete.

## **Attendance**

Class schedules are used in the process of creating work schedules. If a team member must miss work due to a family emergency, illness, etc., they must follow the Call-In Procedure for their absence to be considered an excused absence.

## **Call-in Procedure**

Team members must call their unit **at least 3 hours** before the start of their shift. Exceptions will be made for early morning shifts if the team member calls before the start of their shift.

**Team members will use the number listed for the unit they are scheduled to work in to call in:**

**RDC** ----- (701) 231-8316

**UDC** ----- (701) 231-9518

**Retail/Coffee** ---- (701) 231-9518

**WDC** ----- (701) 231-7029

**Catering** ----- (701) 231-8125

- Calls will only be taken for the day of your shift. You must call each day for prolonged absences.
- When calling in absent, you must speak to a full-time supervisor. Give your name, your shift, and the reason for the absence.
- NDSU Dining reserves the right to ask for a medical note at any time.
- Failure to call in or show up for a shift will result in a “no-show” and a written warning.
- Failure to follow attendance policies will result in verbal or written warnings.

## **Planned Absences/Time Off Requests**

If a team member is going to be out for a planned absence, they must post their scheduled shift(s) to the “Tradeboard” on W2W to find a substitute. Any shift that you are unable to work must be posted to the “Tradeboard” two weeks before that scheduled shift. If posted two weeks in advance and no team member has picked up that shift, the student manager(s) in your unit will work with you to find a replacement. Any shift posted less than two weeks out, you are personally responsible for finding a substitute or working that shift. Contact a student manager(s) if you have any questions.

## **Holidays**

NDSU Dining serves customers on select holidays. The hours will differ from the typical schedule depending on the unit. Students that are scheduled on that day will be expected to work their assigned shift. The units that will be open each holiday break is to be determined. Here is a list of the holidays:

- Labor Day
- Veterans Day
- Sunday after Thanksgiving
- Sunday before Spring Semester
- Martin Luther King Jr. Day
- President’s Day
- Spring Recess
- Sunday after Spring Break

## **Required Shifts**

All students who work in Residential Dining locations (Residence Dining Center-RDC, West Dining Center-WDC, and Union Dining Center-UDC) will be required to work the following shifts:

- All students placed in the RDC and UDC dining centers will have to work one shift per weekend or two every other weekend.
  - *In these two shifts*, one must be a breakfast/lunch shift and the other must be a closing shift.
- WDC students and WDC Operations Student Managers and Student Managers in Training are required to work late-night shifts.
- HR Student Managers and Student Managers in Training are required to work in weekend rotations as assigned by the Staff Development Coordinator.

### **Student Meetings**

All Student team members will be required to attend any student meetings as scheduled. These meetings are mandatory and will be paid at the student team member's hourly rate. Student meetings will be counted as work hours. An absence without an approved prior notice will result in a no-show.

### **Storm Day/Official Closure Procedures**

When campus is closed, the Dining Centers (excluding Catering, Retail, and Coffee) will be open from 10:00am-6:00pm to serve our students.

Student managers will create storm day schedules early in the semester to utilize our on-campus student team members effectively. If team members live on campus, they are automatically part of the storm day crew due to potential limited mobility for some team members. Niskanen, University Village, 1701, Bison Court, and all Residence Halls are considered on-campus. However, Niskanen, University Village and 1701 employees may be excused from being on the storm day crew. International Students may be asked to move their hours from other shifts during that week to work during the storm day to avoid going over their weekly limit.

**Student Managers, Student Managers in Training and Student Supervisors are considered essential personnel and will report to work during storm days/closures to ensure adequate staffing and coverage for operations.**

### **Breaks**

Breaks will be given at the discretion of the full-time supervisor depending on business needs. In other words, before taking a break, team members must check with a full-time supervisor. After the break is finished, check back in with the same full-time supervisor. Business needs vary from day to day and 15-minute breaks are not guaranteed, nor are they required to be given every shift. Staff will make every effort to provide 15-minute breaks. Taking an unauthorized break will result in a verbal warning.

- If working 4 hours or more, but less than 5 hours: 15-minute paid break
- If working more than 5 hours: 30-minute unpaid break - **Clock out for 30-minutes and clock back in once the break is complete, no exceptions.**

### **Finals Week schedule requirements:**

Student Associates- 3 shifts each final's week.

Student Supervisor in Training- 12 hours of shifts each final's week.

Student Supervisors- 12 hours of shifts each final's week.

Student Manager in Training- 15 hours of shifts each final's week.

Student Managers- 15 hours of shifts through the end of each final's week.

Other student team members (Nutrition, IT, Accounting, Marketing, etc.) will be determined by the needs of each supervisor/unit.

Catering Students- work the required shift during finals week as scheduled by the Catering full-time staff.

*\*Disclaimer: Final's week requirements are based on unit needs. You may be required to work a certain amount of closing/late night shifts.*

### **Early Return in Fall 2023 General Information**

We expect our student team members to return to campus before the start of the fall semester each year for training. The following are the Fall Semester 2023 dates for the students that are required to return early to begin their work shifts:

**New Student Associates: August 14, 2023 \*Recommended\***

**Student Managers-Student Managers in Training: August 7, 2023**

**Student Supervisors-Student Supervisors in Training: August 14, 2023**

Although the Student Associates do not have a mandatory early-return date, we would like them to be back and ready to work by August 18, 2023 (Friday before the classes begin). Students are welcome to return to work earlier if they are able and get approved from their Student Manager and Unit Manager. Notify Student Managers of early return so that accommodations can be arranged.

If student team members are unable to return on their required date, they will need to complete an exemption form (academic/internships are typically the only exemptions permitted).

### **Incentive Pay Information**

Students who return early, as well as on their required date and work through a set date each fall will be eligible for incentive pay, provided they meet specific criteria determined by management.

**Incentive Pay dates Fall 2023: August 7th- September 4th.**

**Incentive Pay dates Spring 2024: January 3rd- January 21st.**

### **Required NDSU Annual Trainings**

Student Employees are required to complete four annual trainings per year. The four trainings are listed below:

- Baseline Safety
- FERPA
- Annual Notice of Policies/Designated Medical Provider
- Equal Opportunity/Title IX

Annual trainings can be found on NDSU's website at:

[https://www.ndsu.edu/hr/training/annual\\_training\\_for\\_all\\_ndsu\\_employees/](https://www.ndsu.edu/hr/training/annual_training_for_all_ndsu_employees/)

## **Safety and Sanitation Requirements**

NDSU Dining is concerned about the safety of all individuals in our department. It is NDSU Dining's policy to only allow working team members in the work areas except for brief schedule checks, catering pickups and similar work-related activities.

### **To prevent incidents:**

- Wipe up spills immediately.
- Utilize hazard markers so guests are aware of potential dangers. These include "Wet Floor" signs, etc.
- Use proper lifting procedures. Lift with the legs; never bend and lift with the back. If an object is too heavy, ask for help.
- Be careful when transporting hot items.
- Only operate equipment that you have been trained to operate.
- Unplug equipment before cleaning it.
- Wear cut resistant gloves when using knives/operating slicers (and remember to place food handler's gloves over the cut glove)
- Clean and sanitize all knives used and return them to the proper place. Never put with other dirty utensils or in sinks!
- Check with a supervisor for the proper location to dispose of broken glass.
- Use all chemical products, such as cleaners, with care and according to label directions. Never use a chemical for any use other than its intended use. Always follow precautionary steps and use protective equipment (i.e., gloves, eye goggles) when required. Refer to product Safety Data Sheets (SDS) for information on safety precautions, protective equipment, and first aid procedures.
- Find a full-time team member in the event of team member or customer injury or to report any dangerous conditions.
- If you see something, say something!

### **Personal Sanitation Requirements**

Because appearance is an important aspect of public relations and customer service, student team members are expected to show pride in their personal appearance. Personal cleanliness is necessary to prevent the contamination of food and food contact surfaces and the resulting potential transmission of foodborne illness. It is essential that all team members observe strict standards of cleanliness and proper hygiene during their working period and before starting work or returning to work after any interruption of their food service activities.

### **To help maintain acceptable cleanliness standards, the following practices must be followed:**

- Hair must be kept neat, clean, and covered in an approved hair restraint to prevent hair from contaminating food. All hair must be underneath the NDSU Dining hat, including bangs and ponytails. Ponytails are permitted, provided they are in a bun or other effective hair restraint. Avoid wearing hair accessories that could become physical contaminants.

- Fingernails must be kept short, clean, and properly maintained. Artificial or acrylic nails and nail polish are not permitted, as they can be physical contaminants and make hands hard to clean.
- Chewing gum, chewing tobacco, mints, or hard candy/cough drops are not permitted.
- All facial hair (beards or mustaches) will need to be covered with a beard net.
- Unsanitary and unsightly personal practices such as scratching the head, placing the fingers in or about the mouth or nose, or indiscriminate and uncovered sneezing or coughing may not only result in contamination of the food, but may adversely affect consumer confidence in the establishment.
- To minimize the probability of contaminating foods or food contact surfaces, team members must only eat in designated dining areas.
- Aprons are required while working in most positions. An apron appropriate for your work area will be provided. Remember to remove your apron prior to dining, using the restroom, or taking out garbage. Apron pockets should not contain articles that may fall into food or convey a negative image, such as cigarettes or candy.
- Careless handling of and unnecessary contact with the soiled surfaces of tableware or linens should be avoided because it causes unnecessary exposure to health hazards and increases the possibility of disease transmission to consumers.

### **Proper Hand Washing**

When entering the work area and with each change of activity, a 20-second hand washing is required. Frequent and proper hand washing is the single, most effective action a team member can do to prevent foodborne illness.

1. Use warm water, soap, and disposable towels.
2. After applying soap, scrub your hands for at least 20 seconds. Make sure that you get between fingers and under fingernails.
3. Dry hands with a disposable towel, turn the faucet off with the towel, and dispose of the used towel.

Team members are required to thoroughly wash their hands and expose portions of arms that may encounter food. This must be done before starting work and throughout their shift, washing them as often as necessary to keep them clean.

Hands should be washed after eating, drinking, using tobacco, coughing, sneezing, touching the mouth, nose, or hair, using the toilet, handling raw meat, poultry, or seafood, handling soiled utensils or equipment, handling garbage, or doing any other activity that could contaminate their hands and/or arms.

## **Dress Code**

To maintain an image that corresponds to our customers' expectations and meets health regulations, student team members are required to wear the proper uniform. We reserve the right to make exceptions concerning dress for special events and Catering. The Catering dress code is listed below. Student team members shall wear a clean uniform and adhere to the department's uniform policy outlined below:



### **NDSU Dining Dress Policy**

<b>Dining Shirt</b>	Plain, clean, black t-shirt with short sleeves. A long-sleeved black undershirt is also permitted. Student Supervisors wear green t-shirts. Student Managers wear green polo shirts. Appropriate NDSU t-shirts can be worn on Bison Pride Friday.
<b>Pants</b>	Appropriate jeans or khakis with no holes or tears.
<b>Shoes</b>	Tennis shoes are required, and non-slip shoes are recommended. Shoes must have a closed toe and heel. Dish room team members must wear slip-resistant shoe covers (provided).
<b>Dining Hat</b> This serves as required hair restraint.	Dining hats issued by the department must always be worn. Long hair must be kept within the hat and well-covered. Hats are to be worn with bill facing forward.
<b>Nametag</b>	Nametags are to be worn on the upper right area of the uniform shirt.
<b>Dining Apron</b>	Dining aprons are in each unit and are laundered by the unit.
<b>Beard Net</b>	Beard nets should be worn as appropriate and are supplied by the unit.
<b>Disposable Gloves</b>	Supplied by the unit. Replace as needed.
<b>No Nail Polish</b>	No nail polish is allowed.

### **Catering Dress Code Policy**

<b>Black dress pants</b>	Provide your own black dress pants to wear to work, black jeans are not allowed.
<b>Black shoes</b>	Provide your own black shoes, tennis shoes or dress shoes, be comfortable you will be doing a lot of walking.
<b>Black socks</b>	Provide your own black socks.
<b>Catering Polo shirt or dress shirt</b>	We will provide you with a Catering polo or dress shirt, depending on the event during your shift.
<b>Name Tag</b>	We will provide you with a name tag you must wear while working.

### **Jewelry**

The following types of jewelry are expected to be removed before clocking in and securely stored in your personal belongings: earrings, rings, necklaces, bracelets, watches, gauges, and other facial jewelry. Jewelry is not only a potential hazard to customers, but also to the employee if it were caught in equipment. Jewelry is also difficult to clean and holds pathogens that can contaminate food.

We understand some items cannot easily be removed daily, without special tools or a professional. If you have unremovable jewelry that you want to wear at work, it will be left to the discretion of the unit's full-time managers. Facial and ear piercings that are unremovable may be allowed when working as long as it does not pose a safety or sanitary issue.

**Cell phones, ear buds/headphones are not permitted during work shifts in Dining Centers, Retail locations, Catering, and Coffee.**

\*Student Supervisors will be provided with one green t-shirt upon promotion. The Student Supervisors are **required** to wear green T-shirts while they are at work. (Can wear any officially

branded NDSU t-shirt on Fridays.) Student Supervisors can purchase extra green t-shirts for \$5.00 from their units. They are not allowed to wear any other green T-shirts that have logos or printed words on them, unless they are **completely** covered by their apron. Questions on the uniform policy can be brought to a student manager.

Student Managers will be provided with **two green polo shirts** upon promotion. They are required to be worn while at work. Student managers can wear any NDSU t-shirt on Fridays. Student managers can purchase additional shirts from Mary Sinner, Associate Director of Dining.

**Note:**

- Black T-shirts and extra green T-shirts (for supervisors) can be purchased for \$5.00 in each unit. Black long-sleeved undershirts are available for \$10.00 in each unit.
- The first hat is provided by the department. If lost, team members are required to purchase a new one for \$10.00.
- The first name tag is provided by the department. If lost, team members are required to purchase another nametag for \$1.00.

\*Disclaimer: We reserve the right to request an employee in improper uniform to leave and return dressed in proper uniform.

## Benefits

**Wage**

The standard hourly wages for each position are as follows:

<b>Position</b>	<b>Standard Hourly Rate</b>	<b>Meal Compensation</b>
Student Associate, Student Baker, Student Cook, Student Supervisor in Training, Production Supervisor in Training	\$13.50	Shift Meal
Student Supervisor, Production Supervisor, Operations or Human Resources Student Manager in Training, Admin or Interns positions	\$14.00	10 meals per week
Human Resource or Operations Student Manager	\$15.00	15 meals per week

**Pay Periods**

Payroll periods are bi-monthly. The first pay period of each month is the 1<sup>st</sup>-15<sup>th</sup>. The second pay period is the 16<sup>th</sup> through the last working day of the month.

**Meal Compensation**

All student associates and the Student Supervisors in training that do not have a mandatory meal plan, will be provided a shift meal, given that the shift is at least 3 hours long. Under special circumstances, student team members will be permitted a shift meal for a shift that is less than 3 hours. This will be determined by the Student Managers. Student team members are expected to

sign in, show their Student ID at the checker stand every time they choose to eat at any Dining Center. Student team members are only allotted one meal per meal period. Meal periods vary at each Dining Center. The meal compensations for each position are as follows.

- Student Associates and Student Supervisors in training will be provided with a meal per shift. This meal must be consumed in the unit the student works in currently.
- **No shift meals can be taken to-go. All meals paid for by NDSU Dining MUST be eaten in the dining center.**
- **Meal plans provided by NDSU Dining are to only be used by the student employee (no friends, family, etc.) while employed by NDSU Dining.**

## Opportunities within NDSU Dining

NDSU Dining has a wide array of positions for students to develop and gain valuable experience in not only food service, but also accounting, IT, Marketing, and much more.

Student Associate	Accounting Intern
Student Cook	Computer Science Intern
Student Supervisor (SS)	MIS Intern
Production Supervisor- Cook / Baker	Hospitality Intern
Human Resources Student Manager (HRSM)	Culinary Intern
Student Coordinator (SC)	Marketing/Graphic Design Intern
Operations Student Manager (OSM)	Marketing/Social Media Intern
Student Baker	IT Graduate Assistantship
IT Assistant	Nutrition Graduate Assistantship
Nutrition Assistant	

## Resources & Additional Guidelines

## **Time Clocks**

Time clocks will be located on computers or mounted on the wall at each dining location. Bring a student ID to clock in and out. Instructions on how to punch in and out will be provided at orientation and on computers.

**Punch in only when ready to start work.**

**Misuse of the time clock can result in a warning, termination, or legal action if time theft is suspected.**

## **Infraction Procedures**

Failure to comply with NDSU Dining policies or NDSU's Code of Student Conduct will result in disciplinary action. Disciplinary procedures are progressive and may come in the forms of verbal warning, written warning, or termination. The verbal warnings are worth 0.5 points and written warnings are worth 1 point, the number of points will be deemed by the supervisor of the individual receiving the infraction. If a team member receives 3 points within one school year, they will be terminated from employment at NDSU Dining and will not be eligible for rehire.

Verbal and/or written warnings will be decided by the in-unit student managers or full-time supervisors. These warnings will be noted in the student team member's personnel record. This list is not comprehensive, and any other infraction deemed necessary by management may be noted at any time. These infractions may be noted by student managers, Student Supervisors, and/or full-time supervisors.

## **Grounds for a Verbal Warning**

- Repetitive tardiness
- Lack of proper uniform
- Negative attitude and/or failure to cooperate with management, coworkers, or customers
- Repetitive poor job performance
- Violations of sanitation and safety practices
- Not providing a 3-hour notice for illness/emergencies
- Use of cell phone on the floor

## **Grounds for a Written Warning**

- Abuse of NDSU Dining property
- Working outside of scheduled shifts without authorization
- The use of profanity or obscene gestures
- Insubordination – Willfully disobeying supervisors or managers
- Students exceeding their hourly restrictions for payroll purposes
- Not following the attendance policy: No-show
- Not following the substitute policy
- Not following the break policy
- Not following the meal policy
- Unauthorized eating or drinking at workstations

### **Grounds for immediate dismissal/termination**

- Any combination (verbal or written) of warnings equal to or exceeding 3 points, the theft of services, products, or property from NDSU Dining, its team members, or customers.
- Any other infraction of work policies as deemed necessary by management.

**Termination will result in the student being placed on the NDSU Dining's "Do Not Rehire" list.**

### **Resignation**

Situations arise where students may need to resign from their position. To do so, they must obtain, complete, and return the **Resignation Form** to a student manager in their unit. Resignation Forms can be obtained by notifying a student manager of the intent to resign. NDSU Dining requests at least a two-week notice of resignation.

**Resignation with no rehire:** Lack of proper notice and failure to work the full two weeks. Former team members in this category are ineligible to be rehired by NDSU Dining unless approved by higher management.

**Resignation with rehire:** Giving a two-week notice and working all assigned shifts during the full two weeks.

### **FERPA (Federal Education Rights and Privacy Act) Release**

Student records are confidential, and access to those records is restricted according to the Family Education Rights and Privacy Act of 1974, as amended (FERPA). Before NDSU Dining can release any information to your prospective employers you must complete an online FERPA release. This will allow management to give references for you. To complete a FERPA release, see your supervisor.

### **Student Team Member Performance Reviews**

Towards the end of each semester, we will be conducting student team member performance reviews. Full-time supervisor/team members will fill out an evaluation sheet for each student, and student manager(s) will present it and discuss it with the team member during dead-week and finals-week. Our goal is to provide student team members with useful feedback on their work to help them improve both their soft and hard skills.

## **Team Member Acknowledgement**

I have read and agree to abide by the contents and policies of the NDSU Dining Student Team Member manual.

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Student Team Member Signature

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Date

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Supervisor Signature

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Date