**DINING SERVICES CONDENSED HANDBOOK – 2022-2023**

**Dining Services Absence Phone Numbers**

**Primary Contact**

* Email the Student Employment Coordinator, Emily DeLorenzo, at [edelorenzo@skidmore.edu](mailto:edelorenzo@skidmore.edu) for any work related emails, questions or concerns
* Phone: 518-580-5857 (Monday - Friday - 8:30am to 4:30pm)
* Email the [Dhallabsence@skidmore.edu](mailto:Dhallabsence@skidmore.edu) for ALL call outs

**Other Contacts**

* Dining Services - 518-580-5850
* SPA - 518-580-5899

**Excused Absences**

**Illness or Injuries**

If you are unable to come to work due to severe illness or injury, please email [dhallasbsence@skidmore.edu](mailto:dhallasbsence@skidmore.edu) or contact a supervisor prior to your shift. Notification of absence 30 minutes prior to shift or less will be marked as unexcused. 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.

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 or dhallabsence@skidmore.edu beforescheduled start time that you will be unable to work.

2 No call / No show’s will results in a warning from Dining Services. You will be asked to sign a document stating you understand 1 more NCNS will results in 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 (more info below) or a note from Health Services/doctor.

* Three unexcused absences = 1 no call/no show absence
* 3 no call/no show absences will result in termination warning

**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 10 minutes or more without notifying a supervisor, you will also be marked as an unexcused absence.

* Three late/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 – email** [**dhallabsence@skidmore.edu**](mailto:dhallabsence@skidmore.edu) **and find a sub**

**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.

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

* You can pick up your make up cards in the dining hall main office after sept 18
* 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 cards will not be replaced, and they do not carry over from semesters.

**Subs –** You are required to attempt to find a substitute for any and all absences. This includes illness. Once you find a sub, the shift is no longer your responsibility. If you sub for another student, the shift is now your responsibility and if you don’t show up, it will be marked as an absence/NCNS on your timecard. If you get a sub, you do not have to make up that shift.

There are two options when looking for a sub:

**Option #1 - Electronic**

* Use the Dhall-substitution-list. This will email all employees. Be sure to include LOCATION, DATE, and TIME of the shift you need covered.
* Every time someone requests a sub you will be part of the email thread and have the opportunity to pick up a shift.
* To pick up a shift for another student, simply respond to the email in the thread.
* If you have not worked in the Burgess Café, you cannot pick up shifts for this locations.

**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.
* 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. These students will be excused from their shift as long as the student employment coordinator is aware of the absence ahead of time. 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.

**Going To Work**

You cannot stay later than your scheduled shift time to make up being late. If you are 30 minutes or more late 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 the computers at the sign in desk to clock your hours in TimesheetX. 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.

* 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.

**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