**2022 - 2023**

**Dining Services**

**Student Employment Handbook**



***Please note: this handbook is specific to Dining Services policies and is to be used in conjunction with the Skidmore College Student Employment Program Handbook for Supervisors and Student Employees from the Financial Aid Office.***

**Welcome**

You are joining a team of full-time and student employees who work together to provide all food services to members of the College: students, staff, faculty, and guests. You are an essential member of our Dining Services team.

High quality guest services are a priority in the daily operations of Dining Services. A positive attitude and responsible job performance will make an impact toward higher guest satisfaction.

Dining Services is an integral part of most students' lives and provides a source of income for many students, such as yourself. Since you will also be eating in the dining halls, you should think about the quality of service you would like to receive. In turn, this same quality of service should show up in the work you do here.

In view of the number of employees that work for us and the importance of consistency in the quality of our performance, there are policies and procedures which must be followed while performing your responsibilities. Respectfulness to others is always an expectation.

The following pages contain the general information you, as a student employee, will need to know about working in Dining Services.

**Meet Our Supervisors and Office Staff**

Mark Miller, *Director* 518-580-8326

John Everett, *Assistant Director* 518-580-5844

Emily DeLorenzo, *Student Employment Coordinator* 518-580-5857

Jim Rose, *Executive Chef* 518-580-8325

Eric DesRosiers, *Kitchen Manager* 518-580-5891

Matt Barton, *Production Manager* 518-580-5882

Jamie Cherry, *Supervisor of Dining Operations* 518-580-5851

Jesse Staiger, *Assistant Supervisor* 518-580-8319

Jackie Clark, *Assistant Supervisor* 518-580-5861

Loren Baker, *Assistant Supervisor* 518-580-8429

Carol Kosiba, *Assistant* *Supervisor of Purchasing/Receiving* 518-580-8348

Pat Girard, *Business Manager* 518-580-5855

Bonnie Bertrand, *Catering and Special Events Manager* 518-580-8323

Carrie O’Dell, *Supervisor of Catering* 518-580-5822

Fe Morrison, *Assistant Supervisor of Catering* 518-580-5855

John Winnek, *Supervisor of Retail Operations* 518-580-5843

Stacey Tourtellot, *Assistant* *Supervisor of Retail Operations* 518-580-8071

**Dining Services Absence Phone Numbers**

**Primary Contact**

* Always email the Student Employment Coordinator at edelorenzo@skidmore.edu
* Phone: 518-580-5857 (Monday - Friday - 8:30am to 4:30pm)
* WEEKEND CONTACT: (Saturday and Sunday only) - Dhallabsence@skidmore.edu

**Other Contacts**

* Atrium Café - 518-580-5859
* Burgess Café - 518-580-7510
* Central Receiving - 518-580-5850
* Dining Services - 518-580-5850 or 518-580-5853
* SPA - 518-580-5899

**Excused Absences**

**Illness or Injuries**

If you are unable to come to work due to severe illness or injury, please notify the Student Employment Coordinator via email or contact a supervisor prior to your shift.

Students with severe symptoms that would interfere with work duties should not report for work but should be evaluated at Health Services. A medical excuse note will be given if warranted. It is acceptable to work with minor illness. Alternative duties to working directly with food are available see the Student Employment Coordinator or a supervisor.

Students who have crutches, casts, non-weight-bearing status, or are concussed should contact the Student Employment Coordinator, who may reassign your placement
according to your injury. A medical excuse note should be obtained from either Health Services or a doctor and submitted to the Student Employment Coordinator.

Students who have missed shifts for more than (2) consecutive shifts may not return to work until cleared in writing by Health Services or a doctor.

If your supervisor sends you home from work due to a medical illness, you will receive an excused absence for the remainder of that shift.

Family or personal emergencies and hospitalizations are considered excused absences. Contact the Student Employment Coordinator or a supervisor as soon as possible.

**Negative Absences**

**No Call/No Show:** Failure to notify the Student Employment Coordinator via email or a supervisor beforescheduled start time that you will be unable to work.

A continued pattern of no call/no show absences at any time during the whole academic year may result in immediate termination.

**Unexcused Absence:** With prior notification to the Student Employment Coordinator via email or a supervisor, you will be given one unexcused absence for each missed shift that is not covered by either a sub, a make-up card or a note from Health Services/doctor.

* Three unexcused absences = 1 no call/no show absence

**Late/Leaving Early:** Coming to work after your shift has begun or leaving early

without the prior approval of a supervisor.

If you are late by 30 minutes or more, it will be marked as an unexcused absence. If you leave early by 30 minutes or more, you will also be marked as an unexcused absence unless you are leaving early because you are ill.

* Three lates/leave earlies = 1 unexcused absence

An attendance card is kept for each student employee, tracking all absences and
extra shifts worked.

**If You Need to Miss a Shift**

**Academic or Sports-related Absences**

(i.e. lectures, field trips, class-related theatrical performances, or sports games. This does not include clubs or intramural sports.)

* Ask your professor or coach to email the Student Employment Coordinator at least 1 day prior to the scheduled shift to confirm.
* Class-related absences must be required by the professor for the class. It does not include optional class related absences such as study sessions.
* Arrange make-up shifts with the Student Employment Coordinator or a supervisor (must be made up within 2 weeks of original shift in same location expect Central Receiving shifts.)
* If you do not make up the shift within 2 weeks, you will receive an unexcused absence to your attendance record.

**Make-up Cards** (given 3 per semester)

* Must be turned in to the Student Employment Coordinator or a supervisor 30 minutes before the start of the shift being missed.
* Arrange make-up shift (must be made up within 2 weeks of original shift in same location except Central Receiving shifts.)
* If a make-up card is submitted less than 30 minutes prior to the start of your shift it will be considered an unexcused absence and the make-up card will not be accepted.
* Lost or misplaced cards will not be replaced, and they do not carry over from semesters.

**Subs -** A total of 3 substitutions may be used each semester. If you go beyond using the allotted number, it will initiate a meeting with either the Employment Coordinator or the Assistant Director in Dining Services.

There are two options when looking for a sub:

**Option #1 - Electronic**

* Join the Dhall-substitution-list - If you are interested in this option you can email the Student Employment Coordinator and have your name added to the list.
* If your name is on this list, it will mean that every time someone requests a sub you will be part of the email thread.
* If you use this option, it is your responsibility to confirm with the person taking the shift so they have it on their schedule.
* If you use this option, it is your responsibility to inform the Student Employment Coordinator or a supervisor the name of the person taking the shift.

**Option #2 - Manual**

* Post a “Looking for a Sub” slip; ask co-workers if they can sub.
* Have person who is subbing sign the sub slip.
* Turn slip into the Student Employment Coordinator or supervisor prior to start of shift.
* If you get a sub, you do not have to make up that shift.
* Sub slips will not be accepted after start of shift.

**Religious Holidays**:

* We respect the rights of all individuals to observe customarily recognized religious holidays throughout the academic year.
* Students who leave campus or are unable to work on a religious holiday will be given an excused absence, as long as prior arrangements have been made with the Student Employment Coordinator or a supervisor.
* If no prior arrangements are made, students will be given one unexcused absence for each shift missed.

**Study Days & Final Exam Periods**

**Exams**

**Normal Exams and Study Days** - These are regular workdays. You are expected to work your scheduled shifts.

**Fall and Spring - Final Exams** - These are excused absences with prior notification given to the Student Employment Coordinator via email or notification to a supervisor and do not need to be made up.

**Snow Days/College Closings**

Dining Services is still open. You are expected to work for your scheduled shift. If you live off campus and are unable to make your shift due to hazardous transportation conditions, you must email the Student Employment Coordinator and provided a make-up date for the missed shift.

**Shift Assignments**

All work shifts are assigned based on your class/academic schedule. If your class schedule changes or other academic conflicts arise, you must see the Student Employment Coordinator to readjust your work schedule.

When you arrive for your shift at any of the locations, next to your name on the sign in sheet will be the assigned station where you will begin your shift. This assigned station has the potential to change at any given time during your shift depending on the need of operations.

**Going To Work**

You cannot stay later than your scheduled shift time to make up being late. If you are 30 minutes late or more for your shift, it will be marked as an unexcused absence. It is the expectation if you are running late to contact the Student Employment Coordinator via email or a supervisor to inform them.

You will use your Skidmore ID to swipe in and out at the time clock each time you work. You are also expected to sign in on the sign-in sheet whenever you work.

Most of your training will be on-the-job; all our supervisors, student supervisors, and employees are there to help you learn how to do your jobs properly and safely.

Before leaving at the end of your shift, please make sure to clean up your work area and check in with a student supervisor or supervisor. This is also the time to return your cut gloves, apron, and shoe covers to the proper locations.

**Work Attire for All Locations**

All student employees must wear their Dining Services hat or visor forward while working; this is the only hat which may be worn. If you lose this hat, a replacement hat may be purchased in the Dining Services Office for $7 in cash.

* Hair that is shoulder-length or longer must be tied back.
* You will be given an apron to wear while working; at the end of your shift, please put it in the dirty laundry area. Your apron must be taken off prior to using a rest room.
* Noshorts, capri pants, or skirts - only full-length pants may be worn.
* Nosleeveless shirts, tank tops, or crop tops may be worn while working.
* Only t-shirts or long-sleeve shirts may be worn.
* Noopen-toed shoes, sandals, slippers, Crocs, or high heels - only sneakers or closed rubber-soled shoes may be worn. Socks must be worn.
* If you are wearing nail polish and/or artificial nails, you mustwear gloves when coming in contact with, preparing, and/or serving food.
* It is mandatory that the provided slip-resistant shoe covers be worn while working in all locations.

If you come to work in unacceptable attire you will be sent back to your room to change.If you return after the start of your scheduled shift, you will be considered tardy.

The use of cell phones (phone calls or text messaging), iPods/iPads, MP3 players, electronic book readers, or any other electronic device is not allowed during a work shift in any area.



“No finger jewelry may be worn other than a wedding band and engagement ring. Necklaces may be no longer that 22” and must be tucked in your shirt. Earrings must be no larger than the size of a nickel coin and no dangling earrings are allowed.”

**Safety on the Job**

Safety is a top priority and is taken very seriously.

The mandatory safety orientation is designed with your safety in mind. Nonattendance will delay your start date.

Most accidents can be avoided by practicing simple safety awareness methods:

* Wearing slip-resistant shoe covers
* Whenever handling and/or cleaning a knife, a cutting glove must be worn
* Do not put knives in the dish room or sinks! If you use a knife, you are responsible for hand washing it and returning it to the proper storage area
* Use all equipment safely; if you don’t know how to operate a piece of

equipment ask for help.

* Come to work with a clear mind and senses, and keep distractions to a minimum
* If a spill occurs, clean it up immediately
* Look before carrying food around corners
* Make your presence known to all others as you carry items around
* Please report all unsafe conditions to a supervisor
* Rough-housing and horseplay will not be tolerated, as they present serious safety
* concerns for employees and our guests
* Only scheduled employees are permitted behind counters, in the dish room, or in the kitchen - no friends allowed
* Use carts when moving products
* Lift the correct way: with your legs, not with your back. Do not try to lift something that is too heavy for you – ask someone to help you.

Report all accidents, no matter how minor, to your supervisor. For minor cuts and abrasions, first aid supplies are available.

An accident report must be completed to ensure compliance with insurance requirements.

You have the right to know what chemicals you are working in and around.

For further information, Safety Data Sheets (SDS) can be obtained from a supervisor.

If you don't know what a chemical is or does, find out before you use it.

**Fire Alarms**

**Evacuate your work area immediately**

Those working in the dining hall building, report to the covered walkway area in front of Starbuck Center.

Those working in Case Center are to report to the dock area behind the Spa.

It is imperative that you go to your respective area immediately, as the supervisors must make sure everyone is accounted for. Not reporting may be cause for disciplinary action.

**Sanitation**

* Please remove aprons before entering the rest room.
* You must wash your hands before beginning work and after they become soiled (like after handling dirty plates, serving, blowing your nose, fixing your hair, sneezing, coughing, touching your skin, using the rest room).
* Use warm, soapy water
* Rub hands together for at least 20 seconds
* Rinse thoroughly with clean water
* Dry with a disposable towel
* If you have the flu, pink eye, running a fever, a cold, a cut, or an open sore, check with the supervisor on duty before beginning to work.
* Disposable gloves must be worn by all food handlers and need to be changed often especially when changing jobs. If you scratch your nose while wearing your gloves they must be changed.
* Do not carry extra gloves in your pockets – take new ones from the boxes.
* Any food dropped on the floor must be discarded.
* Any utensil dropped on the floor must be washed before further use.
* If you are in doubt about the quality, appearance, or condition of any food item or
* service ware check with a supervisor.
* Gloves must be worn when handling clean dishes, flatware, glasses, cups, etc.
* Cleaning supplies must never come in contact with food preparation surfaces, and should be stored away from food.

**Examples of Misconduct**

Expectations are you will show up for your scheduled shifts on time and perform all work responsibilities during your shift.

Here are examples of misconduct that may lead to negative consequences on your attendance record and potential termination.

* standing around talking with friends
* sitting or leaning on counters, tables, walls, etc.
* eating and/or drinking
* reading, doing homework
* using personal electronic devices
* swiping and/or signing in for anyone else
* theft
* a record of tardiness
* a record of frequent absences
* unsatisfactory work performance
* refusal to do assigned tasks
* leaving your work area without permission
* disappearing during your work shift
* violation of department work policy
* repeated improper attire, per department’s policy

In addition to termination, you may be brought before the Skidmore College Integrity Board.

For full details of disciplinary procedures, see the Skidmore Student Employment Program Handbook.

**Other Information You Should Know**

**Workplace Concerns -** If you find yourself having concerns affecting you in the workplace, please speak with one of the supervisors, contact the Student Employment Coordinator (Emily DeLorenzo) via email (edelorenzo@skidmore.edu) or come into the main office to meet with the Student Employment Coordinator.

**Termination -** Student employees may use the appeal process to dispute an involuntary dismissal that is felt to be unjust. (This process does not apply if a student employee resigns.)

See the Financial Aid Student Employment Program Handbook for steps to take if you wish to appeal your termination.

Please be aware that, depending on the circumstances of your termination,

you may also be brought up on charges before the Skidmore College Integrity Board.

When a student is terminated, the student will not be eligible to work for the remainder of the academic year.

**Sexual Harassment -** Sexual harassment constitutes a form of sexual discrimination and is in violation of federal and state laws and Skidmore policy. Sexual harassment will not be tolerated at Skidmore College.

Any member of the Skidmore community who violates this policy will be subject to

disciplinary action up to and including dismissal.

If you believe that you are being illegally harassed, inform your supervisor, student

supervisor, or the Student Employment Coordinator.

**Getting Paid -** The rate of pay for Skidmore student employees in Dining Services is currently $12.75 per hour and for student supervisors is currently $13.50 per hour.

If you have chosen to have direct deposit, please be aware that your first payment will be in the form of a paper check sent to your campus mailbox, so that the bank routing numbers can be verified. After that, your pay will be directly deposited in your account.

You can check your earnings online at <https://www.skidmore.edu/financial_services/payroll.php>

**Spring Semester Work Schedules:**

These will be scheduled several weeks before the end of fall semester. An email will be sent to all student employees with dates for sign-ups. Students with perfect attendance (are given the opportunity to have first choice of shifts). Shifts will be scheduled on a first-come, first-served basis.

**If You’re Interested in Becoming a Student Supervisor:**

You will need to have at least one year's experience as a Dining Services student employee.

In addition, you must:

* be a responsible worker
* have a good attendance record
* be ambitious
* be knowledgeable of all Dining Services tasks
* be able to work in a diverse environment
* be respectful to co-workers, supervisors, staff, students and all guests

If you're interested, contact the Student Employment Coordinator after winter break for further information.