

**EVERYTHING
YOU NEED TO KNOW
ABOUT WORKING IN
SKIDMORE COLLEGE
DINING SERVICES!
2018 - 2019**



***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***



WE ARE GLAD YOU'RE HERE!

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, and **YOU ARE AN ESSENTIAL MEMBER OF OUR DINING SERVICES TEAM.**

The guests' opinions and our image are formed by the food they are served, the service they receive, and the atmosphere they experience. A supportive attitude and responsible job performance will make a positive impact toward higher guest satisfaction.

Dining Services is an integral part of most students' lives and also 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. This quality is what you and your fellow students deserve!

In view of the number of employees that work for us and the importance of consistency of the quality in our performance, there are rules and regulations which must be followed while performing your tasks. *Please treat all co-workers and guests with respect.*

The following pages contain the general information you, as a student employee, will need to know about working in Dining Services. ***Please also make sure to check your Skidmore email often,*** so you won't miss anything sent to you in regards to work.

*Something to remember:
the last guest is just as important as the first.*

MEET OUR SUPERVISORS AND OFFICE STAFF

Mark Miller, <i>Director</i>	518-580 x 8326
John Everett, <i>Assistant Director</i>	x 5844
Jim Rose, <i>Executive Chef</i>	x 8325
Eric DesRosiers, <i>Kitchen Manager</i>	x 5891
Joe Greco, <i>Production Manager</i>	x 5882
Jamie Cherry, <i>Supervisor of Dining Operations</i>	x 5851
Jesse Staiger, <i>Assistant Supervisor</i>	x 8319
Jackie Clark, <i>Assistant Supervisor</i>	x5861
Carol Grinter, <i>Assistant Supervisor of Purchasing/ Receiving</i>	x 8348
Pat Girard, <i>Business Manager</i>	x 5855
Bonnie Bertrand, <i>Supervisor of Catering Operations</i>	x 8323
Carrie O'Dell, <i>Assistant Supervisor of Catering</i>	x 5822
Beverly Cottrell, <i>Catering Secretary/ Receptionist</i>	x 5856
John Winnek, <i>Supervisor of Retail Operations</i>	x 5843
Lauren Medford, <i>Assistant Supervisor of Retail Operations</i>	x 8071
<i>Student Employment Coordinator</i>	x 5857





MEET OUR STUDENT SUPERVISORS!

Isaac Appel '21

Haja Bah '21

Carmen Barrios Castellanos '21

Jessie Bao '21

Isabel Blumenthal '19

Charlotte Bracklo '19

Addison Braver-Walsh '21

Natalie Cassello '21

Arianna Chand '20

Lauren Conde '21

Mariana De Luna '20

Emma Finegan '19

Tyler Galuska '20

Lauren Goldfarb '20

Amanda Gomez '21

Nick Greer '20

Brittany Herringshaw '20

Wayner Jimbo '20

Jessie March '21

Katie-Anne Matraw '19

Clare McInerney '20

Zoe Meadow '20

Caroline Moe '19

Arielmy Morel '20

Celeste Munoz Perez '19

Faisal Namanya Kabandana '20

Jesus Pancho-Cuahutle '20

Arpa Paul '19

Rachel Perez '19

Michael Ramirez '20

Dean Rette '21

Ruthann Richards '21

Jasey Richardson '19

Samantha Sasenarine '21

Atzallali Saucedo-Ruiz '21

Annalise Sawit '21

Lily Seno '21

Maria Shahzadi '21

Joe Sheppard '21

Arlene Silva '20

Byron Smith '19

Grace Sowyrda '20

Julia Stiller '19

Patrick Tavares '21

Annabelle Vaes '19

Lilia Wilson '21

Nicky Yates '21

Chenyu Zhou '19

DINING SERVICES PHONE NUMBERS

SPEAK TO A SUPERVISOR - AND GET THEIR NAME!

Atrium Café
Central Receiving
Murray-Aikins Dining Hall
Burgess Café (*after 7 pm & on weekends*) } **(518) 580-5853**

Burgess Café (*before 7 pm, Monday - Friday*) & Spa } **(518) 580-5899**

You must call AND email to report absences!

EXCUSED ABSENCES



ILLNESS OR INJURIES

If you are unable to come to work due to illness or injury, please notify a supervisor in the location where you are scheduled before your shift begins.

**It is acceptable to work with minor illness. Alternative duties to working directly with food are available - see a supervisor.*

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.

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 your supervisor as soon as possible.

Students with injuries or extended illness 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, it is not necessary to get a medical excuse from Health Services for that shift.

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

Absences covered by medical notes are excused.



NEGATIVE ABSENCES

No CALL/NO SHOW: Failure to notify the unit supervisor **BEFORE** scheduled start time that you will be unable to work.

***A second no call/no show absence at any time during the
WHOLE academic year may result in immediate termination.***

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

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 min or more, it will be marked as an unexcused absence. If you leave early by 30 min 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 shift(s) with a supervisor (must be made up within 2 weeks of original shift in same location).
- If you do not make up the shift within 2 weeks, you will receive a penalty to your attendance record.

MAKE-UP CARDS (GIVEN 3 PER SEMESTER)

- *Must* be turned in to a supervisor. If left on desk or submitted without a supervisor signature, it will be considered an *unexcused absence*.
- Turn in to a supervisor at least 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).
- If a make-up card is submitted less than 30 min. 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****

SUBS

- Post a “Looking for a Sub” slip; ask co-workers if they can sub; consult Facebook Student Employment group.
- Have substitute sign sub slip.
- Turn slip into a 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:

- Students who leave campus for or are unable to work on a religious holiday will be given an excused absence, *as long as prior arrangements have been made with a supervisor*.
- If no prior arrangements are made, students will be given one no call/no show absence for each shift missed.

STUDY DAYS & EXAM PERIODS



- **These are regular work days** - You are expected to show up for your scheduled shifts

SNOW DAYS/COLLEGE CLOSINGS



- **Dining Services is still OPEN** - You are expected to show up for your scheduled shifts

SHIFT ASSIGNMENTS

Now you're wondering "When and where do I work?"

If you returned the questionnaire sent to you this summer, your work hours have been scheduled around your classes and any school-related conflicts you noted. If you did **NOT** return it and have school-related conflicts that will interfere with your scheduled work shifts, you will need to see the Student Employment Coordinator in the Dining Services Office.

GOING TO WORK



As mentioned, we really depend on you to arrive at work on time; if you find that you are running late, please call ahead and let a supervisor know. You cannot stay later than your scheduled shift time to make up being late. If you are 30 min or more late for your shift, it will be marked as an unexcused absence.

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

Most of your training will be on-the-job; all of 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 .
- **NO** shorts, capri pants, or skirts - only full length pants may be worn.
- **NO** sleeveless shirts, tank tops, or crop tops may be worn while working - only t-shirts or long-sleeve shirts may be worn.
- **NO** open-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 **MUST** wear 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.



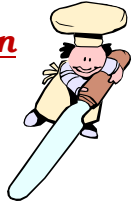
“No finger jewelry may be worn other than a wedding band and engagement ring. Necklaces may be no longer than 22” and must be tucked in your shirt. Earrings must be no larger than the size of a nickel coin and no dangling earrings are allowed.”

SAFETY ON THE JOB

Safety is an important issue and we take it very seriously. The mandatory paid orientation is designed with your safety in mind. *Non attendance may result in disciplinary action.*

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 dishroom, 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 seemingly 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 in back of 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 a cold, a cut, or an open sore, check with the full-time or student 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, it's a good time to replace them! 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.



SOME THINGS NOT TO DO

Here are a few things 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 person 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 Student Employment Program Handbook.



PROBLEMS?

If you find yourself having problems, please speak with one of the supervisors, student supervisors, or the Student Employment Coordinator. They are there to help take care of things.

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 Student Employment Program Handbook
for steps to take if you wish to appeal your termination.*

*Please also be aware that, depending on the circumstances of your termination,
you may also be brought up on charges before the Skidmore College Integrity Board.*

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.

*For more information on Skidmore policy,
see the Student Employment Program Handbook.*

OTHER INFORMATION YOU SHOULD KNOW

EXAM WEEKS: ALL STUDENTS ARE REQUIRED TO WORK DURING EXAM WEEK(S).

If an exam conflicts with a work shift, please notify a supervisor ahead of time. If you have free time on your hands to work extra shifts, talk to a supervisor about coming in and working – we'd love the help!

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 (not even one late!) will choose their shifts first.*** Shifts will be scheduled on a first-come, first-served basis.

IF YOU'RE INTERESTED IN BECOMING A STUDENT SUPERVISOR:

First, it's a good idea to be on the good side of all supervisors and student supervisors! You will need to have at least one year's experience as a Dining Services student employee. In addition, you must:

- be a good worker
- have a clean attendance record
- be ambitious
- be knowledgeable of all Dining Services jobs
- be able to work with all kinds of people!

If you're interested, contact the Student Employment Coordinator after winter break, and we'll include send you an application if we have any openings!

WE HOPE YOU ENJOY YOUR STAY!

*We hope that your stay in Dining Services
will be as pleasant and enjoyable as many of our
former student employees have found theirs to be.
We wish you success in your studies and your life
outside of Dining Services!*