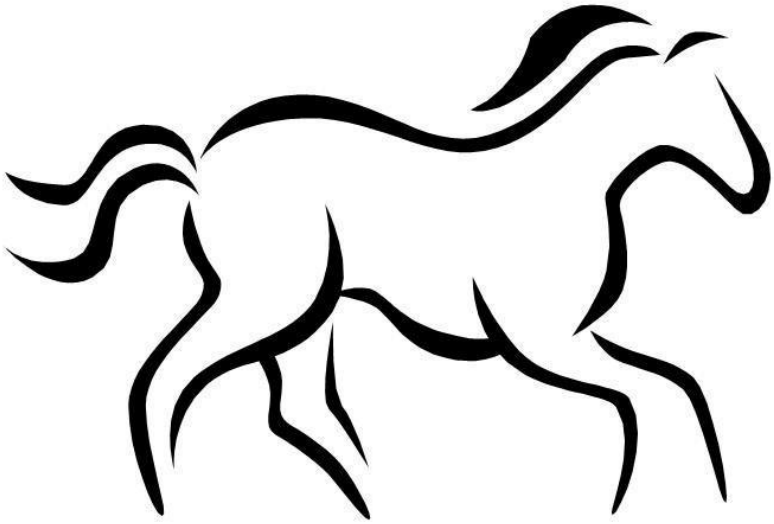
Student Handbook

Murray State University Dining Services



Racer Hospitality

Table of Contents

Welcome to Murray State Dining Services……..……3

Student Management Program **4**

Work Schedule **5**
- Changing Your Work Schedule..... 5
- Finals 6
- Holidays 6

Attendance Policy **7**
- Calling In 7
- Excused absences 7
  - Excessive absenteeism 7
- Unexcused Absences..... 8
- Lateness or Tardiness 8

Substitute Policy **8**

Leave of Absence **9**

Probation **9**

Rehiring **9**

Transferring to another Dining Services unit.....**10**

Dress Codes.....**10**

Wages **12**
- Direct Deposit.....12

Recording Your Time.....**13**
- Time Clock 13
  - Lost RacerCard 13

Breaks and Benefits.....**14**

Training.....**14**

Safety and Sanitation.....**15**

Customer Service **15**

Quick Facts **16**

Dining Services Student Handbook is available online:
http://www.murraystate.edu/dining/employment/handbook.pdf

Welcome to Murray State Dining Services

As a member of our team, you will help ensure the Murray State community receives only the best dining experience in all of our locations.

Winslow Dining Hall

Thoroughbred Room

Dunker's Deli

Thoroughbrewed Cafes at Hart and Curris Center

Fast Track

Sugar Cube

Food Carts: Starbooks and Business Express

Catering

Regents Café

Campus Pizza

If you have questions, never hesitate to ask.

Please note: Due to University guidelines, Dining Services is only able to hire students enrolled in at least one class at Murray State University.

Student Management Program

Student management positions allow student managers to gain real world leadership experience, a higher rate of pay, and (we hope) a leg up in the ever increasingly competitive job market after graduation. These positions are competitive, open to all Dining Services student workers.

The benefits to the student mangers themselves are obvious, but the benefit to the student staff is having direct supervisors who can truly understand the trials and tribulations of college life. Our student managers are a vital link to helping Dining Services adapt, cater and grow with our customers, the students of Murray State University.

Any problems with scheduling, tasks, training, etc., should be directed to your student manager for resolution. Feel free to come to them with any issue you have working with Dining Services, and also know you have the full support of Dining Services regular staff and management.

Applications for the next year's student managers will be available around midterm. Student management positions are for one full academic year, and all current student managers must reapply to be considered for next year's positions. Student manager alternates will be chosen from the student manager applicants. Alternates will attend student manager trainings and meetings and share some student manager responsibilities. In the event a student manager must step down, the alternate will assume the full role of student manager.

STUDENT MANAGER RESPONSIBILITIES

SCOPE: The SM is responsible for the training and supervision of student workers.

1.) Responsible for student work force for an efficient operation.
2.) Train, coordinate and supervise student labor.
3.) Schedule team members, monitor and keep records of student attendance.
4.) Recruit new students to the departmental labor force.
5.) Assist in the student review process.
6.) Enforce Dining Services policies and procedures.
7.) Responsible for all safety rules and their enforcement.
8.) Have knowledge of all emergency procedures.
9.) Have knowledge of all Dining Services positions and equipment used.
10.) Open and close operations using procedures and according to checklists, including handling cash.
11.) Maintain operational quality and standards.
12.) Responsible for knowing the correct use and portion size of product.
13.) Responsible for work area. (i.e. stocking and removing trash).
14.) Maintain high levels of sanitation, ServSafe certification training will be provided.
15.) Have knowledge of all cleaning supply items and their proper use.
16.) Maintain open lines of communication with all Dining Services staff.
17.) Assist in development of employee and customer satisfaction.
18.) Work a minimum of 12 hours per work week.
19.) Must be able to meet physical requirements (i.e. standing, lifting, stooping).
20.) Attend scheduled SM meetings.
21.) Help at special events.
22.) Develop innovative ideas to improve Dining Services.
23.) Other responsibilities delegated by management.

Work Schedule

Dining Services works with all students to create personalized schedules around your classes and other obligations. Although you will be scheduled to work in specific areas, all students are hired as general employees and will be asked to work in other positions as needed to accommodate the service needs of our customers.

Recent changes by KERS require limitations on the number of hours worked by student employees. Student workers are now allowed to work no more than 20 hours per week in only one department.

You will set up a work schedule when you are hired or rehired for each semester. This schedule will be in effect for the entire semester. **Please take into account time needed for classes, exams, studying, clubs, sororities/fraternities, travel, sleep, friends, family and any other activity in which you would like to participate.** Provide a complete list of when you will be available, including exact times for each day – don't forget to include the weekends. Also specify what times and how many hours per week you prefer to work.

Occasionally, you may be required to stay a few minutes past the end of your shift. Do not leave work without completing your tasks unless you have the specific approval of your supervisor. Generally, those scheduled for closing shifts will work together to complete tasks and leave at the same time.

Changing Your Work Schedule

If for any reason you need to change your schedule, you must give at least one week's notice. If you cannot provide a week's notice, you must find a substitute to work your scheduled hours.

***Exception**:* Dining Services realizes dropping/adding/switching classes at the start of a semester may invalidate your set work schedule. If you make class changes that affect your work schedule, you must notify your supervisor immediately. Missing work without notifying your supervisor before your shift will not be excused, even if you were attending class. Missing work without notifying a supervisor is considered a No Call, No Show and can be grounds for termination.

If you are adding a half-semester course that will interfere with your work schedule, make changes at least one week in advance of the date your new class will start. If you do not, you are expected to find substitute to work your scheduled hours.

You may add hours at anytime, provided there is an opening in the work schedule for the hours you are requesting. Check with your supervisor or appropriate worker to review openings in the schedule.

If you want extra hours, but do not wish to permanently add hours to your schedule, check with your coworkers. If someone needs a day off, you may work as a substitute, provided you are trained for the tasks he or she normally performs. The substitute form must be filled out and posted in the designated area.

Finals

All students must work during finals week. If you do not work during finals week, you will not be rehired for any following semester.

Since exam timings differ from regular class schedules, you are allowed to choose the shifts you will work during this week as long as the total number of hours you work during this last week of the semester is equal to the number of hours you worked during a regular week. For example, if you normally work 10 hours per week, you must work 10 hours during finals.

The weekend before finals is not considered part of finals week and those who are regularly scheduled to work will be responsible for working those hours. If you prefer not to work these days, refer to our substitute policy.

Request the hours you would like to work during finals at least two weeks prior. To make sure you are not scheduled over an exam or vital study time, request exact times. View the schedule of final exams here: http://www.murraystate.edu/registrar/finalexam.htm. Notify your supervisor immediately if you need to make changes to your finals work schedule after it has been submitted. Standard attendance policy applies to finals week.

Holidays

Working and service hours may vary for holidays. All employees will be notified in advance of schedule changes. If you will be unable to work on a holiday, you must find a substitute to work your scheduled hours. Standard attendance policy applies.

Dining Services does not normally employ students during winter, spring or summer breaks.

Attendance Policy

You must give advance notice anytime you miss work, regardless of the reason. We depend on each staff member and your absence affects everyone with which you work.

Calling In

DINING SERVICES CALL-IN DIRECTORY

T'Room	270-809- **6931**
*Fast Track	270-809- **2694**
*Winslow	270-809- **2694**
*Campus Pizza	270-809-**2694**
Catering	270-809- **2746**
Curris Center Cafe	270-809- **2099**
Hart Thoroughbrewed Café	270-809- **5333**
Regents Café	270-809- **7050**
Dunker's Deli	270-809- **3223**
Starbooks	270-809- **5610**
Business Express	270-809-**4346**

*Call 270-809-2694 first, then call mail office @ 270-809-3398

We do not give credit references on any employees. For employment verification please contact the Human Resources Department at 270-809-2146.

Notify your supervisor as early as possible and make arrangements for a substitute to do your work. If you are scheduled to work at 6 a.m., you must call the night before, if possible, or at 6 a.m.

If you miss more than one day, you must call each day or explicitly tell your supervisor the date you will return. Calls to report an absence will only be accepted from the employee, a doctor or the hospital.

E-mail and texting do not count as calling in, as they may not be read before the start of your shift. Please remember the name of to whom you spoke to report your absence.

Excused absences

An absence will not be excused unless you give notice or call BEFORE the start of your shift.

- Family emergencies: death or serious injury, illness, etc. of a family member.
- Personal illness: must be documented by a doctor's or Health Services' note. Documentation is due the next shift you work. Without documentation, the absence is unexcused.
- Approved by a supervisor: if advance notice is given, and arrangements can be made to cover your work tasks, a supervisor may excuse an absence.

Excessive absenteeism cannot be accommodated. Dining Services must be able to depend on its student staff to provide adequate service to the campus community. After five excused absences a student must have a review with a supervisor.

Unexcused Absences

Three unexcused absences equals termination. You will receive a warning letter after the second unexcused absence. If there is a third, you may be immediately terminated.

- **Schoolwork is not excused.** You will be responsible for preparing for your classes including all projects, homework, etc., on your own time. Professors give notice before projects, tests and papers, so you are expected to plan and budget your time accordingly. If you realize you need to allow more time to concentrate on your studies, you may make changes to your work schedule. One week's notice is required for all schedule changes.
- Events required for class, such as attending a concert or play, are not excused. You must find a substitute to cover your scheduled shift.
- Sorority, fraternity, club and athletic activities are not excused.
- Oversleeping is not excused.
- Travel is not excused.
- Your roommate's third cousin's birthday is not an excuse to miss work.
- **Not calling and not showing up to work is not acceptable and is grounds for immediate termination.**

Lateness or Tardiness

Lateness or tardiness is not acceptable. Please call if there is a circumstance that would cause you to be late to work. If you miss half your shift, it will count as two tardies. Three tardies are equal to one unexcused absence. After the second unexcused absence, you will receive a warning letter. If there is a third you may be terminated.

Absence and tardy totals do not carry over from semester to semester, but poor attendance may place a student on probation for a future semester. If there is a special circumstance for any absence or tardy, please speak with the managerial staff member in your work unit to explain your situation. Students may be placed on probation after second unexcused absence if other tardies or work performance issues exist.

Substitute Policy

If you need or would like to miss work for any reason, make arrangements for a substitute to work your scheduled shift. If a substitute works for you, you will have no marks against your attendance. A substitute should be a reliable coworker at your Dining Services work location. The substitute must be trained and capable of performing all your normal tasks for that scheduled shift. You and the substitute must notify your supervisor for apporoval prior to the shift. There will be switch shift forms provided in each work area. Make sure your supervisor has approved the shift change prior to taking off. If absence is not approved you will be held responsible for the shift.

Leave of Absence

There may be a time when, for personal reasons, a student will need to temporarily stop working for an extended period of time. If this is the case, the student may request a leave of absence to remain in good standing and eligible to return to work for Dining Services. Some examples of reasons to request leave include, but are not limited to, needing time off to concentrate on studies for a particularly difficult semester, a death or illness in the family, or personal illness. Speak to the managerial staff in your work unit if you wish to be granted a leave of absence.

Probation

Students may be placed on probation for absenteeism, failure to comply with the policies in this handbook and unsatisfactory work performance.

Further violations during the probationary period, even if unrelated to the action(s) which placed the student on probation, can lead to immediate termination. Any student who does not improve during the probationary period may not be rehired.

Probation is in effect until the end of the semester, regardless of when a student is placed on probation.

Rehiring

If you wish to continue to work with Dining Services for the following semester, you must let your supervisor know before the current semester's finals. To continue working the next academic year, complete a Returning Student Worker Application online before semester break (http://www.murraystate.edu/dining/employment/returningapplication.htm). If you do not let us know you want to return, we can only assume your employment ends with that semester. Submit a schedule of your availability as soon as you schedule classes for the next semester. Include exact times you would be available each day as well as the exact times you would prefer to work.

All students' work performance and attendance will be evaluated at the end of each semester to determine if they will be rehired for the following semester. You will be notified and provided a work schedule for the following semester during winter break for spring semesters and during summer break for fall semesters. If you are told you are ineligible to be rehired for the following semester, or you are being rehired on probation, you may make an appointment to discuss your evaluation with the managerial staff in your work unit.

Transferring to another Dining Services unit

Transferring is normally not permitted in the middle of a semester. If you find it necessary to transfer, however, please see a managerial staff member in your work unit to see if the request can be accommodated either now or for the following semester. The supervisor may wish to interview you if an open position is available at another unit. Please give notice to your current place of work if you will not be returning for the following semester. Within the Dining Services department, supervisors will share all relevant work information regarding your attendance and work performance.

Dress Codes

Student staff dress codes are enforced at Dining Services for your safety. If you must leave work to change, lost time will count against you and you cannot stay later to make up lost time.

From bottom to top, the requirements are:

Feet: comfortable closed-toe, closed-heel shoes. No sandals.
Legs: pants with no rips or holes. No shorts above the knee or sweats. Underwear and/or crack should never be seen. No gym shorts, no sweat pants, no leggings worn as pants.
Torso: MSU Dining provides 2 shirts per student to be worn during your shift. You are responsible for laundering your own shirt.
Head: Students are issued a hat or visor. If you lose this, you must pay $10 for a replacement. No more than 2 shifts can lapse before a new hat must be purchaed. Long hair must be pulled back so it does not fall over the shoulder while you are working. Headwear worn for specific faith reasons will be accommodated upon review with a managerial staff member in your work unit. Dining Services reserves the rights to have any and all workers wear hair nets if the control of hair becomes an issue.

Aprons and hairnets will be provided and must be worn when the task requires them.

Student managers and supervisors have the final judgement on appropriate attire.

The Catering Staff
is required to wear black pants, black socks and black shoes. Long sleeve black button up shirts and black bistro aprons are provided by Dining Services. Shirt must be tucked in to pants. All clothing must be pressed and clean for each service. Wait staff must be dressed in black any time there are customers in the service area.

All visible body piercings must be removed while working. For safety reasons, only simple rings, simple earrings and watches may be worn while working.

All employees must maintain good hygiene – clean hair, clean nails, etc. If a worker has any cuts or breaks in the skin, regardless of size, that worker must see a managerial staff member in his or her work unit to be instructed on protection requirements for work.

Wages

2010-2012 Student Staff

When Hired	2012	2011	2010
Wage	$ 7.75	$ 8.00	$ 8.25

Student Managers starting wage: $8.75
Student Manager Alternate wage: $8.50

The starting hourly wage for all new Dining Services student workers is $7.75 (50 cents above Kentucky minimum wage). Student pay increases are given annually in August to those students who have worked two or more consecutive semesters. Pay periods cover two weeks, with paydays being every other Friday. Weekly hours are accumulated from Saturday through Friday (NOT Monday through Sunday).

First student paycheck 3 - 4 weeks after the start of the semester
Last student paycheck* 2 - 3 weeks after the end of the semester

Paystubs are available through your myGate account.
(https://mygate.murraystate.edu/cp/home/displaylogin)

**If you are leaving the country immediately after finals and will not have access to a United States bank or mailing address two – three weeks after the end of a semester, you will need to contact Payroll (270-809-4129) to make arrangements for your last pay check.*

Direct Deposit

Direct deposit is required for University employees to receive their paychecks. If you had direct deposit during a previous semester and there has been no lapse in your employment, your check will go straight to your account. If there was a lapse in your employment, you will need to set up direct deposit again.

To set up your direct deposit, take a voided check or banking account information and two forms of ID to the Payroll Office on the second floor of Sparks Hall. While there you will also need to complete the K-4 and W-4 for Kentucky and Federal withholding taxes. You will not be paid until these forms have been completed.

New Hires: You will not be paid until you complete the K-4 and W-4 with Payroll at Sparks Hall.

Your first paycheck will be mailed; please verify your address at the Payroll Office when you set up direct deposit. All subsequent checks will be directly deposited.

Recording Your Time

Dining Services must have accurate records of your time to ensure you receive accurate paychecks. All students must punch in and out for each shift worked. Disciplinary action may be taken if both your IN and OUT times are not recorded.

Work scheduled times ONLY. Clocking in or out early without a supervisor's approval is not tolerated and will count against you with the same weight as a tardy.

Time Clock

Students at the Thoroughbred Room, Sugar Cube, Winslow, Fast Track and Dunkers must use their student IDs, the RacerCard, or M# to clock in and out. DO NOT FORGET YOUR RACERCARD OR M#. If you forget your RacerCard, can use your M#. If you forget your card and M#, you will have to either go retrieve your card or check MyGate for your M#--lost time will count against you. Clocking in past your scheduled time is a tardy and you may not stay later to make up for lost time.

At the time clock, swipe the bar code and not the magnetic strip on your RacerCard. You will also be prompted to place your finger on a scanner. You will then press the clock-in button and choose location. Your name will appear on the screen to confirm you have successfully clocked in. If it does not, you are not clocked in and are not getting paid for your time. If you are having problems clocking in and out, please see student manager or your supervisor.

Signing in and out is also part of clocking in and out. This written record is used as a confirmation of your electronic time recording; it does not replace clocking in and out with your RacerCard.

Lost RacerCard

If you lose your RacerCard, you must purchase a replacement at the RacerCard Office on the first floor of the Curris Center. RacerCard Office hours are 8 a.m. - 4:30 p.m. Monday through Friday. As with all students, replacement cards are $20.00. When you get a new RacerCard, notify the department secretary, Denise Windsor, in the Dining Services Office (same location as the RacerCard Office) and your supervisor to ensure our time clocks will recognize your new card.

Breaks and Benefits

Breaks: If you work **more** than four hours, you are entitled to a 15-minute break. A supervisor must approve when you are to go on break. If you are working five hours or more, you must clock out for a 30-minute meal break, which must also be approved by your supervisor.

Free Food: All Dining Services student workers are entitled to a free meal at either Winslow or the T'Room for each shift they work. Free meals cannot be taken to-go. If you do not eat during your break, you must partake of your meal within 30 minutes of your shift – either during the 30 minutes before you clock in or within 30 minutes after you clock out.

If you work at the Hart Café, Fast Track or Winslow, you feast for free at Winslow Dining Hall. If you work at Dunker's Deli, the Sugar Cube, the Food Carts, Regents Café, or the T'Room, you may eat at the T'Room. Please provide your ID so the cashiers may verify you are a scheduled Dining Services employee. Catering students may partake of the meals they cater, provided adequate quantities are left.

Winslow Dining and the T'Room may not have service hours during your shift, as is the case with closing shifts at Fast Track or Thoroughbrewed Cafes. If you find yourself in this situation, please speak with your management staff about available options.

Training

Racer Hospitality Staff will teach you the necessary skills you need to know to perform your tasks in Dining Services. We supply training for you to learn responsibilities, guidelines and skills needed to be an efficient, productive and safe worker. Feel free to ask questions if you are unclear on any aspect of your job. Your supervisor may occasionally require you to help in an area other than which you were originally trained.

Safety and Sanitation

- You may be exposed to many types of equipment. **Operate only the ones for which you have been trained and instructed to use**.
- Keep aisles, passageways and floors free of obstructions.
- If an accident occurs, report it immediately to your supervisor.
- Walk, do not run. Rowdiness and horseplay are not tolerated.
- Keep all hand sinks accessible at all times for proper sanitation of hands by all workers.
- Maintain a high state of cleanliness in your unit. Practice good sanitation techniques.
- Always wash hands with soap and warm water upon arrival to work, after coughing and sneezing, after handling raw meat and after using the bathroom.
- Aprons must be removed before leaving the work area. *For example, take your apron off before going to the restroom.*
- Hands must be washed after using the restroom and again once when the worker returns to the immediate work area. Failure to comply with this procedure will result in termination.
- Wear disposable gloves when handling food that will not undergo further cooking before serving. Change your gloves when you change your task.
- Don't touch your hair and face when working . If you do, wash your hands before continuing your work.
- Handle glasses, plates, and utensils correctly by the base, rim and stem .
- Clean up any spillage promptly.
- Smoking, chewing tobacco, chewing gum and toothpicks are not allowed in any work area.
- For safety reasons, no jewelry is permitted except simple rings (one per hand), simple earrings and watches. All visible body piercing jewelry must be removed during working hours.
- Eating and drinking is not allowed in work areas.
- Fingernail polish cannot be worn
- Males must be clean shaven. If you choose to have a beard you will be issued a beardnet.

Customer Service

Ultimately, customers sign all our paychecks and therefore are a vital part of our organization. You have the opportunity to "Make Someone's Day." Smile and show them you care and are excited to help them with their Dining Services purchase. All of our customers have either pre-paid for meal service or pay as they go, and it is your responsibility is to ensure they have a great experience and return again and again with the same experience or better each time.

Positive attitudes are contagious and create a better experience for you and your coworkers. Vulgar language and name calling – even in jest – is not acceptable work behavior and may be subject to disciplinary action.

Quick Facts

Attendance Policy Summary

- No call, no show, no job
- Get a substitute if you can't make it
- No notice ⇨ no excuse
- No doctor's note ⇨ no excuse
- 3 tardies ⇨ 1 unexcused absence
- 3 unexcused absences ⇨ termination
- Your shift is always your shift when it comes to attendance – make sure your sub will show

Dining Services does not normally employ students over winter, spring breaks.

We do not give credit references on any employee. For employment verification please contact the Human Resources Department at 270-809-2146.

If you need to know the address to which you first check will be mailed, call Payroll at 270-809-4175.

Attitude can make a world of difference in someone's day. Please be respectful of other employees and customers.

Failure to comply with the University and Dining Services regulations will result in disciplinary action. Infraction of the general rules, excessive absence, theft, use of alcohol and drugs and poor job performance are all grounds for suspension or termination.

Other numbers you may one day need are:

Director of Dining Services	270-809- **6990**
Associate Dining Services Director	270-809- **5426**
Dining Services Secretary (Payroll)	270-809- **6879**
T'Room Manager	270-809- **6931**
Winslow and Fast Track Manager	270-809- **3398**
Catering Manager	270-809- **2746**
Banquet Kitchen	270-809- **6988**
Curris Center Thoroughbrewed Cafe	270-809- **2099**
Hart Thoroughbrewed Cafe	270-809- **5333**
Regents Cafe	270-809- **7050**
Dunker's Deli	270-809- **3223**
Human Resources	270-809- **2146**

Dress Code

Yes

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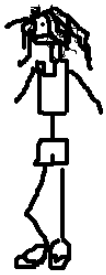
No