



UNIVERSITY DINING SERVICES

Employee Handbook

Guidelines & General Work Rules

University Dining Services
076 Student Union
Stillwater, OK 74078

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Welcome to University Dining Services!

We are happy you have decided to join our team of dedicated, professional food service employees. As your employer, our goal is to provide you with an exciting and rewarding job in which you feel like an integral part of an organization whose core purpose is nourishing the OSU community to fuel success.

This handbook has been developed to give you the confidence you need to perform well in your job by explaining our procedures. It should serve as a roadmap for you to do your job correctly and assist you in your success as a University Dining Service (UDS) employee. Of course, the purpose of this handbook is to communicate basic procedures and is by no means a complete and comprehensive listing of all University policies. As an employee of UDS, you are also required to follow all University policies and procedures (see http://www.okstate.edu/osu_per/policy_proced.htm for a full listing of policies and procedures).

We look forward to working with you and believe that your awareness of the guidelines and general work rules in this handbook will help you have a better understanding of your job requirements and will support your success. Additionally, our food service management team utilizes the “open door policy” that allows any employee at any time to arrange to speak with a member of the management team concerning issues in their workplace. Every person's job is valued and important to the success of UDS. We are happy to welcome you to our team.

Sincerely,

Vedda Hsu

Director, University Dining Services

OSU Public Safety Guide

In the event of an emergency, OSU employees should contact campus Police immediately by dialing 911. Non-emergency safety concerns should be directed to the employee's supervisor. The following is contact information for the OSU Police Department:

OSU Police (non-emergency)..... 744-6523

OSU Police (emergency)..... 911

If calling from a cell phone, 911 will connect you with city police. Use a landline phone if possible.

Rave Guardian

The Rave Guardian safety app is an optional safety resource available for download in the Apple or Google Play stores. It can be used for safe walk services, to connect with campus police 911, non-emergency police contact, etc. For more information, visit <https://it.okstate.edu/services/rave-guardian/index.html>.

For more detailed information regarding campus public safety and emergency procedures, go to:

<http://safety.okstate.edu/>

UDS IMPORTANT PHONE NUMBERS

ADAMS MARKET DINING	744-2204
BENNETT DINING	744-5310
CELEBRATIONS CATERING	744-8494
KERR DRUMMOND DINING	744-1869
NORTH DINING	744-6347
STUDENT UNION DINING	744-6116
UDS ADMINISTRATION & OPERATIONS	744-4424
UDS HUMAN RESOURCES	744-5319

It is important that you add the appropriate phone number listed above to your contacts so that you know where to call if you are running late or unable to work.

Student Union Mission Statement

The Student Union organization is a comprehensive system of diverse people, services, programs and facilities that enrich the intellectual, cultural and social well-being of the OSU student and campus community.

UDS Mission Statement

Provide a variety of food choices and deliver experiences.

**The core purpose of University Dining Services is
*nourishing the OSU community to fuel success.***

Customer Service

Employees of University Dining Services share a strong commitment to providing our guests with outstanding customer service. As a member of our food service team, you should always strive to provide your customers with courteous, attentive and timely service. Additionally, you should be familiar with all of the menu items your dining unit has to offer in order to provide excellent customer service.

Enhance the customer's experience with a warm greeting and friendly smile. If you do not know how to answer a customer's question, you should ask your manager or supervisor.

When resolving customer complaints, you should try to quickly find a positive solution. If the customer complaint does not have an easy acceptable solution, you should immediately notify your supervisor so they can have an opportunity to assist. Always treat the customer with respect and avoid confrontation.

Food Allergy Questions

Incorrect or incomplete information puts individuals with food allergies at risk for an allergic reaction. If a customer asks a question related to food allergies or ingredients in items, always

find a manager to answer the customer's question. If a manager is not available, find a supervisor.

The UDS Dietitian, Patty Anson, is available for consultation regarding dining on campus with food allergies. An appointment may be scheduled by calling the UDS Administration office at (405)744-4424.

Attendance Policy

University dining employees are required to communicate changes in their availability to their unit supervisor prior to the schedule being posted.

Once the employee schedule is posted, it is mandatory for each employee to work their scheduled days and times unless prior arrangements are made with the management staff.

All student employees are required to work through the end of the semester up to and including the Friday of finals week. Additional work opportunities may be available for student employees interested in working longer than the end of the semester.

Absence/Tardiness

All employees are required to report to work on time. If an employee is going to be late or absent, the employee must call **their unit supervisor** at their specific unit contact number (listed on page 5 of this document) for each shift they are not reporting to work.* **Text communication is not acceptable**; the employee must speak with their supervisor directly.

**Administrative staff may be required to use additional methods of communication.*

A doctor's "return to work" release form may be required if an employee is absent three consecutive work days and/or if the employee has a history of excessive absenteeism. Refer to FMLA Policy 3-0708 if your illness exceeds five days.

Clocking In/Out for Your Shift

UDS employees will swipe their OSU ID at the concept's card reader to clock in and out for each scheduled shift. Employees are to clock in as close to start time as possible with a five (5) minute grace period either way. Employees should not work beyond their scheduled shift to

make up time not worked or in an effort to gain overtime or leave early from scheduled shifts unless their manager gives prior approval.

Employees should be in full uniform and ready to start work **before** clocking in for their scheduled work shift.

If for any reason the card reader malfunctions or gives the user an error message, the employee should notify his/her supervisor immediately so the problem can be corrected and the time worked can be accurately recorded.

Each employee is responsible for his/her own time card swipes (“punches”). Use of another employee’s ID to clock them in/out is strictly forbidden and is considered falsification of University documents, which can result in disciplinary action, including termination of employment.

Rest Periods/Work Breaks

- All employees are allowed a 15-minute rest period for each 4 hours of continuous work.
- Employees must obtain authorization from their supervisor prior to taking a break (rest period).
- All employees are expected to be productively working at all times other than authorized rest periods/breaks.
- Rest periods should not exceed 15 minutes total time away from the job.
- University vehicles should never be used as a place for a rest period/break.
- Rest periods/break times cannot be used for covering for late arrival on duty, an early departure from a shift, or for off-campus personal business.

Employee Meal Breaks

All part time and temporary employees who work more than 5 hours in a shift are required to clock out for a 30 minute unpaid meal break. All full time employees working 5 hours or more per day are required to take at least a 30 minute meal break.

All breaks must be approved by a supervisor. If a break is scheduled at a certain time, the employee is responsible for taking his/her break at that designated time unless prior approval for a change is obtained from the employee’s supervisor. Employees are to clock out at the

beginning of meal breaks or when they leave the job site and clock back in when they return from lunch or when they return after being away from the job site.

During the school year, meal breaks must be taken at the employee's assigned dining unit. Exceptions may occur during summer and other times when operations are closed. Any exception will be communicated by the unit Supervisor and/or Manager.

Employee Meal Credit/Funds

Employee meal funds can only be redeemed by the employee who is working a scheduled shift. Full time employees are allowed to use up to \$10.00 (this includes tax) of meal credit **per each day** of a scheduled shift. UDS part time and temporary employees who work more than 3 hours during a shift will receive an \$8.00 meal credit authorization slip that can be used toward the purchase of a meal. This meal credit slip should be presented to the cashier prior to consuming the meal. If the meal chosen cost more than \$8.00, the employee is responsible for paying the balance at the time of purchase. Daily meal allocations and/or credits are **not to be accumulated** for later use. Employees are provided one fountain drink cup with free refills while working, at no cost.

An employee meal is to be consumed by the employee during their meal break while working a scheduled shift. Meal credits/funds can be used up to 30 minutes before a scheduled work shift, during a scheduled work shift or up to 15 minutes after a scheduled work shift.

Employee meal funds **cannot be used** at Taylor's, Planet Orange, Rancher's Club or athletic concessions. Meal funds should be used in the same building employee worked in. Food should be ordered during the break, not before.

Convenience store purchases for an employee meal **are limited** to food and beverage items for immediate consumption, except sushi. Employees who choose to purchase additional convenience store items including any sushi, food ingredients (i.e. flour), medicine, frozen goods, health/beauty products, paper goods, cleaning supplies or taxable items, **will need to purchase these items with their own money** because these are **not** authorized for employee meals.

Cashiers are **not allowed** to ring up their own purchases and/or employee meal. All employee food and beverage sales are final and are not to be returned. UDS cashiers are expected to monitor employee meal purchases for compliance of all UDS related procedures.

Requests for Time Off

Dining unit time off requests must be made in advance in writing to the employee's management team prior to the schedule posting. Administration staff time off requests must be discussed with and approved by staff's immediate supervisor. Part time (student or temporary) employees requiring time off must complete a substitute slip and submit a signed copy to their unit manager.

Unit managers and administration supervisors reserve the right to accept or decline time off requests in order to adequately staff for business demands.

General Guidelines

No Eating in Food Prep Areas or Service Lines.

Food is to be consumed in designated locations, during authorized break times only and is prohibited in all food preparation areas and service lines. Drinks should be kept below the workstation or in a designated area.

No electronic devices are to be used in the dining units.

This would include, but not be exclusive to the following: smart phones, cell phones, laptops, iPads, etc. These devices should be left at home or turned off during a scheduled work shift.

Computers in the office are not for personal use.

Computers should *only* be used for UDS business related functions. Checking personal e-mail, printing documents for classes, Internet research (not related to UDS business functions), etc. should be not be done on UDS computers.

Minimize Visiting with Friends & Family During Work Shifts.

In order to provide our customers with outstanding products and service, UDS employees must stay focused on the job tasks in which they are assigned. Therefore, personal conversations with family and friends should be kept to a minimum during your work shift.

Personal Phone Calls Should Not Be Made From Work.

Personal phone calls should not be made during your work shift without prior approval from your immediate supervisor. Please make sure your family and friends understand that UDS phone numbers and extensions are only to be called in the event of emergency.

OSU is a smoke-free campus.

No tobacco products are allowed including smokeless tobacco and e-cigarettes.

Causes for Immediate Termination

The following is a list of some of the most common actions that can result in immediate termination of employment or corrective action; they include, but are not limited to:

- Theft of food or giving away food at no or discounted cost.
- Misuse, destruction or theft of equipment.
- Disorderly conduct or horseplay on University property: fighting, encouraging a fight or threatening, attempting or causing injury to another person on University premises or on institutional time.
- Harassment of others (including sexual harassment) or use of abusive language on the premises.
- Failure to cooperate with supervisor or coworker, hindering the function of the work unit, or disruptive conduct.
- Falsifying employee time-worked records. This includes punching in or out with another employee's ID.
- Reporting to work under the influence of alcohol or illegal drugs or being in possession of alcohol or illegal drugs on University property.
- Failure to follow established safety rules and procedures; creating a condition hazardous to another person on the premises; creating or contributing to unhealthy or unsanitary conditions.
- Not verifying valid photo ID with meal plan or bursar transactions.
- Violation of policies or rules of the unit or Oklahoma State University.

Dining Unit Uniform Policy

- Each employee is required to report to every scheduled shift in the appropriate uniform specific to their assigned work unit before clocking in.
- It is every employee's responsibility to ensure their uniform is clean, pressed, and complete on a daily basis.
- UDS employees are responsible for ensuring they wear their name tag for every scheduled shift.
- If any portion of a uniform is lost or destroyed, the employee will be financially responsible for all costs.
- In cold weather, a long sleeve black or white under shirt may be worn under the uniform shirt.
- Full time employees must return their uniforms on their last day worked to their UDS manager or they will be taxed for the uniforms they were issued.

Franchises including Caribou Coffee, Chick-fil-A, Shake Smart, Johnny Rockets, and Which Wich might have additional uniform requirements. Refer to your Manager for specific requirements.

Any UDS employee who fails to meet uniform standards will be not be allowed to clock in for their shift until they are appropriately dressed in a complete, clean and neat uniform.

Full Time Supervisor Uniform

- Dark Jeans or Slacks (in good repair and proper fit; no spandex or leggings)*
- Non-Slip Closed Toed Shoes*
- Five UDS polo style shirts**
- Face covering
- Apron
- UDS Name Tag
- UDS approved cap (except cashiers & c-store employees assigned to non-food areas)
- Long hair must be in a bun, no ponytails

Full Time Dining Unit Employee Uniform

- Dark Jeans or Slacks (in good repair and proper fit; no spandex or leggings)*
- Non-Slip Closed Toed Shoes*
- Five UDS unit specific style shirts**
- Face covering
- Apron
- UDS Name Tag
- UDS approved cap (except cashiers & c-store employees assigned to non-food areas)
- Long hair must be in a bun, no ponytails

** These items are not provided by UDS and are the employee's responsibility.*

***UDS provides these items for full time employees. Part time employees will be responsible for purchasing these items.*

Part Time Student/Temporary Employees

- Dark Jeans or Slacks (in good repair and proper fit; no spandex or leggings)*
- Non-Slip Closed Toed Shoes*
- Two UDS unit specific style shirts**
- Face covering
- Apron
- UDS Name Tag
- UDS approved cap (except cashiers & c-store employees assigned to non-food areas)
- Long hair must be in a bun, no ponytails

** These items are not provided by UDS and are the employee's responsibility.*

***Part time staff are responsible for purchasing these items. In an effort to be equitable amongst concepts, the cost of uniforms has been averaged so that all part time employees are charged the same amount.*

Sanitation and Safe Work Practices

All employees must wash their hands:

- Before beginning work.
- Every time you enter a food prep area.
- After using the restroom.
- After taking out the trash or handling anything that is considered waste.
- After taking a break.
- After handling raw food.
- After coughing, sneezing or touching any part of your body.
- Every time you change or start a new task.

Any cuts or sores on your hands should be covered with a clean bandage and then covered at all times with a disposable glove when working in any food service area.

Proper Hand Washing Technique

Step 1: Wash your hands up to your wrists with soap and water as hot as you can stand for at least 15 seconds. Make sure to wash between your fingers and under your fingernails. Germs like to accumulate in these areas.

Step 2: Rinse your hands completely; making sure all soap residue is gone.

Step 3: Use a paper towel to turn off the running water.

Step 4: Dry your hands with a clean towel and then use that towel to open the restroom door.

Personal Hygiene

Basic hygiene is important to food safety.

- Please practice good personal hygiene.
- Wear a clean, unwrinkled uniform on a daily basis.

Safe Food Storage Procedures

- Keep refrigerators, freezers, and storage areas clean.
- Remove empty boxes from storage areas.
- Never store raw food above ready- to -eat food in a refrigerator or freezer.
- Raw food should always be stored on the lowest shelves so it will not cross contaminate ready- to -eat food.
- Check temperatures of food products at least twice a day.
- Monitor dates on products to ensure the items that were received first are used first. This is commonly referred to as the “FIFO” method; first in...first out.
- Always make sure food products are stored at least 6” off the floor and the floors in food storage areas are kept clean and dry.
- All ready to eat food prepared on site that will be held 24 hours or more, must be properly labeled. The label must include the name of the food and the date of preparation.
- Rotate products to ensure the oldest inventory is used first. (Commonly referred to as the FIFO method.)

Other Important Sanitation Practices

Wash and sanitize cutting boards, knives, and prep area surfaces each time a task is completed and before starting a new prep task.

Remove your apron and gloves prior to entering the restroom.

Use time/temperature charts to record proper storage of perishable products. The following temperature ranges are required for optimal safe food storage:

- ➡ Cold food should be stored at 41°F or below.
- ➡ Hot food should be held at 135°F or above.

If you notice food held at temperatures outside these zones, please inform a manager or supervisor immediately.

Food Service Safety Guidelines

- Prevent cross contact of gluten and allergens as discussed in the required allergen training.
- Clean up spills as they occur. Make sure and use “wet floor” signs.
- Always carry knives with the point toward the floor. Never catch a falling knife.
- Use cutting boards and safety gloves when chopping and slicing food products.
- Report any equipment problems to your supervisor as soon as possible.
- If an injury occurs, report immediately to your supervisor.
- Know the location of your Safety Data Sheets (SDS).
- Never store chemicals near or above food.
- Know where the first aid box and fire extinguishers are located.
- Use proper lifting techniques. Squat down and lift by using the strength in your legs, not your back. Always keep your back straight when lifting.
- Avoid twisting at the waist and ask for help when needed.

Inclement Weather

In certain instances of inclement weather, the administration of the University may make the decision to close all offices except those recognized as necessary to maintain essential services. Providing food services to the Residence Hall population is considered essential. Therefore, dining staff considered "essential personnel" may be required to work to maintain operations.

In the event of inclement weather with university closing, essential personnel are expected to contact your manager before their scheduled shift to see if their concept is open or if they are needed to support operations at another concept. Please see the appropriate contacts below. Failure to contact the appropriate manager via the phone number provided may result in disciplinary action. Leaving voice-mail at the UDS Administration office will not suffice as contact with your manager.

UNIT	MANAGER
Adams Market Dining	Scott McCollum
Bennett Dining	Rick Jackson
Celebration Catering	Casey Enarson
Kerr Drummond Dining	Scott McCollum
North Dining	Scott McCollum
Student Union Dining	Rick Williamson
UDS Administration & Operations	Vedda Hsu

Essential personnel who do not report for work and do not make contact with their supervisor or manager, may be subject to disciplinary action. Likewise, in the event of an early closing, essential personnel who do not remain at work and lack supervisor or manager approval to leave may be subject to disciplinary action.

Non-exempt employees working as essential personnel or in response to a request by a unit administrator will be compensated by administrative leave at straight time for the hours worked in addition to being paid for the hours worked.

For information regarding inclement weather visit, <https://hr.okstate.edu/weather>.

Each year, ALL UDS employees need to read and sign this page then return it to your manager prior to starting work. Your manager will then forward it to Human Resources to retain in your employee file.



**UNIVERSITY DINING
SERVICES**

University Dining Services Employee Handbook
Acknowledgement of Understanding

I have read the *UDS Employee Handbook* and hereby acknowledge a clear understanding of the guidelines and general work rules. I understand that a current copy of the *UDS Employee Handbook* is available to me at any time at, <https://dining.okstate.edu/employment.html>. In addition, I hereby agree that as long as I am employed by University Dining Services, I will make every effort to uphold and maintain Oklahoma State University's policies and procedures as well as the work rules explained in the *UDS Employee Handbook*. It is also my understanding that violation of work rules and/or policies and procedures can result in disciplinary action up to and including termination of employment.

Employee Signature

Print Employee Name

Date