

# Dining & Hospitality Services



University of Colorado, Colorado Springs  
Academic Year 2017-2018

## Welcome to the team!

Dining & Hospitality Services employs over 250 students on campus. You are joining a team that has won 4 national awards in the first three years of operation, along with other recognition. In Catering, students go above and beyond to represent our university and provide excellent customer service at events. In both the residential dining halls, The Lodge and Roaring Fork,

students serve a diverse selection of meals to the residential students and their guests. Café 65 provides quick, efficient service to faculty, students, staff, and university guests alike. Clyde's Gastropub is the only place to purchase beer and wine on campus, and also serves a variety of culinary dishes. Alpine Express, our new convenience store, along with our coffee shops across campus serve coffee, espresso beverages, and daily-made pastries. Together, we serve over half a million meals each year!

As a student employee of Dining & Hospitality Services, you have undertaken the duty of representing our university, treating all of our customers with respect, and providing top-notch service day in and day out, to promote positivity throughout our campus.

This handbook is designed to provide you with an overview of the basic expectations of all student employees. In addition, office locations, pay system basics, and contact information can be found here. Please review this guide thoroughly, as you will be responsible for all of the information it contains. Contact your respective Dining Manager or Student Director if you have any questions or concerns regarding this handbook. Once again, welcome to the DHS team.

## Welcome Guide

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## Our Mission:

To NOURISH and ENGAGE

## Operating Principles:

- Sanitation and safety are the first orders of business.
- Always treat people with dignity and respect, whether they are your co-workers, supervisors, or guests.
- Provide excellence in product, customer service, and value.
- Take 100% personal responsibility for your work.
- Share your knowledge.
- Exhibit professional behavior at all times.
- Find opportunities to recognize accomplishments and provide personal growth.
- Promote sustainability at UCCS through procurement and best practices, thereby impacting the greater global community.

## Employee Expectations

### Know your schedule

You own your schedule for the semester. It's yours! If you need to make a change to your schedule or you are unsure of your hours, contact your Unit Manager or Student Director to set up an appointment. A two-week notice is required to drop an unwanted shift.

### Always be on time

Employees are expected to arrive on-time and ready to work at the start of their shift. Otherwise, it is required that proper call-in procedures are followed. Check out with a manager before leaving at the end of a shift

### Give 100% while you are working

We are a team here at Dining & Hospitality Services! Every team member must contribute and work cooperatively.

### Cell phone use is not permitted during work

This sends a message to our guests that they are not important, and increases the chance of spreading germs from your hands to our guests food.

### Headphones are not permitted

For the safety of each employee, headphones are not permitted. An impaired hearing ability can be dangerous to all employees in a working environment.

### Employees must cover their shifts

Every team member is expected to show up to work on-time to keep operations running smoothly and efficiently. When 2 Work is the official method of shift coverage in DHS.

### Call in to work at least 2 hours before shift

It is very important that employees do not come to work sick. Each unit has their own specific call-out number, which you are required to call in order for an absence to be considered excused.

### Wear a complete, clean uniform

This includes the employee shirt, hat and name tag we have provided for you. Employees are required to wear fitting black pants, or plain jeans and black closed toed shoes while at work. Non-slip shoes are highly

recommended for your own safety. Your hat is to be worn with the bill forward. Nail polish and acrylic nails are not permitted.

### *Catering & Clyde's:*

This includes the employee shirt and name tag we have provided for you. Employees are required to wear fitting black pants and black closed toed shoes while at work.

### **Jewelry is not permitted**

Employees are not permitted to wear any jewelry from elbows to fingertips with the exception of a single unadorned ring. Bracelets, watches etc. are not permitted. If earrings are worn, they must be minimal and no longer than one inch. Necklaces must be worn under the DHS uniform t-shirt.

### **Be flexible regarding work assignments**

You may be required to change duties at a moment's notice to accommodate the needs of the business. You may also be cross-trained in multiple positions.

### **Provide a UCCS email and phone number**

Check your email regularly .Email is the University's primary form of communication. It is important for us to be able to reach employees quickly, and for employees to respond to all e-mails in a timely manner.

### **Students must work at least 10 hours/week**

All student employees may only work up to 50 hours during each two-week pay period. International students may only work up to 20 hours per week, or 40 hours every two weeks.

### **Working under the influence is never permitted**

Employees are not permitted to come to work under the influence of mind-altering drugs or illegal substances. If an extenuating medical circumstance exists, the permission to work will be left to the discretion of the Unit Manager.

## **Training**

Students are required to complete online training courses and quizzes concerning food service, emergency protocol, and employee guidelines. These training courses are required in order to promote success within the DHS team.

There are four required CU trainings that all student employees must complete within 60 days of hire. The first two can be accessed through the My UCCS Student Portal.

1. CU- Discrimination and Harassment (code U00135)
2. CU- Information Security and Privacy (code U40058)
3. CU- Violence Prevention (255-3725 to schedule an apt.)
4. Conflict of Interest Disclosure Survey

*follow the instructions in this link:*

[http://uccs.co.1.qualtrics.com/jfe/form/SV\\_aVKKb1TQtJjiBM1](http://uccs.co.1.qualtrics.com/jfe/form/SV_aVKKb1TQtJjiBM1)

5. CU- Fiscal Code of Ethics (code F00001)

A series of cash handling trainings are required for any student employed in retail or residential dining.

1. CU- Fiscal Code of Ethics (code F00001)
2. CU- Cash Control (code U00065)
3. CU-Identity Theft Prevention Program (code U00077)
4. CU- IT Security PCI DSS v3 (code U00143)

Dining and Hospitality Services will require you to complete an online ServSafe Course if you are a student manager. Your student director will email you access to the course. Catering and Clyde's employees are required to complete a "Tips Training" course as well.

## Personal Appearance

Well-maintained personal hygiene and a professional appearance are essential. Health requirements and local laws dictate the dining services standards in regards to personal appearance. All employees are required to comply with these standards to promote health and professionalism within DHS.

### *General Staff Uniform*

- Black baseball cap with the bill facing forward
- Black Dining and Hospitality Services Staff t-shirt
- Nametag
- Fitting black pants or jeans with no holes, rips, or frays, no sagging
- Closed-toe shoes (preferably non-slip)

### *Catering and Clyde's Staff Uniform*

- Students should wear black casual business pants
- UCCS polo shirts for casual Catering events
- For formal Catering events, a black dress shirt is required (provided by DHS)
- Black socks and shoes

Dining & Hospitality Services will supply the uniform that each employee must wear while at work. Students are also required to wear fitting pants and closed-toe shoes (these must be black for catering and Clyde's students). Non-slip footwear is preferred. All clothing must be kept clean and free of food stains or holes.

### *Additional Regulations*

- Do not take aprons out of the work area or into restrooms.

- Shorts, sleeveless tops, miniskirts, leotards, spandex-type attire, yoga pants, pants with holes, sweatpants, and pajama pants are not permitted.
- Facial piercings (e.g., nose, lip, and eyebrow piercings) must be minimal and may have to be removed prior to the start of a shift.
- The health code requires hair restraints for all Dining & Food Service employees. This means that every employee must wear a hat or hairnet.
- Hair that cannot be satisfactorily restrained by hats will be worn in a bun. There should be no side ponytails or stray hair hanging in front of the shoulders or face.
- Neatly trimmed moustaches, sideburns, and beards are permitted.
- Non-slip shoes are highly recommended. Bare feet, sandals, crocs (with holes), and similar open-toed footwear present a serious safety hazard and are not allowed. Your shoes must be sturdy, low-heeled, and completely enclosed.
- Cover all open cuts, lesions, or wounds with a bandage.
- Smoking and chewing tobacco at work is not permitted.

## Shift Meal Policy

A meal is earned for every 8 hours worked. For student managers a meal is earned for every 4 hours worked. Shift meals are a taxable benefit (valued at \$3) and will be tracked for each staff member. For retail locations, specific meal bundles will be provided at department discretion and will be eaten in-house. *No pre-packaged items or items typically sold as retail may be consumed as part of this shift meal benefit. Beverages are restricted to bulk dispensers or brewers (no bottled beverages or espresso-based drinks).*

In all locations, consumption of food and beverages must be in reusable containers and follow food safety guidelines. The use/possession of compostable packaged items or cups will be viewed as a retail purchase and will require the presentation of a purchase receipt. A lack of receipt will be considered theft and handled as such. Only the Clyde's staff will be permitted to purchase their shift meals in Clyde's. Shift meals in Café 65 are limited to meal bundles.

- Shift meal benefits cannot be transferred between students or staff members.
- Residential and catering students can only use shift meals at the Lodge or Roaring Fork.

## Smoking Policy

Smoking is prohibited within 20 feet of all University of Colorado a Colorado Springs building entrances. Smoking is also prohibited where signs are posted. You are only permitted to smoke in the smoking designated areas.

## Schedules

Your work schedule will be organized to accommodate the needs of your class schedule and any other schedules you may have. This schedule is the same every week (except for catering). It is your responsibility for the remainder of the semester. Students will be notified of scheduling procedures in November and April of each year for the following semester. **You may not clock in before the scheduled start of your shift unless approved by a manager.**

## GPA Requirement

All DHS student employees must maintain a GPA of 2.0 or higher to be eligible to work. Your supervisors will be notified if you do not meet this requirement.

## Absences

Student employees are responsible for finding their own substitutes to cover shifts in the case of a known upcoming absence. You must upload the shift that you will be unable to make onto the When to Work trade board. If you are unable to get your shift covered, you must call out two hours prior to the start of your shift.



Simply posting your shift onto the trade board does not relieve you of your responsibility. You must have someone requesting to cover your shift AND have a manager approval through When to Work.

## Safety

Both the safety and welfare of DHS student employees are important to us.

### *Note the following precautions*

- Report *all* accidents, serious or minor, to your supervisor
- Wipe up spills immediately and be sure to put a wet floor sign down.
- Sweep up and dispose of broken china and glass immediately. Do not use your fingers. Use towels, a broom, and a dustpan.
- Use hot pads or gloves when handling hot containers and utensils. If there aren't any available, notify your student manager or Unit Manager.
- Lift only what you can easily handle. Lift with your legs and arms. Keep your back straight. Ask for assistance lifting heavy items and move them with a cart.
- Use mechanical and electrical equipment only after instruction
- Walk carefully and cautiously on wet floors
- Walk. Don't run
- In case of a fire or other emergency please evacuate the building calmly and help customers do the same. Find your manager at the designated meeting spot (see manager for specific location)

- Reference the "Emergency Quick-Reference Guide" located near phones

## Incident Report

It is very important to report all injuries that occur on the job to your manager at the time that they happen. Your manager will file an incident report online for your injury and send a copy to the risk management manager. This is for your own protection. Any injuries such as cuts, burns, etc. that occur at work can potentially be covered by the university's insurance if medical attention is required. This prevents you from paying out of pocket, or through your own insurance for work related injuries.

- If an incident occurs that does not require an ambulance employees must first seek medical care from Student Health Center (719- 255-4444)
- If the Student Health Center is closed, employees should
- seek the nearest Urgent Care facility. Penrose Community Urgent Care located at 3205 N. Academy Blvd (719-776-3216)
- Any physician's reports received at the designated medical provider's office must be given to your supervisor as soon as possible

## Other Useful Resources

- University Police Non-Emergency: 255-3111, 3111 campus phone or [police@uccs.edu](mailto:police@uccs.edu)
- Other Emergency: 911, 9-911 campus phone.
- CSPD Non-emergent line: 719-444-7000
- TESSA Crisis Line: 719-633-3819 (for emergency safe house, sex assault victim's assistance and counseling services)
- CSPD Victim Advocacy Unit: 444-7529, 7649, 7567.
- Penrose Hospital: 719-776-5000
- Memorial Hospital: 719-365-5000
- Suicide Hotline: 1-800-784-2433
- UCCS Counseling Center: 719-255-3265

## Personal Conduct

It is important to act professionally at all times.

- Be friendly, but avoid excessive socializing with other employees and guests

- No horseplay, such as pranks or throwing items.
- Employees are expected to demonstrate professional behavior sound judgment, and proper language use.
- Any theft is grounds for immediate termination
- Dining and Hospitality Services adheres to the University's code of conduct- [uccs.edu/dos/student-conduct/student-code-of-conduct.html](http://uccs.edu/dos/student-conduct/student-code-of-conduct.html)

## Discrimination & Harassment

### *Discrimination*

Discrimination on the basis of sex, gender, race, orientation, or any category within protected classes is not tolerated in Dining and Hospitality Services.

- No student employee shall not be discriminated against during the hiring, scheduling, or promotion process on the basis of their protected class

### *Harassment*

Any type of harassment, whether intended or perceived to be hostile, is not permitted and will be dealt with on a case-by-case basis.

- Harassment can occur anywhere on or off campus, including in classrooms, at work, and on social media.
- Hostile verbal or physical conduct that interferes with an individual's work performance will not be tolerated



- Behavior that creates a hostile work environment will not be tolerated from any individual and should be reported

## Sexual Harassment

Any unwelcome conduct of a sexual nature, including sexual advances, verbal and physical conduct of a sexual nature, and requests for sexual favors.

- If professionalism cannot be maintained at work, it could be grounds for termination or other disciplinary action

## Reports

If you experience discrimination or harassment:

- Keep a record of the occurrences
- Ask the individual to stop if it is a case of harassment
- Report the discrimination or harassment to a supervisor
- Mandatory Reporting Policy:** All supervisors are responsible employees, and are required by law to report incidents of harassment. It is also mandatory for supervisors to report suspicion that a student is in danger at or outside of work

## Relationships

- All consensual relationships between a supervisor and direct employee must be disclosed to their supervisor. Failure to do so may result in disciplinary action
- Because relationships between employee/supervisor or faculty member/student are unethical, the student or supervisor may be transferred to avoid unethical behavior

You can speak with your Unit Manager or your Student Directors about issues regarding Discrimination and Harassment. You are also encouraged to report incidents of Discrimination and Harassment to the Office of Institutional Equity:

Title IX Coordinator Director—Julia Paris, J.D.

Academic Offices Building 106

719-255-4324

jparis5@ucs.edu

## Safe Food-Handling Procedures

Food Safety is very important to us. At any time when working with food products and equipment, sanitary procedures must be followed.

### Gloves

- Employees must always wash their hands before putting gloves on. Employees must change their gloves if they touch their hair face or clothes, switch tasks, or leave their station and return. If your glove has been ripped, you must wash your hands and change gloves. When wearing a cut glove, you must first put on a Nitrile glove, then the cut glove and finally another Nitrile over the cut glove. After using the cut glove, make sure it is scrubbed with soap and rinsed afterwards. Lastly, lay it out to dry.

### Handwashing

- Employees must wash hands whenever they sneeze, cough touch their face, hair or clothes, touch raw food, handle garbage or dirty dishes, or use the restroom. Employees must scrub their hands with soap for at least 25 seconds and rinse with hot water

Students must use a paper towel to turn off the faucet. Students must wash their hands every time they change gloves.

### Temperatures

- Cold foods must be maintained at under 40 degrees Fahrenheit and hot foods must be maintained at over 140 degrees Fahrenheit. When cooking foods, a temperature of over 165 must be reached. Temperatures must be taken every 2 hours.
- Please look at the different food temperatures:
  - Chicken: 165 degrees Fahrenheit
  - Beef: 150 degrees Fahrenheit
  - Fish: 145 degrees Fahrenheit
  - Pork: 145 degrees Fahrenheit
- All raw fruits and vegetables must be washed thoroughly.
- Frequently change gloves, and separate raw and cooked foods to prevent cross-contamination.
- Always wear a Cutting Glove when using a knife.
- Check with your Unit Manager for more information on preferred food safety procedures.

### Food Storage:

This is the order of storing meat and ready to eat items properly.

**Ready-to-eat:** Any food cooked or ready to be served.

**Swim-** Any seafood should be stored at the very bottom.

**Walk-** Anything that walks on land should be stored above the seafood.

**Fly-** Any poultry should be stored above all other meats but below any non-meat products.

- A simple way to remember these rules is “**Swim. Walk. Fly.**”

## Sanitation Guidelines

- When sanitizing, make sure your sanitizer is clean and replaced every 4 hours.
- There are two different-colored buckets. The green bucket is only for manual soap. The red bucket is only for sanitizer. Please use a different rag for each bucket
- Be sure to use soap on any surface that has been in contact with food. Then use sanitizer and let the surface air dry.

## Sickness

To prevent foodborne illness, it is important that employees don't come into work when they are sick. However, as stated previously, all absences will be documented and can affect merit-based pay increases.

- If you are unable to work because of a sickness, notify your supervisor a minimum of two hours prior to the start of your shift
- If possible, please try to arrange for a substitute before calling
- Calling your supervisor at least two hours before your shift counts as an excused absence; however, it will be documented, and if it becomes habitual, it can be grounds for discipline or termination
- If you become sick during work and must leave, notify your Unit Manager before clocking out. If the unit manager is not present and you become sick during work, notify your student manager. Your student manager will ask you to write down your reason for leaving and the time you left. This note must be signed by the student manager and the sick employee before they leave. Verification of sickness may be requested by your manager

## If You Want To Get Paid

### My Leave

All student employees will keep track of their timecards electronically on the MyLeave system. Student Employment will enroll students into the MyLeave system.

- Each employee will have a punch time card at their location to be used as verification for the hours that will be entered into My Leave. If there are any issues or missed pay, your punch time cards will be a way to verify the hours you have worked
- Students can access their MyLeave calendar at any computer where the UCCS Student Portal is accessible. Students must keep track of hours worked and enter these times accurately into MyLeave every day. The hours entered should match the punched time cards.
- If a student forgets to clock in or out, a supervisor may write in the time onto the timecard.
- Every two weeks—when the pay period ends—students must submit their MyLeave electronic timesheet before midnight on Sunday. After submitting the electronic timesheet, a printed copy of the timesheets and the timecards must be turned in to the Student Director's office.
- If these steps are not completed correctly, students will not receive their pay on time.

### Student Jury Duty

If a student is required to attend Jury Duty during a scheduled shift, they will enter their scheduled hours that coincide with the amount of time spent in Jury Duty into MyLeave. These hours will be marked as

“Student Jury Duty,” rather than as “Student Hourly.” For any questions regarding this procedure, please contact your Student Director

### Paychecks and Payroll Services

Hourly students will be paid bi-weekly. The university requires direct deposit as the means of payment. There is a two-week delay between time worked and issuance of a paycheck. Please refer to your student employment packet for a schedule of the pay periods. Questions or concerns regarding pay should be directed to the Student Director or Business Manager.

- The Student Employment office is located in Cragmor Hall room 104. This office is located on the east side of campus near the Main Hall.
- All employment packets must be submitted to this office before starting work and before payment can be received. The hours for this office are as follows:

Monday – Friday

Academic hours 8:00am to 5:00pm

DINING STUDENT STAFF WAGE TEMPLATE based on minimum wage changes				
Calendar year wages				
	2017		Catering/Clyde's	
GS	\$9.30	effective Jan 1, 2017	\$10.50	effective July 1, 2017
SM	\$10.30	effective July 1, 2017	\$11.50	effective July 1, 2017
STUMA	\$11.50	effective July 1, 2017	\$12.50	effective July 1, 2017
SD	\$13.50	effective July 1, 2017	na	effective July 1, 2017

### Merit or Minimum Wage Increases

Students may be eligible for merit increases based on an individual performance evaluation that indicates outstanding performance and attendance. These evaluations will be completed at least once per academic year for all students. Students eligible for a merit increase must have worked for DHS for one full semester.

## KICKStart Incentive Bonus

KICKStart is an opportunity for students to begin employment prior to attending Mountain Lion week and help DHS train staff and open units. This training helps students learn how to balance working and classes along with training for their specific jobs task.

Students will also participate in variety of activities to get to know campus as well as make new friends with fellow co-workers. Participants in this program are eligible for \$1 per hour incentive pay above their standard pay for their position during the KICKStart program.

The program runs from August 10 – August 26. For example, if you work 47 hours, you will receive a \$47 bonus payout.

If you have questions about the KICKStart program, please email a student director.

## Customer Service

We strive to provide flavorful, pleasing meals served by courteous and helpful employees in a welcoming and clean environment. A few points to remember to make the customer's experience a positive one:

- Smile and look people in the eye
- Respect our diverse customer base
- Enforcing the rules helps all customers enjoy their meal and provide a consistent experience
- When interacting with discontented customers, it is especially important to be courteous and friendly. Remain calm at all times and direct customers with complaints to a manager if the conflict persists.

- Anticipate the needs of customers by maintaining a clean environment and making sure food is served neatly and in a timely manner; no guest should ever wait for empty trays of food to be refilled.
- Maintain a clean and neat personal appearance
- Say "hello" and "thank you," and ask, "How may I help you?"
- Be enthusiastic and welcoming
- Have fun, but stay focused at all times. Interacting with customers and co-workers should never side-track you from the task at hand
- If a customer has a question and you do not know the answer find someone who does. Do not guess!

## Attendance Point System

### Points System

Attendance is tracked with a Point System. A worker's point log runs from the first day of the fall semester through the last day of Spring Semester finals week of each year and is reset to zero points for the next academic year. If a student hired before December acquires 8 attendance points, he/she will be terminated. Any students hired after January 1 are able to acquire 4 points before being terminated.

### *During the Academic Year:*

- Late less than 30 minutes for a shift: 1 point
- Calling-in 2+ hours prior to your shift will result in 1 point

- 30+ minutes late: 2 points
- Improper call-in: 2 points
- Late 1/2 of shift or longer: Will vary according to the discretion of the unit manager
- No Call No Show (“NCNS”): 4 points
- Missed meeting: 1 point
- *\*There are two main ways to decrease the number of attendance points, 1) you must work a shift in which your unit manager or student manager has called you in to help, and 2) you must work a total of 4 sub shifts*
- Covering a shift on day-of notice: -1point
- Working a total of 2 properly documented sub shifts: -1 points
- Coming in early on day-of notice, or staying late for at least 1 hour: -½ point

If an employee correctly calls in for a shift and brings in a signed and dated doctor’s or professor’s note for the absence, the student will not receive any points and will be considered excused for the shifts specified on the message. If a student employee goes to the Student Health Center, they must ASK for a note saying they were seen on said day and have it signed by the nurse or doctor.

If an employee calls-in to two locations in the same day, they will accrue points from the location for which the points earned were the highest. For example, if an employee calls-in less than one hour before your Coffee shift and three hours before your Cafe 65 shift.

You will receive the points from Coffee, resulting in two points for the day.

- Non-documented illnesses require that students call in each day that they are sick. Students are not permitted to call off for illnesses ahead of time.
- Students may receive points for leaving a shift at the discretion of the Unit Operations Manager. Employees are responsible for the entirety of their shifts.
- Studying for exams is not an excuse to call off from work. Plan your time around your scheduled shifts and semester syllabi.

Students are fully responsible for understanding the attendance point system. Students will be notified by e-mail when they have earned attendance points. Employees are able to verify their attendance point by checking with their Unit manager or Student Unit Manager.

### *During Summer Break:*

Summer session point logs run from the Tuesday after Memorial Day—August 25th of each year and are reset to zero points for the beginning of the school year. In a summer session, if a student employee, student manager, or student unit manager acquires 8 points, they will be terminated. The point values listed for the academic year are the same for the summer session.

## Resigning from Dining and Hospitality Services



Dining and Hospitality Services requires that all students who are resigning their employment give a full two-week notice. This allows DHS to begin the hiring process to fill the relinquished shifts.

- If an employee resigns without a full two-week notice, they may be ineligible for future employment with DHS for the remainder of their student career.
- Work study students that resign from DHS may not obtain another work study job on campus for that year.
- Summer hours: While scheduling students for summer hours, preference will be given to students intending to return for the fall semester. Summer hours will be limited.

## Transfer Policy

If an employee wishes to transfer locations (ex. Roaring Fork to Cafe 65), they must provide a two-week notice, inform their student director(s), obtain the approval of their current unit manager and their future unit manager, and meet the minimum hour requirement with their new schedule. Student managers who wish to transfer locations will not maintain their manager title in the new location for at least one semester after their transfer. Details of transfers, including pay rates and schedules are left up to the discretion of the unit managers.

## Behavior Requiring Disciplinary Action

Dining and Hospitality Services supports progressive or corrective discipline; this means penalties become more severe each time an employee is disciplined. Except for very serious wrongdoings, an employee is rarely discharged for a first offense. The concept of corrective or progressive discipline holds that an employee be discharged only as a last resort after every effort has been made to help that person correct problematic behavior and/or deficiency in performance. Corrective measures may include special instruction, coaching counseling, verbal warnings, and written warnings. The following is not a complete list of behaviors that could result in disciplinary action. Each area may have additional rules for employee performance leading to disciplinary action.

## General Behaviors

- Loafing, loitering, sleeping, or engaging in unauthorized personal business.
- Unauthorized disclosure of confidential information records.
- Falsification of records or providing false information to employees who are responsible for record keeping by an authorized person.
- Failure to comply with health, safety, dress code, and sanitation requirements, and rules and regulations.
- Negligence in performance of assigned duties.
- Not following food safety or personal hygiene policy.
- Chewing gum or tobacco while on shift.
- Falsifying hours in the My Leave system. This would be grounds for immediate termination.
- Eating food that is not part of your meal benefit.
- Falsification or theft of any kind is grounds for immediate termination.

## Use of Property

- Unauthorized or improper use of University property or equipment including vehicles, telephone or mail service.
- Unauthorized posting or removal of notices or signs from bulletin boards.
- Unauthorized use, lending, borrowing, or duplication of University keys.
- Unauthorized entry to University property, including unauthorized entry outside of assigned hours of work or entry to restricted areas.
- Use of another student's Student ID card or information—to use their meals, meal plan, or other information. This would be grounds for immediate termination.

### *Personal Behaviors*

- Threatening another person or attempting / causing bodily harm to another person.
- Threatening or intimidating others, interfering with others, or using abusive language towards others.
- Unauthorized possession of weapons.
- Making false or malicious statements concerning other employees, supervisors, students or the University.
- Unauthorized solicitation for any purpose.
- Inappropriate dress or lack of personal hygiene that adversely affects proper performance of duties or constitutes health / safety hazards.
- Unauthorized possession or improper use of uniforms.
- Failure to exercise good judgment, or behaving discourteously when dealing with fellow employees, students, or the general public.

## Student Manager Positions

- It is expected that student managers attend meetings, as they will be important to the communication and efficiency of the Dining & Hospitality Services team. Missed meetings will be recorded 3 missed meetings can result in termination.
- All student Managers will complete online ServSafe training within 14 days of being promoted to student manager. Failure to complete this training within two weeks or inability to pass this training will result in immediate dismissal. The time required to do the training will be recorded in MyLeave and the student will be compensated accordingly.
- Student managers will be responsible for ensuring quality of service, customer happiness, and smooth operations within their assigned DHS location.
- Student Managers are expected to demonstrate professional behavior, sound judgment, and proper language use.

## Student Director Position Limits and Application Process

- Incoming Student Directors will be required to train for a full 8 week period and must be able to work throughout the entire summer session.
- Preference will be given to candidates in current student manager ranks.

- Any candidate who is interested in applying for the open Student Director position will be formally interviewed by a panel to which the student must also give a presentation.

## DHS Contact Information

## NOURISH & ENGAGE

### Residential Lodge manager

Heather Wagner  
719-439-6771  
hwagner2@uccs.edu

### Lodge Kitchen

719-255-4303

### Banquet Manager

Samran Maier  
719-351-2647  
smaier@uccs.edu

### Catering Kitchen

719-255-6343

### Banquet Assistant Manager

Nick Kenyon  
719-255-4485  
nkenyon@uccs.edu

### Retail Student Director

Jasmine Nelson  
719-255-4178  
jnelso14@uccs.edu

### Residential Student Director

Amber Bivins  
719-255-4178  
abivins@uccs.edu

### Material's Handler

Maurice Paez  
719-425-1634  
mpaez@uccs.edu

### Residential Dining Manager

Rebecca Bogardus  
719-330-6094  
rbogardu@uccs.edu

### Roaring Fork Kitchen

719-255-6344

### Clyde's Manager

Jordan Zepeda  
719-237-4699  
jzepeda@uccs.edu

### Clyde's Kitchen

719-255-3053

### Clyde's Bar

719-255-3502

### Bakery Manager

Russell Allen  
719-425-1766  
rallen5@uccs.edu

## NOURISH & ENGAGE

### Jonathan Graves

719-331-4847  
jgraves2@uccs.edu

### Cafe 65 Kitchen

719-255-3652

### Columbine Coffee

719-255-4136

### Dwire Coffee

719-255-3766

### UC Coffee

719-255-3665

### UHall Coffee

729-255-5254

### CBord Administration

Polly Moorman

719-255-3904

[pmoorman@uccs.edu](mailto:pmoorman@uccs.edu)

### Joel Bagley

Assoc. Director of Business Ops.

719-255-3965

[jbagley@uccs.edu](mailto:jbagley@uccs.edu)

### Russell Saunkeah

Exec. Chef & Assistant Director

719-255-3448

[rsaunkea@uccs.edu](mailto:rsaunkea@uccs.edu)

### Mark Hayes

Exec. Director of Auxiliary Services

719-255-4211

[mhayes5@uccs.edu](mailto:mhayes5@uccs.edu)