

Skidmore College Dining Services

Student Employment Handbook
2024-2025

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Welcome Letter

Dear Dining Services Student Employee,

Congratulations on joining the Skidmore College Dining Services Team!

We welcome you to the largest team of student employees at Skidmore College. Dining Services includes the Murray-Aikins Dining Hall, the Atrium Café, the Burgess Café, the Spa, campus Catering, central receiving, and concessions. This manual was created to provide you with clear information and resources to help you succeed as a Dining 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 dining location varies in regards 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,

Skidmore College Dining Service Team

Dining Locations and Contact Information

Dining Hall Phone Number: 518-580-5850

The Spa Phone Number: 518-580-5899

The Dining Hall Management Office is located in the dining hall. Enter to the right and you will find us near the sign in desk, across from Emily's Garden.

- Student Employment Coordinator: Emily DeLorenzo,
edelorenzo@skidmore.edu
- Director of Dining Services: Mark Miller, mmiller@skidmore.edu
- Assistant Director of Dining Services: John Everett,
jeverett@skidmore.edu
- Executive Chef: Michael Hinrichs, mhinrichs@skidmore.edu
- Spa & Burgess Café Supervisor: John Winnek, jwinnek@skidmore.edu
- Floor Management: Jamie Cherry
Jesse Staigar
Jacquie Clark
Loren Baker
- Catering Team: Carrie Imbrogno-O'Dell
Fe Morrison
Bonnie Bertrand

Contact for all call-outs/absences: dhallabsence@skidmore.edu

Other Contact Information:

Campus Safety Emergency Line: 518-580-5566

Campus Safety Non-Emergency Line: 518-580-5567

Student Employment Office/Financial Aid: 518-580-5750

Payroll: 518-580-5840

Human Resources: 518-580-5800

The Management Team

The professional management makes policies and sets overall objectives for all employees in their work location. Each location has a staff consisting of professional managers and floor managers. Professional management is a great resource for students who have questions about advancement and location specific information.

Professional Management

Mark Miller, John Everett

Student Coordinator

Emily DeLorenzo

The floor managers of each work location implement station assignments and procedures among the student staff for the duration of their shift. Any operational questions or questions regarding station assignments will be directed to the floor manager on duty. Student supervisors work directly with the floor manager during their shift. If any issues arise with an employee, the floor manager will be the first point of contact.

The student coordinator works to unify and direct the student program. The coordinator is responsible for scheduling, monitoring attendance, payroll and any work-related issues. The coordinator works as a liaison between the student employees and professional staff. The coordinator is your first point of contact. If you have any questions, please reach out to the student coordinator for more information.

Floor Management

Dining Hall: Jamie Cherry,
Loren Baker, Jesse Staigar,
Jacquie Clark

The Spa & Burgess: John
Winnek & Stacy Tourtellot

Employment

Eligibility to Work

Eligibility to work on campus is confirmed through the Student Employment Office located on the first level (downstairs) of the Starbuck Center. 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 [Acceptable Docs](#) 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 Visa through Student Academic Services.

Personal Property

Do not bring valuable items to work with you (ipods, laptops, expensive coats, etc). We are not responsible for lost or stolen items. We do not provide storage for these items. Any personal items will be left at the provided area at each work location, which is communal to all employees. Report any problems to your supervisor immediately.

Work Schedules

All Dining Service student employees will work a minimum of 6 hours per week, and can be scheduled a max 10 hours/week. Shifts are 2 or 3 hours in length. All first-years or new hires are required to work a weekend shift during one of the semesters, either in the Fall or the Spring. All first-years are scheduled in the Dining Hall unless otherwise noted. You will have the opportunity to move to a different Dining location each semester. Scheduling is based on the previous semester's attendance record & points earned. First choice goes to those with zero points and those who follow the attendance policy.

Earnings Maximum

All student employees across campus have the same earnings cap, regardless of how many positions they hold. You may earn up to \$2,000 each semester while employed. You will receive notifications on a biweekly basis to show your current YTD earnings. If you near the earnings cap, you will receive a warning. This will also go to your supervisor. Hours may be adjusted as needed. A \$2,000 earnings cap per semester breaks down to ~12 hours per week. Therefore, you can pick up extra shifts if you are scheduled for 6-7 hours per week.

Time and Attendance

Attendance Policy

An attendance card will be kept for each student. This will keep track of all absences and extra shifts picked up. There are 3 types of absences; excused, unexcused, no call/no show. **Depending on the type of absence/reason for your absence, you will be given 1-3 points on your attendance & disciplinary record (see page 13).** Exceeding 10 points on your record will result in termination from Dining Services.

Protocol for calling out:

Email dhallabsence@skidmore.edu AT LEAST 1 Hour prior to your shift. Include your name, date and time of shift, and reason for absence. Following this email, send a second email to dhall-substitution-list-group@skidmore.edu to ask for a sub. Include your shift location (dhall, spa, etc.), date of shift and time of shift. **You must ask for a sub for any and all call-outs.**

Absence Descriptions

- **Excused Absences – requires notifying management at least 1 hour ahead of shift**

- If you are unable to come to work due to severe illness or injury. Notification of absence 1 hour prior to shift or less will be marked as unexcused. It is acceptable to work with minor illnesses.

- Any academic or NCAA competition related excuse (i.e. exam, class meeting, extra credit, trip) with confirmation from a Professor/Coach.
- 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.
- Any religious observance
- Any Holiday Break travel day

- **Unexcused Absences**

- **Require notifying management at least 30 minutes ahead of shift**
- Any absence that does not fall under the category of an excused absence (i.e. too much work to do, parents or friends are visiting, need to study, too tired, etc.)
- To avoid receiving an unexcused absence, submit a make-up card or successfully find a sub for your shift (see page. 8)

- **No call, No show**

- Failure to find a sub and to notify the Student Employment Coordinator via email or a supervisor or dhallabsence@skidmore.edu before your scheduled start time that you will be unable to work.

Time & Attendance (cont.)

Clocking In & Out

Your Oracle App will be used to clock you in and out. **YOU** may only clock yourself in and out. Make sure you have supervisor approval to clock in and out if you are early or leaving early. Whenever you clock in, you must be prepared to work. You may not clock in and go to eat or go to the 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. This includes phone use. In the case of an emergency, promptly speak to the supervisor on duty. If you must use the restroom, please notify the union staff at your station. **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 assigned station 5 minutes after the time their shift is scheduled to start otherwise, they will be considered late. The prior 5 minutes is to be used to clock in and get their required uniform on. 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 email your supervisor.

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 dining locations remain open.** Dining Services is dedicated to providing meals during these critical times. Please report to work if it is safe to do so. You will be notified if your work location is closed for any reason.

Re-Hire Policy After the first two weeks of classes, a one-week notice is required of all Food Services employees who resign from their position. You must complete the end of the current work week upon resigning. The work weeks end on Friday. 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. If you have been terminated from one Dining Services location, you will be terminated from **ALL** Dining Services locations on campus and cannot return.

Shifts Subs and Make Up Cards

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) Send an email to the dhall substitution list. **Include your name, shift date, time of shift, and dining location. Email:** Dhall-substitution-list-group@skidmore.edu
- 2) If you get a response from a fellow student employee, your shift is covered. If you do not get a response, you must attend your shift or take an absence.

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.

A sub is only allowed for the entirety of a 2 hour shift, or a minimum of 2 hours of a scheduled 3 hour shift.

Make up cards

If you cannot find a sub and you do not want to use an allotted absence, you may submit a make up card. These must be submitted at least 30 minutes before your schedule shift and handed to a floor manager or student supervisor.

You are given 3 make up cards per semester and they are to be used to make up a shift during another date/time if you cannot attend any given shift. Make up shifts can only be made up on weekends and must be made up within the following two weekends. A make-up shift must be in the same location as the missed shift, but can be any time that works for you.

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. If you receive FWS, you will receive an award amount which will be shown in your financial aid package. You do not need to receive FWS to work on campus. This will not change your wage or maximum earnings cap for the year. **Note:** All Dining Services employees who have FWS or do not have a FWS award will get a paycheck biweekly corresponding to how many hours the employee has worked. Having a FWS award does not mean that the paycheck goes directly to your tuition.

General Hour Limitations

Students may not work off the clock. All students are responsible for keeping track of their hours worked. All first-year students will work one campus job, with Dining Services. Upperclassmen are allowed to work elsewhere on campus. Students should not, under any circumstance, exceed forty hours across all Skidmore College jobs. **International students should not exceed twenty hours a week across all Skidmore College jobs during the academic term.** Arranging your schedule across your other positions at Skidmore College is not the responsibility of management.

Payroll

You will receive a paycheck on a biweekly basis, meaning each pay period is 2 weeks long. The pay period for all student employees begins on Saturday morning and continues through the second Friday evening. Thus, the paycheck you receive on Friday is from the pay period ending on the previous Friday. You can view the 2024 pay period schedule [here](#). 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. Pay slips can be viewed on Oracle.

Help Us Go Paperless!

Direct Deposit Steps

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 ATMs located across campus.
- 6) You will get your paycheck even if you are not on campus.
- 7) Set up is free of charge!

How to Set Up Direct Deposit:

- 1) Log into skidmore.okta.com and go to the Oracle App
- 2) Locate the red “Pay” icon.
- 3) Locate “Payment Methods”

- 4) Complete **BOTH** the top and bottom sections by selecting “Add” in the top right corner of the section.

- 5) Have the following information ready to complete the form:

Section 1:

Routing Number (Ask your bank)

Account Number (Ask your bank)

Account Type (Checking or Savings)

Section 2:

Deposit Type (Direct Deposit)

Percent (100) Deposit

For additional assistance or to deposit money into more than one account contact payroll@skidmore.edu. Or visit the Payroll office in Barrett Center.

Summer Vacation, Breaks and Holidays

Work Opportunities

During Thanksgiving, Winter, or Spring break, there are not **ANY** work opportunities within Dining Services. During Summer Sessions, you have the opportunity to apply to work with the Catering portion of Dining Services. This is considered a full-time position. You must work at least one full summer session if not more. If you are an international student, you may work up to 40 hours per week during the non-academic year.

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, including breaks, will be directly deposited into the designated account. Direct deposit eliminates the risk of a check being lost in the mail, or anything else of this nature. If a paycheck is not deposited within six months, the check will have to be reissued to the student at the payroll office, located in Barrett Center.

On the Job

General Employee Training

General student employees will be trained at their place of hire. Due to the nature of the various work locations, the busyness of the Dining Hall and the number of student hires, you will be trained on the job. Floor managers, student supervisors, and professional management all take part in on the job training.

Safety & Knife Training

A safety & knife training session will be shown at the First-Year Orientation. This is to prepare you for how to properly hold a knife when cutting various foods. This will also cover how to properly clean and handle a knife when not in use. All students are required to watch this training. **If you cannot attend orientation or hired late in the year,** you are required to watch the training video. If you have not, you will not be allowed to work in certain stations which will require knife training.

Watch Training Video [Here](#)

Meals and Breaks

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. 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 worn with a provided non-slip covering. No sandals or open-toe shoes are permitted at any time, for your safety. **Shoes must be closed toed/closed heeled.**
- You must wear a shirt with sleeves. This includes a t-shirt, long-sleeve shirt, hoodie, or zip-up. **You may not wear sleeveless shirts or tank-tops.**
- Belly shirts or crop tops are not permitted.
- Food Services will provide you with a hat, non-slip shoe covering and apron 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.
- You must wear jeans, khakis, or long pants. **At no time may you wear shorts or skirts.** Your clothes must be clean with no holes or tears in them.
- **No ear buds, air pods, or wireless music devices while working on your shift.** If asked more than once to remove these items, you will be sent home and not paid for the time missed.

Hair Restraint

Unless otherwise specified, all Dining 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. All other staff must wear hair restraints. Beard guards and hairnets are available to all employees.

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.

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. Employees may clean without gloves, but they are available for use. Gloves should be changed when they are torn or soiled and when switching tasks, such as going from cutting chicken to prepping vegetables, to avoid cross contamination. If working at the Deli Station, you must wear fresh gloves if asked for a gluten free item.

The Dining Services 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 10 or more points are eligible for termination and will have a formal meeting with the student coordinator.

1 POINT OFFENSES

- Call in, excused absence after 2 recorded excused absences*
- Excessive socialization
- Unauthorized cell phone use
- Use of ear buds
- Not wearing appropriate uniform
- Arriving 10-15 minutes late to your shift
- Poor personal hygiene or violation of health & safety policies
- Taking unauthorized breaks or doing schoolwork on the clock
- Switching assigned station without approval from management

2 POINT OFFENSES

- Call in, unexcused absence*
- Intentional waste of materials, resources, or food
- Failure to obey sub binder policies – not signing in at all or signing both in & out at the start of your shift
- Arriving more than 15 minutes late
- Clocking in/out more than 15 minutes early without approval

3 POINT OFFENSES

- No call, No Show – includes missing a sub shift
- Disrespect, rudeness, or insubordination
- Failure to attend mandatory meetings

5 POINT OFFENSES

- Time theft - Entering time on your time card you did not work
- Insubordination and/or harassment
- Theft of, or intentional damage to, property
- Theft or retail items at any Dining location
- 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 – both employees will be penalized
- Working under the influence of alcohol, drugs or other intoxicants

***For any absence in which you find a substitute for your shift, you will not receive a point towards your record.**

Appeals System

In the event a student is terminated from Dining 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. A sit-down meeting with the student employment coordinator and the Assistant Director of Dining Services as well as one floor manager will be required.

Hygiene

Personal Hygiene

All employees should come to work clean, showered, and wearing clean clothes. 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. 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, Itching and/or Eczema
- Swelling of the lips, face, tongue and/or throat
- Wheezing and/or trouble breathing
- Tingling sensation in mouth
- 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.

DON'TS:

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

ALWAYS
seek a Chef or floor
manager if a student asks
you about food allergies
or ingredients in any
food item.

Sanitation & Safety

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.

Handwashing should take 20 seconds if you are thorough and should only be done in a designated hand washing sink.

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 sanitizing solution.
3. Wipe the surface free of excess liquid.

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.

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.

Harassment

Harassment

Skidmore College 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 College 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. Dining 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 HR, student coordinators, managers, or the 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 college 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

Skidmore College 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.

Harassment (cont.)

- **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 Skidmore College's policy on harassment in the workplace: