Dining Services and Racer Hospitality

MURRAY STATE UNIVERSITY

Student Handbook

Welcome to Murray State University Dining Services

Dining Service Call-In Directory	
Thoroughbred Room office	270-809-6931
*Fast Track	270-809-6065
*Winslow	270-809-3398
*Campus Pizza	270-809-3312
Catering	270-809-2746
Curris Center Thoroughbrewed	270-809-2099
Hart Café	270-809-5333
Market 22	270-809-3223
Starbooks	270-809-5610
Business Express	270-809-4346
*Pony Express	270-809-5595
*Call Winslow main office 270-809-3398 to call-in	
We do not give credit references on any employees. For employment verification please contact our Human Resources Department 270-809-2146.	
Office of Institutional Diversity, Equity and Access 270- 809-3155	
For emergencies call Racer Police 270-809-2222	

Mission and Opening Statement

The mission of Murray State University Dining is to provide a wide variety of menu options with quality food and services to the University community, anticipating consumer's needs and providing high customer satisfaction.

Due to University guidelines, Dining Services is only able to hire students enrolled in at least one class at Murray State University.

Training

Murray State Dining Services will teach you the necessary skills you need to know to perform your tasks in Dining Services. We supply training for you to learn responsibilities, guidelines, and skills needed to be an efficient, productive and safe worker. Standard Operating Procedures and Cashier Manual will be issued to you in your venue. Feel free to ask questions if you are unclear on any aspect of your job. Your supervisor may occasionally require you to help in an area other than which you were originally trained.

Personal Property

Employees are prohibited to use cell phones, headphones (ear buds), laptops, tablets, iPads, or other electronic devices in any Dining Service work area. Emergency calls are acceptable but a manager must be notified. Backpacks, briefcases and purses are discouraged in work areas. Murray State Dining Service is not responsible for any lost or stolen personal property.

Dress Code

Student staff dress codes are enforced at Dining Services for your safety. If you must leave work to change, lost time will count against you and you cannot stay later to make up the time. Disciplinary action may occur if not properly wearing your uniform. Two Murray State Dining Service shirts, MSU hat/visor, and name badge will be given to you on your first day. You must return these items on your last day of employment. If you fail to return items then you will be charged a fee for each item.

Prices for replacement items:

Shirt: $10
Hat or Visor: $10
Badge: $5

Allowed-

Body: Tattoos are allowed; however, they cannot display vulgar languages or images
Feet: Tennis shoes or non-slip shoes which are closed-toed and closed-heel (Prefer slip resistance shoes−sold at Wal-Mart, Payless, etc.)
Legs: Only jean and khaki material pants at knee length or longer, <u>except in kitchens where they are to be full length pants.</u>
Torso: MSU Dining Service shirt and name badge
Head: MSU Dining Service hat, visor or hairnet. If hair is at shoulder length or longer it must be pulled back away from the face and a hat or hair restraint must be used. Males: any facial hair will require a beard net. Only stud earrings are allowed.
Hands: Wedding bands are permitted. (No additional jewelry is acceptable.)
*If there is a cultural or religious alternation, inform your supervisor.

Not allowed-

Legs: No leggings, shorts in the kitchen, holes or rips in pants
Head: No non-Dining Service hat, visor or bandana, no visible piercings besides a stud in the ear are allowed (you can cover your piercings with a band aid)
Hands: No artificial or fake finger nails and/or nail polish is allowed

All employees must maintain good hygiene. If a worker has any cuts or breaks in the skin, regardless of size, that worker must see a managerial staff member in his or her work unit to be instructed on protection requirements for work. Poor hygiene may result in being sent home and an unexcused absence may be issued.

Catering Staff:
All black pants, black shoes, and black socks must be worn. Long sleeve, black button up shirts and black bistro aprons are provided by Dining Services. Shirt must be tucked into pants. All clothing must be pressed and clean for each service.

Safety and Sanitation

Safety:

- You may be exposed to many types of equipment. Operate only the ones for which you have been trained and instructed to use.
- Keep aisles, passageways, and floors free of obstructions.
- If an accident occurs, report it immediately to your supervisor.
- Walk, do not run. Rowdiness and horseplay are not tolerated.
- If there is a spill, then immediately place 1 or 2 wet floor signs in the area. If time permits then clean the mess yourself or notify someone.
- First aid: If you suffer a cut, burn, or any other injury, see a manager immediately.
- You are only allowed in restricted work areas while on the clock.

Sanitation:

- Keep all hand sinks accessible at all times for proper sanitation of hands for all co-workers.
- Maintain a high state of cleanliness in your unit and practice good sanitation techniques.
- Always wash hands with soap and warm water upon arrival to work, after coughing and sneezing, after handling raw meat, between every task and after using the bathroom.
- Aprons must be removed before leaving the work area. For example, take your apron off before going to the restroom.
- Wear disposable gloves when handling food that will not undergo further cooking before serving. Change your gloves when you change your task or within four hours of the same task.
- Do not touch hair and face when working. If this occurs, hands must be washed before continuing work.
- Handle glasses, plates, and utensils correctly by the base, rim and stem.
- Clean up any spillage promptly.
- Smoking, chewing tobacco, chewing gum, and toothpicks are not allowed in any work area.
- Eating and drinking is not allowed in work areas. Closed containers for drinks are allowed below serving area.

Customer Service

Murray State University is a customer service organization. Friendliness, pride in work, and cooperation not only keep the customers satisfied, they also make working more enjoyable. As representatives of Murray State University, student employees are expected to be courteous and helpful to all customers. Often customers will have questions for which

students do not have the answer. When this occurs, try to direct the customers to the person who does know the answer- a co-worker, supervisor, or director.
Always refer angry or frustrated customers to supervisors or directors. Whenever you feel uncomfortable with a customer or a customer's behavior, refer the matter to your supervisor.
Always remember to:

- Be approachable—let the customer know you are willing to help.
- Express an interest in the customer's problem.
- Listen to the customer—be sure you understand what they need.
- Follow up. Direct the customer to someone who might be able to help or ask them to return for more assistance if still not satisfied.

Attendance Policy

Attendance records are renewed every semester; however, poor attendance can reflect on rehiring or placement of probation in future semesters.

You must give advance notice anytime you miss work, regardless of the reason. We depend on each staff member and absences affect everyone during that shift.

Notify your supervisor as early as possible and make arrangements for a substitute to cover the shift. If you are scheduled to work at 6 a.m., you must call the night before, if possible, or at 6 a.m.

If you miss more than one day, you must call each day or explicitly tell your supervisor the date you will return. Calls to report an absence will only be accepted from the employee, a doctor or the hospital.

Email, texting, and social media do not count as calling in, as they may not be read before the start of your shift. Please try to remember the name of the person to whom you spoke with to report your absence.

Excused Absence

- Family emergencies: death or serious injury, illness, etc. of an immediate family member (immediate family consists of: father, mother, sister(s), brother(s), grandparents, spouse, and children.)
- Personal illness: A document provided by a doctor or MSU Health Services must be presented upon returning to work. You must sign the waiver for Health Services so the Student Manager can call and confirm your visit. Without documentation, the absence is unexcused.
- Approved by a supervisor: If advance notice is given, and arrangements can be made to cover your shift, a supervisor may excuse an absence.
- Personal religious practices: Give two weeks prior notice to any religious practice absence.

Excessive absenteeism cannot be accommodated. Dining Services must be able to depend on its student staff to provide adequate service to the campus community. After three excused absences a student must have a review with a supervisor.

Unexcused Absence

No notification of missing a shift can be grounds for termination. Three unexcused absences will automatically result in employment termination. After the second unexcused absence, employment termination may be reviewed and considered by management. A warning letter of probation may be issued after the second unexcused absence.

Schoolwork is not excused. Employee will be responsible for preparing for their classes including all projects, homework, etc., on their own time. Professors give notice before projects,

tests, and papers, so employees are expected to plan and budget time accordingly. If more time is needed to concentrate on classes and schoolwork, changes may be made to the schedule with a supervisor.

- **Events required for class, such as attending a concert or play, are not excused without prior notice.** You must find a substitute to cover your scheduled shift.
- Sorority, fraternity, club and athletic activities are not excused.
- Oversleeping is not excused.
- Travel is not excused.

Weather Policy

If inclement weather occurs, then you should contact your venue for the status of operation. It will be at management's discretion to approve the absence.

Weekend Policy

If a call-in must occur on a weekend shift, proper documentation to excuse the absence will be required. For example, if a call-in occurs due to illness, then a doctor's excuse is acceptable for the shift to be excused. If other emergencies arise that would cause absence, then it is at the management's discretion to excuse said absences.

Tardy

Call if there are any circumstances that would cause you to be late to work. One hour late will count as two tardies with notification. More than one hour will result in an unexcused absence. Three tardies are equal to one unexcused absence.

If there is a special circumstance for any absence or tardy, please speak with the managerial staff member in your work unit to explain your situation. Students may be placed on probation after second unexcused absence if other tardies or work performance issues exist. After you received a second unexcused absence, you will be placed on a probationary period.

Substitution Policy

If for any reason a shift needs to be covered, arrangements should be made for a substitute to work the scheduled shift. A substitute should be a reliable coworker at your Dining Services work location. The substitute must be trained and capable of performing all normal tasks for that scheduled shift. The employee and the substitute must notify management for approval prior to the shift. There will be switch shift forms provided in each work area. Shift change must be approved by management prior to the shift. If a substitute works for you, you will have no marks against your attendance. If the replacement fails to sign their name on the substitution form or the form is not accepted, then it is the responsibility of the original student.

Leave of Absence Policy

There may be a time when, for personal reasons, a student will need to temporarily stop working for an extended period of time. If this is the case, the student may request a leave of absence to remain in good standing and eligible to return to work for Dining Services. Some examples of reasons to request leave include, but are not limited to, needing time off due to a death or illness in the family, or personal illness. Speak to the managerial staff in your venue if you wish to be granted a leave of absence.

Probation

Students may be placed on probation for absenteeism, failure to comply with the policies in this handbook and unsatisfactory work performance. Any further violations during the probationary

period, even if unrelated to the action(s) which placed the student on probation, can lead to immediate termination. Any student who does not improve during the probationary period may not be rehired.
Probation is in effect until the end of the semester, regardless of when a student is placed on probation. If you are placed on probation toward the end of the year then the probationary time will expire at the next break of the following semester.

Rehiring/ Performance Evaluation

All students' work performance and attendance will be evaluated at the end of each semester to determine if they will be rehired for the following semester. The employee will be notified and provided a work schedule for the following semester during winter break for spring semesters and during summer break for fall semesters. If the employee is notified that they are being rehired on probation or they are ineligible to be rehired for the following semester this applies to all Dining Service venues. The employee may make an appointment to discuss their evaluation with the managerial staff in their work venue. A mid-semester review may be required depending on the venue.

If the employee wishes to continue to work with Dining Services for the following semester, the employee must let their supervisor know before the current semester's finals. To continue working the next academic year, complete a Returning Student Worker Application online before semester break at murraystatejobs.edu. If management is not notified that the employee will be returning it will be assumed that the employment ends at that semester. Submit a schedule of availability as soon as classes are scheduled for the next semester. Include exact times of availability of each day as well as the exact times that are preferred to work.

Work Schedule

Management will work with all students to create personalized schedules around their classes and other obligations. Although you will be scheduled to work in specific areas, all students are hired as general employees and will be asked to work in other positions as needed to accommodate the service needs of our customers.

Recent changes by KERS require limitations on the number of hours worked by student employees. Student workers are allowed to work in only one department; however, students may work multiple Dining Service venues on the approval of management. The total hours worked per week cannot exceed 20 hours.

You will set up a work schedule when you are hired or rehired for each semester. This schedule will be in effect for the entire semester; however, this could be subject to change. **Please take into account time needed for classes, exams, studying, clubs, sororities/fraternities, travel, sleep, friends, family and any other activity in which you would like to participate.**

Occasionally, employees may be required to stay a few minutes past the end of their shift. Employees are not to leave work without completing their tasks unless they have the specific approval of the supervisor on duty. Generally, those scheduled for closing shifts will work together to complete tasks and leave at the same time.

Changing Your Work Schedule

If for any reason you need to change your schedule, at least two weeks' notice must be given. If for any reason two weeks' notice cannot be provided, a substitute must be found to work the scheduled hours.

***Exception**:* Dining Services realizes that dropping, adding or switching classes at the start of a semester may invalidate a set work schedule. If class changes are made that would affect your work schedule, a supervisor must be notified immediately. Missing work without notifying a supervisor before the shift will not be excused, even if you were attending class. Missing work without notifying a supervisor is considered a No Notification and can be grounds for termination.

If you are adding a half-semester course that will interfere with your work schedule, make changes at least two weeks in advance of the date the new class will start. If you fail to give notice, then you are expected to find a substitute to work the scheduled hours. It is the employee's responsibility to find a substitute.

Hours may be added at any time, provided there is an opening in the work schedule for the hours being requested. Check with the student manager to review openings in the schedule. There may be an open position in other venues; however, the student manager must be notified and they will contact other venues to ensure the hours are not exceeded.

Transferring Dining Service Venues

Please see a managerial staff member in your venue to see if the request can be accommodated either now or for the following semester. An interview may be required if an open position is available at another venue. Please give two weeks' notice to your current place of work if you will not be returning for the following semester. Within the Dining Services department, supervisors will share all relevant work information regarding your attendance and work performance.

Finals

All students must work during finals week. Employees that do not work during finals week will not be eligible to work any following semesters with Dining Services.

Since exam timings differ from regular class schedules, employees are allowed to choose the shifts they will work during finals week. The total number of hours worked during the last week of the semester is equal to the number of hour worked during a regular week. For example, if you normally work 8 hours per week, you must work 8 hours during finals.

The weekend before finals is not considered part of finals week and those who are regularly scheduled to work will be responsible for working those hours. If you prefer not to work these days, refer to our substitute policy.

Request the hours you would like to work during finals at least three weeks prior. To make sure you are not scheduled over an exam or vital study time, request exact times. View the schedule of final exams here: (http://www.murraystate.edu/Academics/AcademicCalendars.aspx). Notify your supervisor immediately if you need to make changes to your finals work schedule after it has been submitted. Standard attendance policy applies to finals week.

Holidays

Working and service hours may vary for holidays. All employees will be notified in advance of schedule changes. If an employee will be unable to work on a holiday, they must find a substitute to work their scheduled hours. Standard attendance policy applies. Dining Services will often employ students during winter, spring or summer breaks at a limited capacity.

Time Clock

Dining Services uses a biometric time clock system. This requires the employee's fingerprint and M#. To be enrolled into the system, please contact Denise Windsor in the Dining Office: dwindsor@murraystate.edu or by calling 270-809-6879. Winslow, Fast Track, Campus Pizza and Pony Express student workers can contact Tresa Jones at Winslow: tjones1@murraystate.edu or by calling 270-809-3398. Employees are subject to disciplinary action if they do not punch in and out for their shift and 30 minute break.

Recording Your Time

Dining Services must have accurate records of all time worked to ensure accurate paychecks are received. All students must punch in and out for each shift worked. **Disciplinary action may be taken if an employee's both IN and OUT times are not recorded.** Work scheduled times ONLY. Clocking in or out early or late, without a supervisor's approval, is not tolerated and will count against the employee with the same weight as a tardy. If there is an error in a pay check, please notify the student manger. If a time error occurs, then a missed punch form should be completed. This is a form for time adjustment that is reported to the Dining Service Payroll. Three or more missed punch incidents may result in disciplinary action. The employee must complete the form within 24 hours of the notification.

Wages

The starting hourly wage for all new Dining Services student workers is $7.35. Pay periods cover two weeks, with paydays being every other Friday. Weekly hours are accumulated from Saturday through Friday (Not Monday through Sunday). The timetable of when you receive your paychecks are on your myGate account under Employee tab in the Announcement from Payroll section. Paystubs are available through your myGate account under your Employee Tab.

**If you are leaving the country immediately after finals and will not have access to a United States bank or mailing address two – three weeks after the end of a semester, you will need to contact Payroll (270-809-4129) to make arrangements for your last pay check.*

Direct Deposit

Direct deposit is required for ALL University employees to receive their paychecks. If you had direct deposit during a previous semester and there has been no lapse in your employment, your check will go straight to your account. If there is a lapse in employment, direct deposit will need to be set up again.

To set up a direct deposit, take a voided check or banking account information and two forms of ID to the Payroll Office on the second floor of Sparks Hall. While there the K-4 and W-4 for Kentucky and Federal withholding taxes forms will need to be completed. Employees will not be paid until these forms have been completed. First paycheck issued will be mailed to your permanent address. Please verify your address at the Payroll Office when you set up direct deposit. All subsequent checks will be directly deposited.

Rest Period and Benefits

Rest Period: Students working a consecutive 4-hour work period may take one paid 15-mintue break. Students working more than 5 consecutive hours are required to take an unpaid 30-minute lunch break. Students working less than 4 consecutive hours are not entitled to a break. Supervisors may determine when breaks are taken, but they should not be taken at the beginning or end of the work period. Unused breaks are not cumulative or eligible for extra

pay. Breaks are to be taken away from the work area. Do not distract co-workers while you are on a break.

Benefits: Student employees are not eligible for paid holidays, vacation, sick leave, jury duty, unemployment insurance, medical benefits, or permanent status. They are, however, eligible for worker's compensation. Student employees are paid only for the hours worked and documented in the Ecotime system.

Employee Meal: If an employee works at the Hart Café, Fast Track, Campus Pizza, Pony Express or Winslow, an employee is allowed a meal at Winslow Dining Hall. If you work at Market 22, Curris Center Thoroughbrewed, the Food Carts, or the T'Room, you may eat at the T'Room. Please provide your meal ticket so the cashiers may verify you are a scheduled Dining Services employee. Catering students may partake of the meals they cater, provided adequate quantities are left.

All Dining Services student workers are permitted an employee meal ($6.75) or snack ($2.50), any amount over the designated amount will be paid by the employee, as outlined below:

- 3 hrs. or less shift—snack
- 3.5 hrs-6hrs—meal
- 6 hrs. or more—meal and a snack
- All meals go through the register as "employee meal" (Employees are not allowed to share their meals with anyone.)
- Soft Serve at T-Room is part of a snack or meal
- No bottled beverages, only fountain drinks or brewed coffee/tea
- One pint of milk per day
- No packaged food (anything not produced or finished off in-house is considered "packaged")
- No meals or snacks to-go. Only employees working outside of T-Room can take food out in "to-go" container

Employee meals cannot be taken to-go. If you do not eat during your break, you must partake of your meal within 30 minutes of your shift – either during the 30 minutes before you clock in or within 30 minutes after you clock out.

Winslow and the T'Room may not have service hours during your shift, as is the case with closing shifts at Fast Track, Campus Pizza, Pony Express, Markey 22, or Thoroughbrewed Cafes. If you find yourself in this situation, please speak with your management staff about available options

Student Drivers

The motor pool must recommend that a student be authorized to use MSU vehicles. The Request for Student Driver Authorization Packet is available from the motor pool. The packet contains a Guidelines and Procedures booklet, a Request for Student Driver Authorization form, and handouts covering van safety, seatbelt usage, and other information as required. Authorization for student use of vehicles must be renewed annually. All student operators will have a current motor vehicle record check on file. Anyone asked to operate an MSU vehicle is required to have a clean driving record. All vehicle use authorization will be approved by MSU's motor pool and a Dining Service Manager.

Student Management Program

Student management positions allow student employees to gain real world leadership experience. This is an opportunity to get a leg up in the ever increasingly competitive job market after graduation.

Any problems with scheduling, tasks, training, etc., should be directed to your student manager for resolution. Feel free to come to them with any issues that may be arise from working with Dining Services and know all students have the full support of Dining Services regular staff and management.

Student management must maintain at least a 2.5 cumulative GPA. An unofficial transcript may be requested by Murray State Dining Services upon the acceptance of the student management program. Applications for the next year's student managers will be available around midterm. Management positions are for one full academic year, and all current student management must reapply to be considered for next year's positions. All management staff are required to return one week before the semester begins to prepare for opening.

Student Shift Supervisor Responsibilities

1.) Train, coordinate and supervise student labor.
2.) Assist in the student review process.
3.) Enforce Dining Services policies and procedures.
4.) Responsible for all safety rules and their enforcement.
5.) Have knowledge of all emergency procedures.
6.) Have knowledge of all Dining Services positions and equipment used.
7.) Open and close operations using procedures and according to checklists, including handling cash.
8.) Maintain operational quality and standards.
9.) Responsible for knowing the correct use and portion size of product.
10.) Responsible for work area. (i.e. stocking and removing trash).
11.) Maintain high levels of sanitation, ServSafe certification training will be provided.
12.) Have knowledge of all cleaning supply items and their proper use.
13.) Work a minimum of 12 hours per work week.
14.) Must be able to meet physical requirements (i.e. standing, lifting at least 35 pounds, stooping).
15.) Attend scheduled Student Management meetings.
16.) Assist with special events.
17.) Other responsibilities delegated by management.
18.) If needed, has the authority to reprimand student workers.

Student Training Captains Responsibilities

1.) Explain time clock procedures.
2.) Discuss dress code with all employees.
3.) Guided tour of all areas in the designated venue.
4.) Involved in the interviewing process.
5.) Implement health and sanitation procedures.
6.) Enforce Dining Services policies and procedures.
7.) Teach and maintain student work skills.
8.) Assist in the student review process.
9.) Have knowledge of all emergency procedures.
10.) Have knowledge of all Dining Services positions and equipment used.
11.) Maintain high levels of sanitation, ServSafe certification training will be provide.
12.) Responsible for knowing the correct use and portion size of product.

13.) Responsible for work area. (i.e. stocking and removing trash).
14.) Cross-train employees in all areas.
15.) Once crossed-trained assign student workers to specific areas.
16.) Train, coordinate, and supervise student labor.
17.) Have knowledge of all cleaning supply items and their proper use.
18.) Work a minimum of 12 hours per work week.
19.) If needed, has the authority to reprimand student workers.
20.) Must be able to meet physical requirements (i.e. standing, lifting at least 35 pounds, stooping).
21.) Attend scheduled Student Management meetings.
22.) Assist with special events.
23.) Other responsibilities delegated by management.

Student Managers Responsibilities

1.) Issue reprimands and disciplinary actions.
2.) Report payroll weekly.
3.) Update the database.
4.) Schedule student employees for the semester and finals week.
5.) Complete Missed Punch forms.
6.) Communicate with student employees.
7.) Conduct interviews for student workers and student management.
8.) Train, coordinate and supervise student labor.
9.) Assist in the student review process.
10.) Enforce Dining Services policies and procedures.
11.) Responsible for all safety rules and their enforcement.
12.) Have knowledge of all emergency procedures.
13.) Have knowledge of all Dining Services positions and equipment used.
14.) Open and close operations using procedures and according to checklists, including handling cash.
15.) Maintain operational quality and standards.
16.) Responsible for knowing the correct use and portion size of product.
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18.) Maintain high levels of sanitation, ServSafe certification training will be provide.
19.) Have knowledge of all cleaning supply items and their proper use.
20.) Work a minimum of 12 hours per work week.
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22.) Attend scheduled Student Management meetings.
23.) Assist with special events.
24.) Other responsibilities delegated by management.

Employment At Will

All Murray State Dining Service employees are hired on an “At Will” basis. This refers to the presumption that employment is for an indefinite period of time and may be terminated either by employer or employee.

Closing Statement

Failure to comply with the University and Dining Services regulations will result in disciplinary action up to and including discharge. Infraction of the general rules, excessive absence, theft, use of alcohol and drugs, and poor job performance are all grounds for suspension or termination.

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