

Introduction

If you are new to the Dining Service team, we would like to congratulate you on your new position and welcome you to our family. University Dining Services is one of the largest employers of students at Sonoma State University. At any given time during the academic year, we have almost 225 students on our payroll. Since we have a large student base in our employ, it is important for each student employee to understand their role within the organization and how they contribute to our success.

We have developed this handbook to assist you in understanding our operations and expectations. This handbook serves as a guide and may not address all employment concerns and expectations. If at any time you have any questions, please see one of our Appropriate Administrators. They have an open door policy and are always there to assist you.

All student employment assignments are temporary, and can be terminated at the discretion of the hiring Appropriate Administrator. If you are employed by another department on campus, please notify the business office immediately as this may affect your classification code.

University Dining Services uses the following Student Employee Job Classifications:

Students working in Dining Services are hired under one of the following Job Codes: **1870: Student Assistant**

1. Applies to temporary, on-campus employment for current SSU students.
2. Available during academic periods (Fall and Spring semesters, and Summer session, if enrolled).
3. Must be enrolled and attending a minimum of 6 resident units of classes regardless of class level.
4. Employment is restricted to a maximum of 20 hours per week by policy.
5. **It is the student's responsibility to monitor hours if he/she has multiple assignments to ensure that hours worked in a week do not exceed 20. *Should you regularly exceed working 20 hours per week, please see the Dining Service office and have your Job Code converted from 1870 to 1874.***
6. Earnings under this job code are exempt from retirement and Medicare deductions.
7. During Winter and Spring break, these students may work on campus full-time.
8. All positions in this job code automatically terminate at the end of the spring semester.

1871, 1872: Work Study Student Assistant On or Off Campus

If you are hired as a student into either of the two work study job codes (1871 or 1872), you need to bring the original SEF to Financial Aid (located in Salazar Hall) to verify the work study award and obtain the necessary signature approvals. You are then required to bring the SEF to Employee Services for approval and processing. This procedure applies to all Work Study Student Assistants, whether or not they are new or prior SSU employees.

1. Applies to temporary, on or off campus employment for current SSU students who have a predetermined financial need.
2. The Financial Aid Office administers the Federal Work Study (FWS) Program and determines a student's eligibility and enrollment in the program.
3. Available during academic periods (Fall and Spring Semesters, and Summer session, if enrolled).
4. Must be enrolled and attending a minimum of 6 resident units of classes regardless of class level.
5. Employment is restricted to a maximum of 20 hours per week by policy.
6. It is the hiring Appropriate Administrator responsibility for monitoring a student's earnings to make sure that they do not exceed the FWS award.

7. It is the student's responsibility to monitor hours if he/she has multiple assignments to ensure that hours worked in a week do not exceed 20.
8. It may be possible for a student to increase their FWS award. Students should inquire at the Financial Aid Office.
9. Once the FWS award has been exhausted, the Appropriate Administrator has the option of ending the assignment or hiring the student under a different job code (a new SEF must be submitted).
10. Earnings under these job codes are exempt from retirement and Medicare deductions.
11. All positions in this job code automatically terminate at the end of the spring semester.

1868: International Student Assistant

1. All Non-Resident Alien students (international students) must be hired into job code 1868.
2. International Students who have F-1 and J-1 Student visas, may work on campus under federal guidelines, and may be hired into job code 1868 only. On campus employment is permitted only on the campus that issues the I-20/DS2019, and a student must have valid F-1 or J-1 status. The student must also have a Social Security card. To apply for a Social Security card, the student needs to obtain a job offer from the campus and obtain a letter from the office of

International Services in the Student Affairs and Enrollment Management Division, confirming the student is eligible to work. International students will provide Employee Services a copy of the current I-20/DS2019 form, passport, letter from the International Services office, and Social Security card (original, not a copy) verifying eligibility to work. This certification is required every semester.

3. Available during academic periods (Fall and Spring semesters, and Summer session, if enrolled).
4. Must be enrolled and attending a minimum of 6 resident units of classes regardless of class level.
5. Employment is restricted to a maximum of 20 hours per week by policy.
6. It is the student's responsibility to monitor hours if he/she has multiple assignments to ensure that hours worked in a week do not exceed 20.
7. Earnings under this class code are exempt from retirement and Medicare deductions.
8. May work on campus full-time during the summer, provided they are enrolled at SSU for the fall semester.
9. All positions in this job code automatically terminate at the end of the spring semester.

1874: Bridge Student Assistant

1. Applies to temporary, on-campus employment for students current SSU students.
2. Available during the Fall and Spring semesters and during the summer (June through August pay periods).
3. May work up to 40 hours per week.
4. If registered to attend in the Fall may work up to 40 hours per week during the preceding summer and are not required to attend any classes during the Summer. Students not registered for Fall, regardless of enrollment in any Summer session classes or Extended Education classes, are not eligible to work as a Bridge Student Assistant during the summer.
5. Earnings under this job code are subject to a mandatory retirement contribution of 7.5% and a Medicare deduction of 1.45 %.
6. All positions in this job code automatically terminate at the end of the spring semester.

Determining Pay Rates:

There are four classifications for students working in Dining Services. There are set positions for each operating unit. Each semester, depending on the position you are working, you will be classified into one of the following positions. Individuals who are in lead positions one semester, may only continue lead positions if they have been assigned and approved to work an open lead position. Approval

is given by either the Director or the Associate Director of Dining Services.

Student positions may be concurrent. In other words, students performing duties of a lead will be paid at the lead rate. The same student performing non-lead duties will be paid at the regular Student Assistant rate.

Student Assistants: Students in this classification are hired into Dining Services in an entry level position and are under the supervision of a full-time staff member. They perform routine tasks such as cashiering, serving, preparing food or specialized beverages, washing dishes or pots, etc. These positions may or may not work directly with the public but employees working under this classification are required to provide a high level of customer service. Pay range for this position is \$8.25 - \$9.25 per hour.

Banquet Captains: Students working in this classification are performing routine and non-routine work which requires one year catering or server experience. Students working in this position are required to use discretion in judgment and decision-making. Employees working in this classification will oversee assigned catered events and will direct the work of others working at a lower level. Individuals working in this classification will have exceptional customer service experience. Schedules are not consistent and are posted on a

weekly basis. Pay range for this position is \$8.75 - \$10.50 per hour.

Lead Students: Students in this classification are in a mid-level position, under general supervision, performing a variety of skilled tasks requiring previous experience. The work being performed may require considerable discretion in judgment and decision making, including responsibility for coordinating the work of a group of lower level student employees. Students classified in the position are working in a location without any immediate supervision from a full-time staff member. Individuals working in this classification will have exceptional customer service experience. Pay rate for this position is \$9.75 per hour.

Student Venue Coordinator: This is the highest level position in our organization. This position works under general supervision and responsible for a business segment. This position performs ordering, scheduling of student staff members, receiving stock, rotation of stock, inventories, and handling any customer service issues for the business unit. Individuals working in this classification will have exceptional customer service experience. Pay rate for this position is \$11.00 per hour.

Pay Increases

Student Assistants may receive a pay increase for merit or a change in job responsibilities. Pay

increases are at the discretion of the Director or the Associate Director of Dining Services, and are not retroactive. For a merit pay increase, it is recommended that the student complete one semester (or an equivalent amount of time) in the same position, requires a [Student Assistant Evaluation](#) of satisfactory or better, and a statement of justification on the Student Employment Form. Pay increases are given in increments of \$0.25.

Sonoma State Enterprises, Inc.

Sonoma State Enterprises, Inc. (Enterprises) is a non-profit auxiliary corporation of the university, which operates the Dining Services operations on campus. A Board of Directors governs all operations. It is comprised of SSU faculty, staff, students and a member of our surrounding community.

There are ten business segments, which make up the Dining Service operations.

They are:

Ameci's Pizza and Pasta
Catering
Concessions
Charlie Brown's Café
The Commons
The Pub
Toast

University Club
Zinfandel Dining
Zinfandel Marketplace

**New Employee Orientation, Payroll Sign-up
Procedure and Scheduling**

Prior to receiving a work schedule or a uniform, students *must* attend the New Employee Orientation through Human Services. Human Services is located on the second floor of Salazar in the Administration and Finance wing of the building. During the orientation, our Human Resource specialist will assist you in completing the necessary forms for working at Sonoma State University.

Your appointment with Human Services is on:

When you plan to attend the orientation, please allow a 1-hour period. You should bring the following with you:

- A pen for completing the documents
- Your original, signed social security card (No photocopies, or laminated cards)

- Appropriate documentation for the completion of the I-9 Employment Eligibility Verification form. (A list of acceptable documentation may be found at www.sonoma.edu/hs/saa/)
- Completed documents which may be found on the Human Resource Webpage: www.sonoma.edu/hs/saa/

If you do not have an original social security card, please visit the Social Security Administration in Santa Rosa prior to scheduling the Human Resource orientation.

The Social Security Administration is located at:

**Social Security Administration
2099 Range Ave. #A
Santa Rosa, CA 95401**

From: 1801 E. Cotati Avenue
Drive: 11.2 miles (About 18mins)

1. Head West on E. Cotati Avenue
2. Turn Right at Synder Lane
3. Turn Left at Rohnert Park Expressway
4. Take the ramp onto US-101 towards Eureka
5. Take the Steele Lane exit to Guerneville Road
6. Turn Left at Steele Lane

7. Turn Left at Range Avenue
SSA is the second driveway on Right

After you have completed the Student Orientation process, you will proceed to the business office of Dining Services. Students will be required to show proof of completing their orientation.

At this time, the main office will schedule you and issue you a uniform. This schedule is the same for each week.

Employees hired after the group-training program, will be required to shadow and train in each of their scheduled positions. The Main office staff will issue your schedule based on shift availability.

If you are working in Zinfandel Dining or the MarketPlace, Talmadge Savage and Eric Malvestiti are your supervisors. If you are working in any other location, Tracy Ramsdell and Holly Galbraith will be your supervisors.

It is imperative that you contact them immediately prior to attending any training or before beginning your weekly work schedule. Talmadge and Eric's office is located at Zinfandel Dining. Tracy and Holly's office is located at the Commons.

Mission Statement

As a university employee, please become familiar with the mission statement and values for Administration and Finance and University Dining Services. These are the foundation of our work at the university.

A & F Division Mission & Core Values

Administration and Finance enhance and supports the University's educational mission.

Administration and Finance employees conduct themselves with **integrity** and are held **accountable** for their conduct.

We are committed to **customer satisfaction** and support **diversity** in all its forms. We are **respectful** and **compassionate** foster a culture of **innovation** and **creativity**. We encourage **personal and professional growth** and **recognize the achievement and contributions** of all employees. We are **honest** and **fair**.

University Dining Services Mission & Core Values

To advance the university's mission by delivering quality food products and services to our customers.

Vision

Our vision is to be on the leading edge of excellence in the food service industry by engaging our skills, our knowledge and our creativity at work. We will strive for excellence and anticipate the consumer's needs.

Values

Our commitment to our vision includes the following values:

We value our customer's experience in each of our dining venues. Our desire is to achieve 100% customer satisfaction, 100% of the time.

We value equality in teamwork to achieve our desired goals.

We value the educational process for staff development. We provide encouragement and support to help employees achieve their goals.

We value strong communication, personal responsibility, recognition, respect, integrity, honesty and pride.

General Guidelines and Work Expectations

Smoking Policy

The University's "No Smoking" policy applies to all of University Dining locations and units. The policy prohibits smoking in any campus building and within 20 feet of all campus buildings. Furthermore, smoking is prohibited in all partially enclosed areas such as covered walkways, breezeways, and walkways between sections of buildings, bus-stop shelters; exterior stairways and landings. Smoking is also prohibited in all State vehicles, which include all SSE carts.

All Food Service employees are required to wash their hands before returning to work after smoking.

Alcohol and Drug Policy

Since the use of alcohol and illegal, non-prescribed drugs can pose health risks to employees, Dining Services operations are committed to providing a drug free workplace.

Employees will be discharged if caught in the illegal use, sale, distribution or possession of

narcotics, drugs, or controlled substances while on the companies' premises.

Lost and Found

Any cash or other valuables found should be turned into the main office located at Zinfandel where we will attempt to determine the rightful owner. At the end of each day, all lost and found items are forwarded to Customer Service, located in Salazar. If a student reports a lost or stolen book, ask them to check with the Textbook Department at the Bookstore for the proper reporting procedures.

Personal Belongings in the Work Environment

In most of our facilities, we have an employee locker room or an area designed to keep employee belongings. Please check with a full-time staff member in the unit you are working as to the designated location. Under no circumstances should any personal belongings be brought to the work floor or placed on CO₂ containers, prep tables, or at workstations.

Telephone Use/Use of Electronic Devices

Cell phones and other electronic devices such as I-Pods and MP3 players carry germs and bacteria, which potentially make them infectious carriers. These types of items also have the potential to

impact customer service. Therefore, the use of cell phones and other types of electronic devices are not permitted in work locations. Since employees working in the catering program are working in a decentralized environment, they are permitted to use and carry a cell phone. These employees are required to wash hands after each use.

Our telephone lines are for business use only. We do allow employees to make or receive calls in an emergency.

Working Late?

We encourage you to use a buddy system when walking home after completing a late hour shift. If you do not have someone to walk with, Public Safety will do a police escort. Plan your schedule and call Public Safety at extension 4-2143.

Food and Beverage Policy

Due to Sonoma County Health regulations (CALCODE), Dining Service employees are not allowed to eat food or consume beverages in any production or work area. **Hand-to-mouth contact is not allowed** and may create a great risk to our public. Food and beverage should be consumed in the dining area and /or in the assigned location.

No food or beverage is allowed to be consumed in any venue unless it has been specified in the section under “Meal Allowance.” Food or beverage purchased by an employee shall carry the original cash register receipt indicating the purchase. The cash register receipt shall be taped to the beverage or in the case, it is a food item, it shall be taped to the food container. Employees purchasing meals in Zinfandel shall be required to have their receipt or pass placed in the upper left hand side of their tray.

Under no circumstances will any employee be allowed to take out any leftovers, over produced or over-ordered items such as pizzas, salads, pastries, wraps, burgers, or items subject to waste, etc. Employees who remove or consume such items from a facility shall be subject to disciplinary action up to and including termination of employment.

Harassment and/or Discrimination Policy

Dining Services is committed to providing a work environment free of harassment and discrimination. Human Services will cover this topic during your staff orientation. Should you feel harassed or discriminated in the workplace, please contact Lisa Andresen or Joyce Suzuki (707-664-4470) in our Human Resource Department in Salazar.

Class Schedule

Each employee is required to complete a class/work schedule each semester and turn it into the Business office at Zinfandel Dining. Should your work schedule be changed, classes added or dropped, it is your responsibility to keep the office informed by providing them with an updated class/work schedule. Information used on your class/work schedule may be used in a contact list unless you specify otherwise.

Scheduling

Dining Services makes every effort to schedule your work hours around your class schedule. We value and understand that you are a student committed to your education and we support the educational process. However, you must also understand that you have a responsibility to the job you have assumed with Dining Services. The base schedule provided to you at the beginning of the semester is the same each week. It is important that you are able to work the schedule assigned to you. Should you not be able to work that schedule, it is your responsibility to locate an approved substitute. Any substitution will require supervisor approval 24 hours in advance of the shift. If you are unable to locate your substitute, please notify your supervisor so they may work with you.

The work week is defined as 12:00am Sunday to 11:59pm Saturday.

In the event we find that you are unable to work your schedule as assigned, your supervisor may remove you from a scheduled shift to better accommodate your workload.

Time Clock Rules, Timecards, Breaks, and Attendance

Time clocks and cards are used to verify your weekly work hours. It is the employee's responsibility to adhere to his or her assigned schedule and to maintain an accurate recording of time. A member of management must approve any variations in your work schedule. Changes in staffing templates are approved by the Director or the Associate Director. Please use a NEW timecard for each week beginning Sunday.

At the beginning of each week, pull one of the timecards located next to the time clock and

1. Print your name and sign the card.
2. Write your employee ID number on the card. This is the same as your student ID number.
3. Mark the card with the name of the operational unit you are working
 - a. Example: Zinfandel, Charlie Browns, Catering, Pub, etc.

- b. If you are working in multiple units, which share the same time clock, please list the unit next to each clocking/out time.

Do not take your timecard with you after clocking in or out for your shift. They stay in the building. All student staff members will be required to record time worked on the time clock. This will ensure equity in compensation for the time actually worked. Staff members must be in uniform when clocking in and be ready to report to work.

The Time Clock Rules:

A. You MUST use the clock:

- When you begin work and are ready to report to shift.
- When you leave and return from a scheduled ½-hour meal period.
- When you complete the shift after checking out with a full-time staff member or student lead.

B. Any deviation in your work schedule must be authorized by a full-time staff member.

C. It is your responsibility to clock in and out on your time card. Failure to clock in or out may result in disciplinary action.

- D. Only you are allowed to clock in and out on your time card. Clocking in or out for someone else is grounds for immediate dismissal for both individuals.
- E. Should you neglect to clock in or out for a shift, write a note explaining the problems. The note must contain your name, the date, and the hours you worked with the signature of a supervisor, full-time staff member or student lead. This information must be submitted to the business office for recording or reconciliation of your time, and must be submitted by the first business day. Continued neglect of punching in/out is grounds for disciplinary action up to and including termination of employment.
- F. Student employees **SHALL NOT** clock in more than six minutes prior to beginning their scheduled shift. Unless asked by a Lead or Supervisor.

Meal Period

All employees are required to clear their 30 minute meal period and 10 minute rest periods with the appropriate personnel. Failure to do so may lead to disciplinary action up to and

including termination of your employment with Dining Services.

When am I entitled to a 30 minute Meal Break?

In California, an employer may not employ an employee for a work period of more than five hours per day without providing the employee with a meal period of not less than thirty minutes, except that if the total work period per day of the employee is no more than six hours, the meal period may be waived by mutual consent of both the employer and employee. A second meal period of not less than thirty minutes is required if any employee works more than ten hours per day, except that if the total hours worked is no more than 12 hours, the second meal period may be waived by mutual consent of the employer and employee only if the first meal period was not waived. The ½-meal period is an unpaid break. You are not required to remain at the facility.

We expect all employees working over 5 hours to take a scheduled ½ hour meal break. Should the break not be reflected on your timecard, we will automatically subtract the time from the time worked unless we have a waiver on file. Please clock in and out for your breaks and take them as scheduled.

Can I leave my job 30 minutes earlier than scheduled if I choose to work through my meal period?

No, working through your meal period does not entitle you to leave work early prior to your scheduled shift time.

Can my Work Lead, Supervisor or Appropriate Administrator require me to stay in the facility during my meal break?

No. If you are entitled to a 30 minute meal break, your Work Lead, Supervisor or Appropriate Administrator cannot require you to stay in the facility during that time.

What if my Lead or Appropriate Administrator does not allow me to take a Rest Periods or a Meal Breaks?

Please work with your Supervisor. Should the problem continue, please notify one of the following individuals below:

Joyce Suzuki, Director of Employee Relations /
Human Services-Salazar

Lisa Andresen, Director of Dining Services

Dan O'Brien, Associate Director of Dining Services

We will coordinate with your Leads and Appropriate Administrators for a time that is convenient to take your break.

Rest Periods

When am I entitled to a rest period?

The State of California requires that employers must authorize and permit nonexempt employees to take a rest period that must, insofar as practicable, be taken in the middle of each work period. The rest period is based on the total hours worked daily and must be at the minimum rate of a net ten consecutive minutes for each four hour work period, or major fraction thereof. The Division of Labor Standards Enforcement (DLSE) considers anything more than two hours to be a “major fraction” of four. A rest period is not required for employees whose total daily work time is less than three and one-half hours. The rest period is counted as time worked and therefore, the employer must pay for such periods. Since employees are paid for their rest periods, they can be required to remain on the employer’s premises during such periods.

Can my Appropriate Administrator require that I remain on premise during my rest period?

Yes. Since this is a paid rest period, your Appropriate Administrator will require you to remain on site during this break.

Can I leave 10-minutes early if I did not receive my break?

No. Rest periods are paid time from the employer.

Can I just take my rest periods or meal breaks without notifying anyone?

No. We are in a service-based industry. Your Lead, Supervisor or Appropriate Administrator has the best interest of you and the customer at heart. You are required to check with them as to the appropriate timing of your rest periods and breaks.

Payday

The State of California pays students once monthly as follows:



**Student Employee, Intermittent/Hourly,
and Special Consultant, Payroll Calendar**

June 2008 – May 2009

	Month	Inclusive Dates of Pay Period	Vouchers Due by Noon in Payroll	Scheduled Pay Day
Summer 2008 Voucher Bridge Student Only	JUNE	06/01 – 06/30	07/01	07/15
	JULY	07/01 – 07/30	07/31	08/14
	AUGUST	07/31 – 08/31	09/02	09/15
Fall 2008	SEPTEMBER	09/01 – 09/30	10/01	10/15
	OCTOBER	10/01 – 10/30	11/08	11/14
	NOVEMBER	10/31 – 12/01	12/01	12/15
	DECEMBER	12/02 – 12/31	01/02	01/15
Spring 2009	JANUARY 2009	01/01 – 01/29	01/30	02/13
	FEBRUARY	01/30 – 02/28	03/02	03/13
	MARCH	03/01 – 03/31	04/01	04/15
	APRIL	04/01 – 04/30	05/01	05/15
	MAY	05/01 – 05/31	06/01	06/15

Only Bridge Student vouchers can be submitted for June, July and August pay periods.

Checks will be mailed only if a postage paid, self-addressed envelope is attached to the voucher.

Warrants will be released at Customer Service, Salazar Hall, 1st Floor, on the scheduled pay day from noon to 5:00 p.m.

What if I disagree with the hours listed on my check?

Should you have questions regarding the hours that you were paid, you should first contact Robert Coe or Rhonda Nilsson in our main office. They will work to research and resolve the problem.

What if I did not receive a paycheck?

Not receiving a paycheck is a red flag. First, you want to make sure that you completed the Human Resource Orientation. If you signed-up during Orientation with a letter from Social Security for a duplicate card, your check may be held pending your display of the original Social Security Card. If this was not the case, please see Robert Coe or Rhonda Nilsson immediately. They will assist you in resolving the problem immediately. If you fully completed the sign-up process with Human Resources, please see the payroll office on the second floor of Salazar.

I am short on funds; may I get a payroll advance?

Unfortunately, we are not able to issue payroll advances. Please plan your finances and spending accordingly.

I lost my check. What now?

Should you lose your check, please visit the compensation office on the second floor of Salazar located in the Administration & Finance wing. They will assist you through the process.

Meal

Basic Plan: Each venue would provide meals for their employees. Employee will be eligible for a meal when they are scheduled to work a shift of five consecutive hours AND are clocking out for your meal rest period (1/2 hour).

Ameci's: Mini Pizza with 2 toppings or lunch special with drink OR Caesar salad with drink and Garlic Bread OR Spaghetti with Tomato Sauce and Garlic Bread with drink.

Marketplace: Dine at Zinfandel

Zinfandel: Dine at Zinfandel

CBC: Caesar or Cha Cha side salad and bag of chips OR Classico or Ultimo with beverage. Workers receive 1 beverage for every four consecutive hours of work.

Toast: Sandwich, Chips and Soda or dine at CBC

Pub: Nachos, Salad or Sandwich and soda.

Commons / University Club: Burger, fries and a fountain beverage OR Salad Bar and fountain beverage OR Burrito and fountain beverage.

Catering: Will be determined by the Executive Chef.

Calling in Sick

Since all units depend on the service and work you provide, we require employees to provide 3 hours notification when they are unable to report to work due to illness or as soon as possible. This is critical to the success of the business units.

During business hours (Monday-Friday from 8:00am- 4:30pm), please call 664-2993. Do not leave a message on the machine. Please speak to a person. Our office will record the time of your call, and assist you in finding a replacement. With changes in Health Code requirements, we will need to know your symptoms as there is a reporting requirement to Sonoma County Environmental Health. The office will notify the appropriate personnel in your work area via e-mail. We will require a doctor's note for repeated absences.

After business hours, please contact your unit directly and speak to a person. Do not leave a message.

Zinfandel Dining 3924 And the MarketPlace	Kitchen 664- 664-4143
Charlie Brown's Café or Toast	664-3370
Ameci's Pizza	665-8500
Catering/Concessions 664-3576	664-3916 or
Commons 3916 or 664-3576	Kitchen 664-
Pub Commons 664-3916	Pub 664-4027 or

Please be sure to note the name of the individual you spoke with when you called.

Tardiness

All operations depend on their student employees reporting to work on time, dressed in uniform and ready to work as scheduled. It is your responsibility to report to work "on time" and be ready for work prior to clocking in. If you are more than ten minutes late for the start of any scheduled work period, the following steps will be taken:

- **First Time:** Your Work Lead will counsel you and an incident report will be issued, which you will be asked to sign.
- **Second Time:** Your Work Lead will counsel you again and a second incident report will be issued, which you will be asked to sign.
- **Third Time:** Your Work Lead will issue an incident report, which you will sign and you will meet a member of management. At this time, a member of management may pull you from the scheduled shifts(s).

Extra Hours and Substitutions

We realize that there may come a time when you will need to have someone work a shift for you due to reasons beyond your control. In the event that this happens, please complete a substitution slip, which may be found next to the time clock and have it approved by the unit's Appropriate Administrator or his/her designee AT LEAST 24 hours prior to the shift affected. As a courtesy, you may also wish to notify your Work Lead of the substitution once the change has been approved.

It is important to note that it is your responsibility to find your own substitution. Placing an uncompleted sub slip on the employee's message board is not an effective manner in finding a sub. The staff

member who is subbing in a position must have received the proper training through orientation or worked that position in a previous semester. Please plan accordingly. The Sub Slip form is required to be completed and approved for all substitutions. If the substitution slip has not been signed three days prior to the time off needed, then stop by the Dining services office. The office staff will give you a call list and you can call fellow employees to cover your shift. If you do not cover your shift this will be a No Call/ No Show.

Dining Services will compensate your substitute for the hours they work for you.

During the course of the semester, there are opportunities to be scheduled for additional hours. Additional hours may be available in working the following events:

- Special Dinners
- Special Campus Events
- Business Unit Promotions
- Catering and Concessions

Any individual interested in working additional hours should have their name and number listed on the on-call list. The list is kept at the main office in Zinfandel Dining.

Causes for Dismissal

There have been several areas cited in this document regarding disciplinary action. It is important to note that we want a strong relationship with our employees and wish to create a general understanding of the work conditions that surround them. Employees may be subject to disciplinary action for causes that include but are not limited to the following:

DISHONESTY: This generally means conduct involving money or property, but can also include falsifying time record, forgery, and removing merchandise, equipment and materials without permission.

HABITUAL TARDINESS: All employees are required to be on time according to their work schedule. Records are kept for excessive tardiness and can be cause for dismissal.

INEFFICIENCY: Failure to perform your job responsibilities, loafing, leaving your area without permission, visiting with friends or other employees during work hours, or any other conduct detrimental to your work.

DRUGS, ALCOHOL: Use of drugs or alcohol affecting your job performance, or possession of either while on the job will not be tolerated.

HABITUAL ABSENTEEISM: Excessive absenteeism will be cause for dismissal.

INSUBORDINATION: Failure to follow established policies and procedures, or to follow directions given by work leads, will be considered insubordination. Any grievances regarding your work or work schedule should be directed to your Appropriate Administrator. If not satisfied at the supervisor level, please contact

Dan O'Brien- Associate Director of Dining at 664-3342

Lisa Andresen- Director of Dining at 664-2994

Joyce Suzuki – Employee Relations at 664-4470

NO SHOW/NOCALL: Failing to call in prior to the beginning of a shift; alerting us with just cause of being unable to work; and failing to show for the shift. This is also a sub slip posted but no coverage for shift listed.

INCIDENT REPORTS: Reports will be filled out by a work lead or Appropriate Administrator when you are more than ten minutes late, a “no show/no call”, habitual absence, and if your cash drawer is over or short \$3.00 or more (three times). If you receive three incident reports for the same violation

in a period (fall, spring, or summer) this may be cause for dismissal.

THEFT: Removing food, paper, beverage or equipment from the facility without the authorization of the Director of Dining Services or the Associate Director of Dining Services.

Reading on the Job

In order to provide the best customer service to our guests, we do not allow employees to read/study while they are working.

Employee Relations

I. Injury on the Job

All work related injuries to a student assistant employee, regardless of how minor, must be reported to a work lead and or/ Appropriate Administrator. The Appropriate Administrator (or office personnel in the absence of the Appropriate Administrator) will contact Human Resources to schedule a medical appointment. If the injury occurs after hours and the student needs medical attention, they should be taken to Kaiser in Santa Rosa. The Appropriate Administrator must complete a Report of Injury Form and forward it to

Human Resources, Salazar- 2nd Floor. We are required to file the report at the time of injury or within 24 hours.

II. Conflict Resolution

The following avenues are available for conflict resolution:

Should you face issues or problems in the work environment that have not been properly addressed by your Appropriate Administrator, please contact:

Joyce Suzuki in our Human Resource Department.
(664-4470)

General Safety Guidelines

Safety Policy Statement

It is the policy of each Dining operation of Sonoma State Enterprises that accident prevention shall be considered of primary importance in all phases of job operation and administration.

It is the intention of the company's management to provide a safe and healthy working environment and to establish and insist upon safe practices at all times by all employees.

The prevention of accidents is an objective affecting all levels of the organization and its activities. It is, therefore, a basic requirement that each supervisor make the safety of employees an integral part of his or her regular management function. It is equally the duty of each employee to accept and follow established safety regulations and procedures.

Every effort will be made to provide adequate training to employees. However, if an employee is ever in doubt about how to do a job safely, it is their duty to ask their work lead for assistance.

Employees are expected to assist management in accident prevention activities. Unsafe conditions must be reported. Fellow employees that need help should be assisted. Everyone is responsible for the housekeeping duties that pertain to their jobs. Any injury that occurs on the job, even a slight cut or strain, must be reported to management as soon as possible. In no circumstances, except in an emergency, should an employee leave a shift without reporting an injury that occurred.

When you have an accident, everyone loses- you, your family, your fellow workers, and the company. It is not good for anyone!

Workers' Compensation

SSE complies with the law that requires insurance coverage to protect employees who become ill or injured while they are in the course of their work. Provided with this insurance is medical, surgical, and other benefits which include wage-loss protection to employees. These benefits are provided at no cost to you. If you have any questions concerning workers' compensation insurance, please contact the Human Resource Department.

First Aid

SSE keeps a first aid kit in various places in each SSE unit. For the exact location of the first aid kit in your individual unit, please see your Appropriate Administrator. Please note that we do not dispense drugs such as aspirin.

Employee and Supervisor Training

Every semester, each specific unit will provide a training and orientation program for all new employees and all returning employees. As an employee, you need to know and understand the following:

- No employee is expected to undertake a job until he or she has received instructions on how to do it properly and has been authorized to perform that job.

- No employee should undertake a job that appears to be unsafe or use chemicals without understanding their hazardous properties.
- Mechanical safeguards must be in place and stay in place.
- Each employee is expected to report any unsafe conditions encountered during work to a member of management.
- Any injury or illness suffered by you, even a slight one, must be reported to the business office.

Safety Communication

It is our company policy to maintain open communication between management and our staff on matters pertaining to safety. Your thoughts regarding safety are important, and we encourage your active participation in our company safety program. Please feel free to express any of your safety concerns or suggestions during safety meetings, individually to your supervisor or in writing on the safety suggestion form. (This will allow you to remain anonymous if you so desire; however, this will make it difficult to provide you special recognition if your suggestion is put into action.) Be assured that all safety suggestions will be given serious consideration, and that each will receive a response.

In turn, the company will provide current safety news and activities, safety reading materials, signs, posters, and a bulletin board for easy access to those materials. Safety talk will happen in all unit specific meetings. This is where you can voice concerns or here about new safety information.

Accident Investigation

The Associate Director of Dining will be directly responsible for investigating accidents or narrow escapes and determine what factor, condition, and /or practices contributed to the accident, so that proper action can be taken to prevent a reoccurrence. Minor accidents or narrow escapes will be investigated since they are a warning of potential hazards that could result in a serious injury or illness to employees in the future.

Corrective Action

When it becomes necessary, Dining Services reserves the right to discipline employees who knowingly violate company safety rules or policies. Disciplinary measures will include but are not limited to:

- Verbal warning for minor offenses.
- Written warning for more severe or repeated violations

- Suspension without pay, if verbal and written warnings do not prove sufficient.
- Finally, if none of the above measures proves to be satisfactory, and no other acceptable solution can be found, the company will have no choice but to TERMINATE EMPLOYMENT for those who continue to jeopardize their own safety and the safety of others.

Exposure Records

The Occupational Safety and Health Administration, (OSHA), has issued a new rule, the Hazard Communication Standard that helps us as an employer to keep you safe and healthy. It states that you have a “Right to know” what hazards you face on the job, and how to protect yourself against them.

Each unit maintains on file Material Safety Data Sheets (MSDS) on toxic substances and hazardous materials. During training and orientation, precautions and use of the chemicals will be highly stressed and these facts sheets will be made available for your review. As part of your training, Enterprises will provide you with the training of reading the MSDS.

Security

Employees are required to enter through the front entrance when arriving or leaving work. When a facility is closed, please use the rear entrance.

In the case a robbery is attempted, do not resist in any way. Please cooperate with the robber's request. We are interested in your safety as well as the safety of other employees and customers. As soon as possible, notify a work lead or Appropriate Administrator who will in turn alert campus security. Campus security will handle the matter from there. In the event a work lead or Appropriate Administrator cannot be found, call campus security by dialing 4-2911 for emergencies only or 4-2143 for non-emergencies.

Shoplifting

Try to be aware of potential shoplifting situations such as: (1) persons wearing large oversize garments or large coats in warm weather, (2) persons glancing furtively around, (3) a person behaving suspiciously, or (4) you have seen the person actively hiding goods on their person. If you should witness a shoplifter "in action", immediately notify your work lead or other management personnel without alerting the suspect. Once you have done this, continue to keep the suspect in view

until a supervisor relieves you. Never attempt to stop a suspected shoplifter yourself.

Disposal of Oil

Please know the location of grease bins prior to disposing of any grease. Only kitchen oil can be emptied into the grease bin located in the back dock area. All oil must be strained prior to dumping in the bin. Food particles strained from grease must be placed in a plastic garbage bag, double knotted, and then placed in the dumpsters. Dumpsters and grease bins are to remain closed at all times. We can be cited by the Department of Environmental Health and Safety for any open dumpsters or grease bins.

Food Handler's Hygiene Responsibilities

Your job in the food industry is one of tremendous responsibility. You and your co-workers determine how safe and satisfied customers are:

Unfortunately, about 75 percent of more than 10 million people who contract a food borne illness in the US every year become ill because of mistakes made in restaurant kitchens. Some cases are mild and result in 24-hour flu-like symptoms, but many

other cases have been serious enough to require hospitalizations or cause death.

When these illnesses are investigated, one of the frequently implicated factors is a food preparer that did not use good sanitary practices or did not practice good personal hygiene.

Every food worker causes or prevents food safety problems:

- Remember, you have a responsibility to individuals who eat the food you handle or use the utensils, plates, or pots you have washed.
- People can become sick or even die from food prepared in unsanitary conditions or handled by a worker who did not use good personal hygiene
- You are required to obey the laws related to personal hygiene and sanitation set forth by Sonoma County Environmental Health.
- Your employer is liable if your negligence results in sickness or death caused by food poisoning.

This information being provided is not intended to frighten you away from your job, but rather to make

you aware of the consequences of your actions and help you avoid the three most common mistakes that are made in food processing. The leading cause of a food borne illness is from personal hygiene.

Uniform Standards

Employees working in Dining Services are required to wear a clean uniform to work, specific to your working venue. This will consist of the following:

Correct issued Work Shirt for the location

Black or Blue Long Pants (Jeans are acceptable/Sweats are not)

Closed-toe, Closed-heel shoes with a non-canvas upper and a non-slip sole

Apron is to be worn in food production areas

Disposable Apron is to be worn in dishes and pots

All long hair must be restrained and be off the shoulders

Hats in all production areas

Catering and UC staff:

Correct Issued Work Shirt for the Event, your banquet coordinator will determine which shirt will be necessary for the specific event.

Long black dress pants (no jeans or sweats)

Nice Black Shoes (Closed toe, closed-heel, non-slip bottom)

Personal Hygiene

Personal Hygiene plays a major role in food safety and professional appearance. Since it does, employees should:

- Wash their hair and bathe daily
- Wear clean uniforms on the job. You may be sent home and a warning notice issued should you report to work in a dirty uniform.
- In dining service, wear appropriate jewelry. Rings cannot be worn. (Taped, plain wedding bands are acceptable.) Jewelry, such as rings, is difficult to keep clean and pose a safety hazard if they catch on equipment or accidentally fall into the food. Watches and bracelets pose health risks in Dining Services and cannot be worn while working.
- Do not wear nail polish. Nail polish chips and creates an uneven surface on your nail, which cannot be easily cleaned.
- Limit the amount of perfume you wear as some customers may have a reaction.

Sanitizing Bucket

All wiping towels must be held in a sanitized liquid. If your towel is not in your hand, please return the towel to the sanitizing bucket. It is a Health Department violation to have towels sitting outside the sanitizer bucket which are not being used. Sanitizer buckets should be changed a minimum of every four hours or when heavily soiled.

Hand washing

The most important activity for food service personnel to undertake is frequent and proper hand washing. Each employee is expected to wash their hands properly after the following activities:

- Using the restrooms
- Handling raw foods (before and after)
- Touching their hair, face, or body or after having hands in pockets
- Sneezing, coughing or using a handkerchief or tissue
- Smoking, eating, drinking, or chewing gum or tobacco
- Handling chemicals that might affect the safety of food
- Taking out garbage or trash
- Cleaning tables or busing dirty dishes
- Touching clothing or apron

- Touching anything else that may contaminate hands, such as unsanitized equipment, work surfaces or washing cloths.

Proper Hand Washing Method

All employees shall thoroughly wash their hands and that portion, if any, of their arms exposed to direct food contact with cleanser (soap) and warm water by vigorously rubbing together the surfaces of their lathered hands and arms for at least 10 to 15 seconds and thoroughly rinsing with clean running warm water followed by drying of the cleaned hands and that portion, if any, of their arms exposed to direct food contact. Employees should pay particular attention to the areas underneath the fingernails and between the fingers.

Hand Care

- Nails are to be kept short and clean. Fingernail polish and/or artificial nails are unacceptable for dining employees.
- Refrain from touching hair, clothing, or skin.

- Cuts and sores must be covered with a bandage and plastic gloves must be worn over the bandage.

Gloves

Dining Services believes in the proper use of gloves to act as a second barrier against a food borne illness. This barrier will only work if it is used correctly. It is important to note that wearing gloves is not a substitution for washing your hands. Hand washing is the single most important factor that you can do in preventing a food borne illness.

- Employees should wash their hands before putting on gloves and when changing into a fresh pair of gloves.
- Change gloves as soon as they become soiled or torn and before beginning a different task.
- Change gloves at least every four hours during continual use and more frequently when necessary.

Gloves are not required when working with hot surfaces such as a flat top grill or convection oven.

General Health and Safety Guidelines

The dining operations are considered relatively safe in comparison to many of the industrial jobs in the world today; however, the operations do have many hazards. Serious injuries are always possible when not paying attention to your surroundings. In the Dining Service setting, you find many hot items and powerful equipment. Combining this with the somewhat hectic pace makes it extremely important that everyone pays attention and work safely. Safety is a part of the professional attitude mentioned earlier. It is part of your job. Many of the accidents, which occur, are a direct result of an employee's lack of attention, carelessness, or horseplay. Safety guidelines are established for everyone. Please become familiar with your environment and be alert to hazards.

Dining Services-Hazards

Preventing Cuts

- Use sharp knives. A sharp knife is safer than a dull one, because it requires less pressure and is less likely to slip. If you find a knife at your workstation that is dull, give it to your cook or supervisor and ask for a replacement.

- Always use a cutting board; never cut against a metal surface. Place an anti-skid board under the board to prevent it from slipping.
- Pay careful attention to your work when using a knife or any piece of equipment.
- Always cut away from yourself and others.
- Never attempt to catch a falling knife. Stand back and let it fall.
- Knives are never to be placed in sinks or other areas where they cannot be seen. Kitchen knives are never taken to the pot or dish room for cleaning.
- When carrying a knife, carry it properly. Hold it beside you; point down, with the sharp edge back and away from you. Do not swing your arm. Always warn others when you are walking past them with a knife in hand.
- Glasses and other breakable items are not allowed in the kitchen.
- Always sweep up; never pick up broken glass with your hands. Broken glass should

be discarded immediately by placing it in the dumpster. Never place broken glass in one of the trashcans in the facility.

- If there is broken glass in a sink, always drain the sink before attempting to take the broken glass out.
- Only individuals who have received proper training in knife safety will be allowed to use a knife.
- On round items like cucumbers, always take a then slice off the side to insure a flat bottom surface before cutting. This way it will not roll.
- Always store glass upside down. Never stack them.

Color Coded Cutting Boards

Please note all operations use color coded cutting boards to prevent cross-contamination. Please use the appropriate board for the appropriate task.

Green: Produce: Fruit and Vegetables

Red: Raw Red Meats

Yellow: Raw Chicken

Blue: Cooked Meats

Brown: Fish

White: Cheese/Breads

Preventing Burns

- Always assume that equipment such as pans, pots, and ovens are hot. Never attempt to grab them using your bare hands.
- Use dry mitts to handle hot pans. Wet ones will create steam, which can cause a burn.
- Never fill pans so full that they are likely to spill hot foods.
- Always get help when moving heavy containers of hot foods.
- Open lids away from and let steam escape safely.
- Use extreme care when opening the compartment steamers. No employee is allowed to open the compartment of a

steamer unless they have been specifically trained on that piece of equipment.

- Dry foods prior to putting them into hot oils. When placing foods into hot oil, let them fall away from you so that fat will not splash on you.
- Liquids are never placed next to a deep fryer. If a liquid were to spill into the fryer, the sudden creation of steam could splatter hot oil on anyone nearby.
- Always warn people when you are walking behind them with hot pan or when you are walking behind someone who is working with hot items.
- Warn others about hot items in your work area.
- Always tilt food containers away from you as you insert them into the well of the steam table.

Please note that the water being dispense from all coffee machines is extremely hot and will cause burns. Please exercise extreme caution.

Fire Safety

- All Employees are expected to know the locations of the fire extinguishers and how to use them.
- Always use the right kind of fire extinguishers:
- **Class A fires: wood, paper, cloth, ordinary combustibles**
- **Class B fires: burning liquids, such as grease, oil, gasoline, solvents**
- **Class C fires: switches, motors, electrical equipment, and so forth.**
- Never use water or a Class A fire extinguisher on a grease fire or an electrical fire. By using the incorrect fire extinguisher in this case, you will spread the fire.
- Know where the salt and baking soda supplies are kept. They can be used to put out fires on range tops.
- Know the locations of all fire pulls and exits. Keep fire doors closed and keep exits free from obstacles.

Machinery and Equipment

- Only those employees that have been properly trained on a piece of machinery will be allowed to operate that equipment.
- Machines will be thoroughly cleaned immediately after each use.
- All safety devices and guards are to be used. Keep slicing machine set at 0 when not in use.
- Do not touch or remove food from any piece of equipment while it is operating. Never attempt to clean machinery while running. (i.e. slicer w/knife or towel)
- Make sure the switch is turned off and always unplug electric equipment prior to cleaning or disassembling.
- Do not touch or handle electric equipment, including switches, if your hands are wet or if you are standing in water.
- Never wear baggy clothing around equipment and make sure apron strings are tucked in to prevent them from being caught in equipment.

- Only use equipment for its intended use.
- Keep all extension cords in good repair.
- In case of an electrical fire, be sure to turn off the power for the equipment at the circuit breaker and never attempt to extinguish the fire using water.
- Never yank the vacuum cleaner plug from the wall outlet by its cord.
- Do not throw objects; always carry or pass them. Use hand trucks whenever possible.

Preventing Falls

- Clean up any spills immediately and post the “Wet Floor” sign.
- Throw salt on a slippery spot to make it less slippery while waiting for a mop.
- Keep aisles clear and unobstructed.
- Never carry objects too big to see over.
- Walk; do not run.

- Use ladders found in the storeroom if needed. Never use boxes or crates.
- If you find any equipment (i.e. ice machine) to be leaking on the floor, report it to a work lead.

Summer and Spring Break Employment

Dining Services hires a smaller crew during academic break periods and Summer Employment. If you are interested in working during these times, please notify the main Dining Service office as early as possible. We will fill these positions on a first come, first served basis and if your availability matches the demands of the operations. Please note you may be removed from the employment list if you have any incident reports on file or your performance has not been satisfactory during the previous year.

Preparing for the End of the Term

Prior to the end of the semester, please do the following:

If you are not planning on returning in the Fall/Spring semesters, please notify the office and your work unit. Turn in your CLEAN uniform and name tag to the main Dining Service Office to avoid

having a hold placed on your academic records. If you have lost these items, please be prepared to pay for the replacement cost.

If you are planning on returning in the Fall/Spring semesters, please turn in a completed class schedule to the main Dining Service Office so we plan your work schedule for Fall/Spring. If we do not receive your class schedule, we will assume you are not planning on returning to work, and we will not schedule you. We will also place a hold on your academic records until you have returned your uniform and name tag. Please make sure we have your break or summer contact information.

All student employees:

** Remove any personal belongings from the locker rooms.

Conclusions

The divisions of University Dining have created the employee handbook to provide you with the basic guidelines concerning your employment. These safety guidelines are general rules for all employees to follow and are not intended to provide training to the employees nor be a comprehensive overview of our employment. Training is to be provided by a qualified trainer and is an ongoing process. All

employees are expected to attend monthly unit meetings scheduled by your Appropriate Administrator. Should you not be able to attend those meetings it is your responsibility to notify your Appropriate Administrator.

We hope that you will find your employment with University Dining to be an enjoyable experience. Should you have any questions or concerns, please feel free to come in and see one of us.

Dining Services Contact List

Joyce Suzuki	Human Services 664-4470
Lisa Andresen	Director 664-2994
Dan O'Brien	Associate Director 664-3342
Tracy Ramsdell Director/Cash	Assistant 664-3978
Talmadge Savage Director/Board	Assistant 664-3301
Holly Galbraith Cash	Assistant Manager/ 664-3978

Robert Coe	Office Coordinator 664-3302
Rhonda Nilsson Technician	Accounting 664-3441
Maryann Plourde Coordinator	Student Employment 664-2993
Zinfandel	Kitchen 664-3924
MarketPlace	Main 664-4143
Ameci's	Main 665-8500 Office 665-8629
Charlie Browns	Main 664-3370
Toast	Main 664-3287
The Pub	Main 664-4027
Commons	Kitchen 664-3916

