

# Syracuse University Food Services

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Student Employment Handbook  
2021-2022

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# Welcome Letter

Dear Student Employee,

Congratulations on joining the Syracuse University Food Services Team!

We welcome you to the largest team of student employees at Syracuse University. Food Services includes dining centers, the stadium, campus catering, vending services, student centers, campus cafes, and convenience stores. This manual was created to provide you with clear information and resources to help you succeed as a Food Services employee.

It is important that you familiarize yourself with all of the information contained here in order to get the most out of your employment. We hope you review and master the following policies and standards.

Each venue is subject to its own unique rules that are not found in this handbook. Please see your manager for location specific policies.

This manual is meant to answer the initial questions new employees have and act as a reference for you throughout your experience in your workplace. Further instruction is offered through the guidance of professional and student management.

We are very excited for you to join the team!

Sincerely,

Syracuse University Food Services Team

# Employment



## Eligibility to Work

Eligibility to work on campus is confirmed through the Student Employment Office at 210 Steele Hall. An I-9 form must be filled out in person. You will be asked for photo identification when filling out your I-9. Refer to the Student Employment Office's website (<https://www.syracuse.edu/admissions/cost-and-aid/types-of-aid/student-employment/>) for accepted types of identification and any questions regarding the I-9. I-9's must be renewed every three years if there is a break in employment.

**Important:** You must complete your I-9 before you begin working. No copies of identification documents will be accepted. You must have the originals with you when you complete the I-9. If you are an international student, you will complete an F1-J1 through the Student Employment Office.

## Pay Notification

This online form, required by New York State, notifies you of your wage rate, overtime rate, and designated payday. This form must be acknowledged via MySlice under the Employee Services tab. Before your first shift, you will receive an email in your Syracuse University email asking you to acknowledge your pay notice to remind you to complete this step of the hiring process.

## Contact Information

It is very important that we have all of your up to date contact information including your phone number, address, and email. Your email must be your syr.edu email. You are responsible for updating this information with your student management staff and reaching out to receive any notifications that you may have missed from your management staff.

## Personal Property

Please do not bring valuable items to work with you (ipods, laptops, expensive coats, etc). We cannot be responsible for lost or stolen items. Lock your bags and put them in a safe location while you are working. Our smaller units do not have space for lockers, but if your unit has them, use them. Report any problems to your supervisor immediately.



# The Management Team

## Professional Management

The professional management makes policies and sets overall objectives for all employees in their units, both professional and student. Each unit has a staff consisting of professional managers and supervisors. Professional management is a great resource for students who have questions about advancement and unit specific information.

The student coordinator works to unify and direct the student program. Through the coordinator, student plans to implement new ideas are created. The coordinator works as a liaison between the student employees and administrative staff. They will work with you to resolve any issues that cannot be resolved at a unit level. If you have any questions please reach out to the student coordinator for more information.

## Student Coordinators

## Student Managers

The student managers of each unit implement policies and procedures among the student staff. Student supervisors report to the student manager and professional management. Student managers are a bridge between professional management and student workers. If your student manager cannot answer your question, feel free to reach out to professional management or student coordinators.

# Student Advancement

# Time and Attendance



Food Services offers an outstanding opportunity for promotion and job advancement. In addition, all employees who have been employed for at least eight weeks are encouraged to apply for promotions such as student supervisor or student management positions. As positions become available, the information is distributed via email. If you are interested in ways to boost your resume with leadership skills and administrative experience, this is a great opportunity.

## Re-Hire Policy

A two week notice is required of all Food Services employees who resign from their position. Food Services employees are eligible for re-hire at the end of each academic term based on the status of their permanent record and prior performance. Students must check with management for the necessary paperwork. If you have been terminated from one Food Services location, you will be terminated from **ALL** Food Services locations on campus and can not return.

**Important:** Your SUID will be used to clock you in and out. You may **ONLY** clock yourself in and out. Violating this rule is a terminable offense. Make sure you have supervisor approval to clock in and out. Whenever you clock in, you must be prepared to work. You may not clock in and go to the lockers or bathroom. At the end of your shift, you must clock out before doing tasks unrelated to work. Personal business should not be attended to while on the clock. In the case of an emergency, promptly speak to the supervisor on duty. Make sure your supervisor gives you permission to punch out for any personal business. If you must use the restroom, please notify your supervisor so that your station is not left unattended. **Bathroom breaks should not exceed five minutes.**

## Late Policy

We depend on all employees to be on time. **Students should be in proper uniform and prepared to work when their shift starts.** Students should be at their post at the time their shift is scheduled to start otherwise they will be considered late. If a student is not at their shift on time management will take disciplinary action.

## Medical Situations

If you are sick and unable to make a shift you must contact your unit by phone. Excessive absenteeism will be handled through the discipline process. If you are sick and provide a doctor's note, this will void any disciplinary warning you may receive during the time period the note encompasses.

## Inclement Weather

If the university is closed due to inclement weather, **all units remain open.** Food Services is dedicated to providing meals during these critical times. Please report to work if it is safe to do so.



# Pay Information

## Federal Work Study

The Federal Work-Study program (FWS) was designed to facilitate access to the on- and off-campus job market for students with a financial need. This program is backed by the federal government through the Department of Education. In addition to financial need, a student must follow additional requirements as laid out on the Human Resources website ([hr.syr.edu/](http://hr.syr.edu/)). If you receive FWS, you will receive an award amount which will be shown in your financial aid package.

**Note:** All Food Services employees who have FWS or do not have a FWS award will get a paycheck each week corresponding to how many hours the employee has worked. Having a FWS award does not mean that the paycheck goes directly to your tuition. If your eligibility for FWS changes, for example, you become eligible for a Work-Study award the academic year after you begin working with Food Services, please notify your management staff so they can update your information.



## Payroll

The pay period for all student employees runs from Thursday morning to Wednesday night. Thus, the paycheck you receive on Wednesday is from the week ending on the previous Wednesday. When you are first hired, it may take an extra week to get your information into the payroll system which may delay your first check. If you have an issue or concern regarding your paycheck, speak with your manager first. If they cannot assist you, they will direct you to the appropriate campus service. Paychecks can be viewed on Myslice.

## General Hour Limitations

Students may not work off the clock. All students are responsible for keeping track of their hours worked. Students should not, under any circumstance, exceed forty hours across all Syracuse University jobs. **International students should not exceed twenty hours a week across all Syracuse University jobs during the academic term.** Arranging your schedule across your other positions at Syracuse University is not the responsibility of management.

**During the academic breaks such as summer and winter break, international students may not exceed forty hours across all SU jobs.** Please speak to your supervisor for more information on when these hour limitations apply.

# Help Us Go Paperless!

## DIRECT DEPOSIT

Benefits:

- 1) Funds are available on payday.
- 2) Eliminates travel to pick up paycheck and trips to the bank.
- 3) Lost paychecks will become a thing of the past.
- 4) No check cashing fees
- 5) Get cash out of the 20 ATMs located across campus.
- 6) You will get your paycheck even if you are out of Syracuse.
- 7) Set up is free of charge!

### How to Set Up Direct Deposit:

- 1) Log into Myslice using your NetID and password.
- 2) Locate “Employee Services” in the center column and click on the orange box “Human Resources and Payroll Services”
- 3) Select the Payroll box. **(Pictured on Right)**



Human Resources  
and  
Payroll Services

- 4) See orange banner with arrow dropdown choose employee self service
- 5) Click on Payroll Tile. On the left side of the screen there are a list of tasks you can do relating to payroll. Select Direct Deposit.
- 6) Have the following information ready to complete the form:

Routing Number (Ask your bank)  
Account Number (Ask your bank)  
Account Type (Checking or Savings)  
Deposit Type (Percent)  
Amount or Percent (100)  
Deposit Order (1)

For additional assistance or to deposit money into more than one account contact payroll@syr.edu. (See contact information)

# Summer Vacation, Breaks and Holidays

## Work Opportunities

During Summer Sessions and Maymester, there are a limited number of shifts available. In April of each spring semester, students will be asked to submit their name for summer employment. If you wish to be chosen for employment, you must sign up with your manager. Spots and hours are limited. This is not a full-time position and is reserved for Food Services employees who show outstanding performance. Student supervisors and managers receive preference for summer positions. If you have questions about summer employment, please contact your respective student coordinator via email or by phone.

## Paychecks Over Break

Direct deposit is strongly encouraged. Once direct deposit is set up, it will stay with the employee for the entire time they are in school. If a student has direct deposit, paychecks from anytime during the year, even during breaks, will be directly deposited into the account that the student has designated via Myslice. Direct deposit eliminates the risk of a check being lost in the mail, or anything else of this nature. If a paycheck sits at a unit or in the student office for more than six months, the check will have to be reissued to the student at the payroll office, located at 201 Skytop Rd. For any questions regarding paychecks over break, please reach out to your student coordinator or professional management staff.



# On the Job

## General Employee Training

General student employees will be trained at their place of hire. Food Services takes pride in hands on, one-on-one training at an individual level. Student managers, student supervisors, and professional management all take part in an online student training that will be distributed via email.

## Supervisor and Management Training

Student management and student supervisor training will be done online. Topics include but are not limited to sexual harassment training, allergy awareness training, sanitation, food services policies and procedures as well as anything administration feels is important to help you thrive as a student leader.

## Hazard Communications Training

Hazard Communications training is an online training that helps prepare each employee for the chemicals they will encounter in the workplace, such as mop solution, degreaser, and sanitizer solution. Safety Data Sheets (SDS) are located in each unit to reference when needed. Student management will send you training information when you are hired. This must be completed within two weeks of your date of hire.

## Meals and Breaks

Student meal and break policies vary between cafes and dining centers. Please see the Dining Center Policies or the Cafe Policies section in the back of this handbook for more information. Employees are not allowed breaks longer than those indicated in the next section.

## Break Time Allotment

**Greater than 4 hours:** 15 minute paid break.

**Greater than 6 hours:** 30 minute unpaid break.

Before leaving your station for your break, you must inform your supervisor. This is to ensure customer satisfaction at all times and allow management to keep track of staff in case of an emergency. Food may only be consumed within the allotted break period and in the dining area. At no point should you consume food or beverages in service areas. Remove gloves and aprons before taking your break. Gloves are not to be worn while eating food. Do not sit at high top tables. Grab a clean apron and new pair of gloves to replace the ones you were wearing previously when you return to your shift.

## 7 Steps to Workplace Professionalism

- 1) Maintain a positive attitude about the job you are doing.
- 2) Exemplify good manners while working.
- 3) Take initiative, be conscientious about your duties, and play an active role during your shift.
- 4) Work together as a team to attain efficiency, speed and superior performance.
- 5) Always remember that the customers are the purpose for our job and not an interruption of it.
- 6) If you find yourself in an unfriendly situation, please take it to your supervisor or manager immediately. Do not let the situation escalate.
- 7) Always treat your co-workers (both general employees and student management) and customers with the respect they deserve and you expect in return.

# Dress Code

## Uniform

▶ Socks or stockings and shoes must be worn at all times. Shoes should be sneaker style with rubber treads. No sandals or open-toe shoes are permitted at any time, for your safety. Shoes must be closed toed/closed heeled.

▶ Food Services will provide you with a hat and a t-shirt that you must wear during your shift. If you arrive to work without the proper work attire, you will need to go home and get it **BEFORE** you are permitted to work.

▶ All loose hair must be pulled back off your face and kept under your hat.

▶ Aprons are required. These will be supplied by Food Services.

▶ You must wear jeans, khakis, or black pants at all times. At no time may you wear shorts, skirts, sweatpants, joggers, leggings, jeggings, or capri pants. Your clothes must be clean with no holes or tears in them.

▶ Face masks are required, one will be provided to you when you arrive to your shift.

▶ No ear buds, air pods, or wireless music devices while working on your shift.

## Hair Restraint

Unless otherwise specified, all Food Services employees must wear an issued hair restraint (i.e. a uniform hat, hair net, or a beard guard) in order to minimize hair contact with employee hands, food, and food-contact surfaces. Hair and beards must be kept neatly trimmed. Food Services employees who are actively performing duties of the following titles: Bartender, Wait Staff, Cashier, Checker, Driver, Warehouse, Courier, are not required to wear a hair restraint. All other staff must wear hair restraints. Beard guards and hairnets are available to all employees.



## Nails

Nails must be smooth & neatly trimmed with no more than 1/8" over tip of finger. Artificial nails, nail jewelry, nail stickers, and nail polish are **NOT** permitted.

## Jewelry

Only wedding rings may be worn and must be covered by a glove. Chains must be worn inside uniform, not visible to others. Piercings must be secure; no large dangling earrings. Medical ID bracelets are allowed. Smart watches, fitbit's, or any type of watch is prohibited.

## Gloves

Gloves should be worn at all times when handling food or food utensils. Using the correct size gloves will make them easier to put on. Blue gloves are used for food handling and handling clean utensils. Clear gloves are used for cleaning. Employees may clean without gloves, but they are available for use. **Clear gloves are not to be used when handling food under any circumstances. Only blue gloves are permitted when handling food.** Gloves should be changed when they are torn or soiled and when switching tasks, such as going from prepping vegetables to cutting chicken, to avoid cross contamination.

# Hygiene

## Personal Hygiene

Food Services employees should come to work clean, showered, and wearing clean clothes. Personal hygiene is important when working in a food services establishment. On the job it is important to wash your hands when changing tasks or when your hands are soiled. It is also important to wash your hands after using the restroom. Hand washing should be done with soap and warm water, making sure to clean underneath every finger nail (See sanitation pg. 12-13), Washing should take at least twenty seconds to be effective.

## Food Allergy Awareness

Food allergies are an important topic to think about when working in Food Services. The following definitions are important to know so that we can best serve our customers who are affected by food allergies and intolerances.

**Food Allergy-** any adverse reaction to a food that involves the immune system.

**Food Intolerance-** any adverse reaction to a food substance or additive that involves the metabolism or digestive system, not the immune system.

Listed below are some signs/symptoms that will help you recognize a food allergic reaction:

- ▶ Hives and/or rash
- ▶ Swelling of the lips, face, tongue and/or throat
- ▶ Wheezing and/or trouble breathing
- ▶ Tingling sensation in mouth
- ▶ Itching and/or Eczema
- ▶ Nasal congestion
- ▶ Upset stomach/cramps and/or bloating
- ▶ Diarrhea/dizziness and/or fainting
- ▶ Anaphylactic shock (Multi-system)

Another definition to be familiar with is **cross contact**. This occurs when a food that does not itself contain any food allergens becomes contaminated with an allergen during food preparation, cooking, storing, or serving. An example of this would be sharing utensils between food dishes.

## Food Allergy Do's and Don'ts

### DO:

1. Read labels.
2. Understand and learn about food sensitivities.
3. Keep food covered.
4. Wash hands and change gloves.
5. Identify any recipe changes on the line.
6. **Seek a supervisor or manager if a student asks you about food allergies or ingredients in any food item.**

### DON'TS:

1. Add "secret" ingredients to food.
2. Substitute ingredients without notification.
3. Use utensils for more than one food item; even when in a hurry.
4. Treat food allergies and intolerances lightly!
5. Be afraid to seek help with a food service task.
6. Store raw meats and foods with ready to eat foods.
7. Take shortcuts!

### Syracuse University Food Services Registered Dietitian

For any questions or concerns about allergies or special diets, please contact the Food Services Registered Dietitian.

**Ruth Sullivan, MSED, RDN, CDN**

**Phone: 315-443-9884**

**Email: [resulliv@sy.edu](mailto:resulliv@sy.edu)**

# Sanitation

## Handwashing

You must wash your hands, using the double wash method, before putting on gloves. Our policy states that disposable gloves and/or utensils must be used during service or preparation of food that requires no further cooking. Do not rely on gloves alone for food safety. Bacteria multiply quickly on hands from the moisture and heat that accumulates inside the glove. Gloves should be changed frequently

### The Double Wash Method:

1. Turn on the water using foot pedals or the hand that did not touch the toilet paper. Wet hands with very warm water (110-120 degrees F).
2. Holding the fingernail brush by the fingers that touched the toilet paper, place a generous amount of soap on the fingernail brush and fingers.
3. Build a good lather.
4. Vigorously brush the fingertips of the hand that used the toilet paper, under the fingernails and then repeat on other hand, fingertips and fingernails.
5. Rinse the hands and fingernail brush thoroughly. Put the fingernail brush down.
6. Soap the hands again, rubbing them to produce a good lather, especially in between fingers. Lather up to the sleeves.
7. Rinse the transient microorganisms off the hands with a lot of very warm water.
8. Paper towel dry.

The Single Wash Method includes steps 6-8 and is to be used in between changing gloves and when handling raw food and touching contaminated surfaces while working in the kitchen. **Handwashing should take 20 seconds if you are thorough and should only be done in a designated hand washing sink.**



## Injuries

If you are hurt or injured on the job in any way please notify your supervisor as quickly as possible to fill out an accident report. If you have an open hand wound such as a cut or scrape, you must cover it with an impermeable cover and then put gloves on over top of it. Do not wait to tell your supervisor about an injury.

## Calibrating Thermometers

Calibrating your thermometers is an important piece of keeping food safe and making sure you are getting accurate temperature readings. To properly calibrate, you must use the Ice Point Method. Here are the steps that you should know:

1. Get a cup and fill it to the top with ice. Add water until the cup is full.
2. Turn on your thermometer and submerge it in water. The temperature must reach 32° F and stay there for six seconds.
3. If your thermometer does not read 32° F for six seconds return your thermometer to the office and notify a supervisor.



# Sanitation Continued

## Cleaning

Cleaning is an important part of keeping our facilities and food safe for the customers. Here are some general definitions you should know.

Cleaning: Removes food and dirt from a surface  
Sanitizing: Reducing the number of pathogens on a surface to safe levels

Food contact surfaces must be cleaned and sanitized before each use, between tasks and after each use. Below are the steps to make sure that surfaces are clean.

1. Clear the surface of debris, food and other objects.
2. Wash the surface with hot soapy water.
3. Rinse the surface with water.
4. Sanitize the surface with sanitizer solution. (PINK)

It is important to recognize that these same steps apply to dishwashing. You must first wash the utensils with hot soapy water, rinse the item and then submerge it in sanitizer solution. You may also use the dishwasher.

## Cross Contamination and Prevention

**Cross Contamination is the transfer of bacteria from one surface to another.** Cross contamination is easily prevented by using the correct sanitation procedures, as well as making sure that food is held at the correct temperatures. We try to prevent cross contamination because it can cause food borne illness. **Food borne illness is when a disease is transmitted to people by food.** These diseases can range from mild to severe. Food Services is committed to keeping its customers safe from food borne illness.

## Temperatures

Temperature accuracy and management is a crucial part of making sure food is safe to eat. Below are important minimum cooking temperatures that you should know for different types of prepared food.

### 165° F for 15 seconds

- ▶ Poultry-including whole or ground chicken, turkey or duck
- ▶ Stuffing made with fish, meat, or poultry
- ▶ Stuffed meat, seafood, poultry, or pasta

### 158° F for 15 seconds

- ▶ Ground meat-including beef, pork, and other meat
- ▶ Injected meat, including brined ham and flavor-injected roasts
- ▶ Mechanically tenderized meat
- ▶ Ground seafood-including chopped or minced'

### 150° F for 15 seconds

- ▶ Pork

### 145° F for 15 seconds

- ▶ Seafood-including fish, shellfish, and crustaceans
- ▶ Steaks/chops of beef, veal, and lamb

### 145° F for 4 minutes

- ▶ Roasts of pork, beef, veal, and lamb
- ▶ Roasts may be cooked to alternate temperatures and times based on the oven and type of roast.

### 140° F (no minimum time)

- ▶ Fruits, vegetables, grains (e.g., rice, pasta), and legumes (e.g., beans, refried beans) that will be hot held for service

### 175° F (no minimum time)

- ▶ Tea - Please read the section on calibrating thermometers to make sure that you are getting an accurate temperature reading.

# Safety and Sustainability

## DPS Safety Escort Program

Campus shuttle buses are the **first** safe mode of transportation that all students should refer to before using the DPS Safety Escort Program. When the bus system is running, DPS may walk you to or drop you off at the closest bus stop. DPS staff will provide a walking or riding safety escort from on-campus or near-campus locations to another on-campus location, or if necessary, your near-campus residence. If the bus systems are not running, the escort may be directly to a residence hall or south campus residence. This service is **not a commuter ride service**, and is to be used as a last resort. Please check out the link below for more information on the safety escort program: <https://dps.syr.edu/services-resources/safety-escort-program/>



## Sustainability

Food Services has a commitment to sustainability, and recognizes the positive impact of purchasing food from local suppliers and farms. Food Services is continuing to expand its connections throughout Central New York. Reusable bottles are given to students to use throughout the year in the dining centers. Dining centers also have reusable eco-friendly containers to take food on the go.

## Recycling and Composting

Food Services and OCRRA (Onondaga County Resource Recovery Agency) have partnered on a composting program that helps divert food waste from dumpsters and trash bins, returning it back to nature. Fruit and vegetables collected from food preparation along with students' meal scraps are gathered daily for composting. In accordance with OCRRA, the following items are recycled:

- ▶ Glass
- ▶ Cans
- ▶ Plastic
- ▶ Paper and corrugated cardboard
- ▶ Batteries, ink, and toner cartridges





# Harassment

## Harassment

Syracuse University has a policy of employing, advancing in employment, and otherwise treating individuals without discrimination or harassment on the basis of race, color, creed, religion, sex, gender, national origin, citizenship, ethnicity, marital status, age, disability, sexual orientation, gender identity and gender expression, veteran status, or any other status protected by applicable law to the extent prohibited by law. The University prohibits any such discrimination or harassment. No person will be subject to discipline, retaliation, intimidation, or any adverse treatment because he or she makes a complaint of discrimination or harassment in good faith or has participated in the investigative process in any way. Food Services will not tolerate harassment in any area. We pride ourselves on providing a safe and respectful work environment for all employees. **If you ever feel uncomfortable or harassed in any way please reach out to the resource that you feel most comfortable utilizing. This includes but is not limited to EOIRS, HR, student coordinators, managers, or the cafe and dining director.**

Harassment can include but is not limited to:

- ▶ Epithets, slurs, or negative stereotyping
- ▶ Threatening, intimidating, or hostile acts
- ▶ Denigrating jokes
- ▶ Written or graphic material that denigrates or shows hostility or aversion toward a group or individual believed to be part of a particular group
  - ▶ Written or graphic material that is placed on walls or elsewhere on University premises, or is circulated in the workplace
  - ▶ Using electronic equipment to distribute, view or otherwise disseminate materials or messages that are abusive, profane, threatening, defamatory or offensive

## Sexual Harassment

Syracuse University defines sexual harassment as unwelcome behavior of a sexual nature that relates to the gender or sexual identity of an individual that has the purpose or effect of creating an intimidating or hostile environment for study, work, or social living. The policy covers activity both on campus and off.

There are two forms of sexual harassment claims recognized under the Title VII of the Civil Rights Act of 1964: “quid pro quo” claims and “hostile environment”.

**Quid pro quo:** (This for that) Involves harassment in which a supervisory employee or academic superior demands sexual favors in exchange for job or academic benefits over which that supervisor has some control or influence.

**Hostile work environment:** Involves unwelcome behavior of a sexual nature that creates and intimidating, hostile environment. This standard prohibits not only behavior intended to create a hostile environment, but also behavior that has the reasonably foreseeable effect of interfering with an individual’s work, academic performance or social living.

Sexual harassment can include but is not limited to visual acts such as leering, ogling and physical gestures, as well as physical or verbal acts such as suggestive remarks, hugging, pinching fondling, and more. Please follow the link below for more information about Syracuse University’s policy on harassment in the workplace:

<https://policies.syr.edu/policies/university-governance-ethics-integrity-and-legal-compliance/non-discrimination-and-anti-harassment-in-employment/>

# Dining Center Policies

## How to Sub a Shift

As a student employee, you are responsible for all of your shifts. Therefore, if you cannot work a shift, it is your responsibility to find a sub. Please follow these simple procedures for finding a sub:

- 1) Inform a member of the management staff that you are in need of a sub. Management is not responsible for finding you a sub, but they are here to guide you through the process if you are confused or have questions.
- 2) Sign up on your unit's sub list. Include your name, shift date, time of shift, and if you are dropping the shift permanently.
- 3) Have a supervisor or student manager to approve your shift on the sub list.

**Note:** This must be approved by a member of student management, or a member of professional management.

- 4) If you find a sub, the sub must request their name be placed on the sub list in order to finalize the change and relieve you of your shift responsibility. Management must approve before it is final.

**Subbing procedures differ at each unit. It is important to familiarize yourself with the sub policy specific to your workplace.**

If you do not show up for your shift and a sub has not been found, you will receive the appropriate discipline below.

**Call, No Show:** Issued if you informed a member of the management team within the specific time parameters of your absence.

**No Call, No Show:** Issued if you did not inform anyone about your absence.

**\*See disciplinary policy, page 17.**

## Meals and Breaks

Students are entitled to one meal before or after their shift. If a student chooses to have a meal before their shift, they must make sure they are finished before their shift begins. If an employee chooses to use a take-out box for their complimentary meal, they must swipe their SUID for it.

## Early Move-In

At the beginning of each academic year, Food Services allows employees the privilege of moving into the residence halls earlier than other upperclassmen. In order to be eligible for early move in, you need to be scheduled to work during first year student orientation. Please ask your manager about receiving early move in permission. This must be requested before you leave for the summer or winter breaks.

## Scheduling

When a student worker is hired as a general dining employee, the student chooses their schedule for the semester. Schedules are not written on a weekly basis because students' class schedules do not generally change weekly. There are times during the semester, usually during finals weeks, when separate temporary schedules will be implemented. Please refer to your management staff to sign up for the temporary shifts. Scheduling back-to-back shifts is prohibited. During the temporary schedule, every employee will be expected to work the same amount of shifts that they work during the regular semester schedule. Subbing procedures may change when a temporary schedule is being used at a dining center. Please ask your student supervisor or student manager for more information.

# The Dining Center Discipline Policy

**Note:** Supervisors and managers may document employees for offenses that are not explicitly mentioned below. Points are all up for review based on student and professional management discretion. Employees with five or more points are eligible for termination and will have a formal meeting with the student manager(s).

## 1 POINT OFFENSES

- ▶ Excessive socialization
- ▶ Unauthorized cell phone use
- ▶ Not wearing appropriate uniform
- ▶ Clocking in/clocking out more than 5 minutes or less than 30 minutes late or early
- ▶ Improper completion of tasks or poor job performance
- ▶ Poor personal hygiene or violation of health & safety policies

## 2 POINT OFFENSES

- ▶ Intentional waste of materials, resources, or food
- ▶ Failure to obey sub binder policies
- ▶ Clocking in/clocking out more than 30 minutes late/early
- ▶ Negligent job performance
- ▶ “Call, no show” more than one day before

## 3 POINT OFFENSES

- ▶ Taking unauthorized breaks or doing schoolwork on the clock
- ▶ Disrespect, rudeness, or insubordination
- ▶ Failure to attend mandatory meeting
- ▶ “Call, no show” same day more than 2 hours\*

## 4 POINT OFFENSES

- ▶ “Call, no show” less than 2 hours\*
- ▶ “No call, no show”

## 5 POINT OFFENSES

- ▶ Time theft
- ▶ Insubordination and/or harassment
- ▶ Theft of, or intentional damage to, property
- ▶ Physical violence or the threat of physical violence
- ▶ Forgery, falsification or unauthorized alteration of records (time cards, DWs, etc.)
- ▶ Intentionally clocking in or clocking out for another employee
- ▶ Working under the influence of alcohol, drugs or other intoxicants

**\*“Call, No Shows”** must be made during operating hours via email or phone call. Any attempt to call out after operating hours will be considered next day. Operating hours vary between units so please ask management staff when your units are open.

## Appeals System

In the event a student is terminated from Food Services, an appeal system is in place for those who would like to contest their termination. If you feel that you have been unfairly terminated and that you should be allowed to work in other food services locations on campus, please reach out your student coordinator. For dining center terminations please email: [dcstudentcoordinator@syr.edu](mailto:dcstudentcoordinator@syr.edu).

# Cafe Policies

## How to Sub a Shift

Everything related to the sub-book **must be done in person** at the student office (Goldstein Alumni Faculty Center- Basement).

- 1) You can only sub your shift two times during a semester.
- 2) You must give 48 HOURS NOTICE (BUSINESS DAYS ONLY) in order to sub your shift (weekend days ARE NOT business days).

DAYS OFF	IN BOOK BY 9 A.M. TWO DAYS PRIOR
MONDAY	THURSDAY
TUESDAY	FRIDAY
WEDNESDAY	MONDAY
THURSDAY	TUESDAY
FRIDAY	WEDNESDAY
SATURDAY & SUNDAY	THURSDAY

- 3) Once you have requested off, you are required to take another person's shift. Once you have done this you are no longer responsible for your shift.
- 4) If you find someone to take your shift they must currently work for us in one of our units, then they must personally contact the student office to tell Deena they are going to work.

**It is your responsibility to make sure the student contacts us and accepts the shift.**

If you do not contact us you will receive a disciplinary warning for not attending the shift. (If you find your own sub you do not have to take another shift from the sub book).

- 5) A person from the office must approve and initial the shift you are planning on subbing or taking.

## Scheduling

Schedules are kept in the student office. All schedule changes must be made in person. Schedules are in effect for the entire semester, up **until the last scheduled day of classes**. Separate finals schedules will be posted a week prior to finals and are voluntary. These schedules can be found in your unit. Although picking up finals week shifts are optional, once you have signed up for a shift attendance is mandatory.

If you are no longer able to commit one of your regular academic term shifts and would like to drop it, you must give two week notice. This is necessary for you to be eligible for rehire in the future. If your shift is filled before one week has passed you will be excused from that shift. Calling in sick to your last shift may result in termination.

## Meals and Breaks

Employee meals are intended to replace the meal that you are working through (at that location). Your supervisor will provide you with a meal slip that the cashier will ring up. If student employees are not entitled to a break, they may eat before or after their shift. If they have a class to go to, they can take their meal to go with permission of the supervisor.



# Cafe Discipline Policy

Listed below are offenses that may result in disciplinary action. Please familiarize yourself with each offense and note that supervisors and managers may document employees for offenses that are not explicitly mentioned below. Employees who have committed one of these offenses will be contacted by management staff . Termination and disciplinary action will be determined based on management discretion and the employees disciplinary history.

## DISCIPLINARY OFFENSES

- ▶ Excessive socialization
- ▶ Unauthorized cell phone use
- ▶ Not wearing appropriate uniform
- ▶ Clocking in/clocking out late or early
- ▶ Improper completion of tasks or poor job performance
- ▶ Poor personal hygiene or violation of health & safety policies
- ▶ Intentional waste of materials, resources or food
- ▶ Failure to obey sub binder policies
- ▶ Negligent job performance
- ▶ “Call, no show”
- ▶ Unreported cash drawer error
- ▶ Taking unauthorized breaks or doing schoolwork on the clock
- ▶ Disrespect, rudeness, or insubordination
- ▶ Failure to attend mandatory meeting
- ▶ “No call, no show”
- ▶ Time Theft
- ▶ Insubordination and/or harassment
- ▶ Theft of, or intentional damage to, property
- ▶ Physical violence or the threat of physical violence
- ▶ Forgery, falsification or unauthorized alteration of records (time cards, DWs, etc.)
- ▶ Intentionally clocking in or clocking out for another employee
- ▶ Working under the influence of alcohol, drugs or other intoxicants

**Offenses are all up for review based on management discretion.**

## Appeals System

In the event a student is terminated from Food Services, an appeal system is in place for those who would like to contest their termination. If you feel that you have been unfairly terminated and that you should be allowed to work in other food services locations on campus, please reach out your student coordinator. For cafe termination appeals please contact Deena Capria at [dmcapria@syr.edu](mailto:dmcapria@syr.edu).

# Dining Locations and Contact Information

**Ernie Davis** .....Ph: 315.443.1450

**Brockway** .....Ph: 315.443.3069

**BBBistro** .....Ph: 315.443.1636

**Graham** .....Ph: 315.443.2421

**Junction** .....Ph: 315.443.3594

**Sadler** .....Ph: 315.443.2449

**Shaw** .....Ph: 315.443.2383

## Other Contact Information:

**DPS Safety Escort Program** .....Ph: 315.443.SAFE

**Equal Opportunity, Inclusion, and Resolution Services** Ph: 315.443.4018

**Human Resources (Option 1)** .....Ph: 315.443.4042

**Payroll (Option 2)** .....Ph: 315-443-4042

**Sue Bracy** .....Ph: 315.443.5285

*Email: smbracy@syr.edu*

**Dining Center Student Coordinator**

*Email: dcstudentcoordinator@syr.edu*



# Cafe Locations and Contact Information

<b>Eggers</b> .....	Ph: 315.443.9381
<b>Goldstein</b> .....	Ph: 315.443.1737
<b>Dineen</b> .....	Ph: 315.443.2870
<b>Slocum</b> .....	Ph: 315.443.8422
<b>Warehouse Cafe</b> .....	Ph: 315.443.1972
<b>Life Sciences</b> .....	Ph: 315.443.8395
<b>Pages (Bird Library)</b> .....	Ph: 315.443.6201
<b>Olsten's (Whitman)</b> .....	Ph: 315.443.3966
<b>Food.com (Newhouse)</b> .....	Ph: 315.443.4870
<b>Falk Cafe</b> .....	Ph: 315.243.4600
<b>NVRC Cafe (Canteen)</b> .....	Ph: 315.443.2764
<b>Arch Cafe (Otto's Juice Box)</b> .....	Ph: 315.443.5580
<b>Student Office (Deena)</b> .....	Ph: 315.443.5285
<i>Email: dmcapria@syr.edu</i>	

