



GRINNELL
COLLEGE

DINING SERVICES

STUDENT STAFF
HANDBOOK

INTRODUCTION

Welcome to Grinnell College Dining Services!

We are committed to operating the highest quality program our resources will allow. As a student employee, you play an important role in maintaining our high quality standards in the service, safety, cleanliness and morale of our program.

This handbook will acquaint you with the policies and procedures regarding your employment in our department. It is **YOUR responsibility to know and understand** the contents of this document.



You must complete and submit the Student Staff Acknowledgement Form (at the end of this document) before you begin your first work shift. A condition of your employment is that you have read and that you understand the Student Staff Handbook. An acknowledgment is required for employment.

WhenToWork.com is a scheduling program Dining Services uses. You can sign up for shifts with Dining Services once you have been hired by one of the supervisors, and they give you access to WhenToWork.com. An email from WhenToWork.com with instructions on how to log in and sign up for shifts will be sent to your Grinnell email, and you will be able to choose the shifts you would like to work.

Schedules in the Marketplace and The Spencer Grill are permanent for the semester. **During Fall Break, Thanksgiving Break and finals week, new schedules will be posted on WhenToWork.com for you to sign up for shifts.**



Everyone is required to work a minimum of 2-3 shifts during finals week. There are **NO EXCEPTIONS** to this policy.

DIRECTORY

Important Numbers

Marketplace Supervisors	ext. 4976
Heart of the House (HOH)	ext. 3668
The Spencer Grill	ext. 3669
Catering Services	ext. 3665
Scheduling conflicts	go to WhenToWork.com and use the TRADE BOARD

Attendance and Substitution

Your job is important! You will be expected to:

- ❖ **Be on time** for your scheduled shifts.
- ❖ **Be in proper uniform** for your scheduled shifts.
- ❖ **Obtain a substitute** if you are not able to make one of your shifts. It is **YOUR responsibility to obtain a sub** if you cannot be at work. You can post a trade board message on WhenToWork.com as soon as you learn you will not be able to make your shift. Your substitute must know how to perform the job that you are having them fill for you.
- ❖ If you are sick you **must speak to your supervisor** at least 2 hours before your shift begins. Leaving a message or emailing is not acceptable.

Clocking In and Out

You are required to use a time clock to record the time that you work for Dining Services. The time clock is located in the back hallway of the Marketplace across from the Supervisors Office. Complete instructions for using the time clock are posted on the bulletin board to the immediate right of the time clock. We suggest using your Pioneer One Card for clocking in and out to assure accurate recording of information.

Use the time clock to clock out when your supervisor has given you permission to leave when your work and shift have been completed. **Make sure to check with your supervisor before clocking out.**

If you have any questions regarding the use of the time clock, please see a supervisor immediately, so the issue may be quickly resolved, and you are assured of getting paid promptly.

Staff Meals

Marketplace: When you work a breakfast, lunch or dinner shift, a meal is included as a benefit for working the meal. This means that if you have a meal plan, you do not need to have your card swiped to eat the meal you work. Even if you do not have a meal plan, you may eat the meal you work at no charge.

It is important to us that you receive your meal. We would like you to eat your meal just prior to your shift beginning. At breakfast and dinner you may enter the dining room ½ hour before the meal period begins, and eat your meal. This is the preferred method. If you are unable to eat before, please let your supervisor know, and they will schedule a time to for you to eat your meal.

Spencer Grill: If you work at the Spencer Grill, you may eat at the Marketplace during its normal service hours. You must make arrangements with your supervisor if you work hours other than Marketplace service hours. An Out Takes option is also available at the Spencer Grill.

Catering Services: When working for catering, you should check with the supervisor at the event you are working. The supervisor will inform you when you may eat your meal.



You must clock out when you eat your meal.

Pay Periods

Pay periods are bi-monthly. For the months of September through May, paychecks are mailed to you at your campus post office box. June's pay check will be mailed to your home address.

Pay dates for Grinnell College students are bimonthly and you receive your pay check on the 15th of each month and the last week day of each month.

Pay dates for high school students and students other than Grinnell College students are every other Friday.

You may find a comprehensive listing of Grinnell College student payroll dates by clicking this link. <http://www.grinnell.edu/offices/accounting/payroll/>

Uniforms

When you are clocked in, on duty, and wearing a Dining Services uniform, you are a representative of our department. **Your actions and the statements you make should reflect positively on the department.** You must be clean and neat in your dress and in your work. The Iowa Food Code requires the following:

- ❖ All employees who contribute in any way to the assembling, dressing, cooking, manufacturing, compounding or serving of food are required to effectively cover and restrain hair and beards to prevent contamination of foods.
- ❖ The outer clothing of all employees shall be clean.
- ❖ Employees shall eat food only in designated dining areas.

You must **be in uniform, clean and neat when you arrive to work.** We will provide a shirt or chef coat (as needed) and a hat for you to wear while you are on duty.

If working shifts at the Marketplace or Spencer Gill, you will be issued shirts and a hat at the beginning of the year. You are responsible for the laundering and pressing of your shirts and the cleanliness of your hat. The shirts and hat must be returned to Dining Services at the end of the academic year or when your employment with us is terminated. **You may be billed \$5.00 for each tee and each hat you fail to return.**

No smoking. The campus is smoke free.

Sanitation

Sanitation is extremely important. Unsanitary practices cause food borne illness. For this reason, **you MUST:**

- ❖ **Wash your hands** after clocking in for your shift
- ❖ **Wash your hands** immediately when you return to work from using the restroom (even though you have already washed your hands in the restroom).
- ❖ **Remove your gloves and wash your hands** when you have touched your hair, face, uniform, trash, raw meats, nose, used the restroom, eaten anything, worked with unwashed produce or other foods, or talked on the telephone. **After washing your hands, put new gloves on before returning to work.**
- ❖ **No eating while you are working.** To avoid the temptation of eating while you are punched in and working, we provide the employee meal.
- ❖ **No beverages in work areas.** The Marketplace and Spencer Grill have drinking fountains that you may use to get a drink of water from as needed. Catering occurs at many different locations, so you should check with your supervisor at the event, and they will instruct you where to get water.
- ❖ **No chewing gum while on duty.**
- ❖ **The issued hat must be worn while on duty.** The **bill should be pointed forward** at all times.
- ❖ **Tee-shirt must be clean and tucked in** at all times.
- ❖ **No capris, cut off pants, short skirts or holes in pants while working.**
- ❖ **No Ipods, cell phones, or personal music devices are allowed while working.**
- ❖ **No reading and studying while on duty.**
- ❖ **All spills and breakages are to be cleaned up immediately, and area sanitized.** Please notify supervisor of breakage or any person who has been injured.
- ❖ **No sitting on work surfaces, tables or carts.** They are used for food prep and transportation, and not a place for our back sides. This is a health and safety issue and not allowed.

Safety

- ❖ **Ask for help when a load is too heavy** to be handled by yourself.
- ❖ **Ask for directions on how to operate equipment before using it.**
- ❖ **Use hot pads to move hot pans.**
- ❖ **Never run while at work.** Be careful going around corners and in congested areas.
- ❖ **Clean up broken glass immediately with a broom and dust pan,** not with your hands.

- ❖ **Report faulty equipment to your supervisor immediately, do not try to fix it yourself.**
- ❖ **Never put your hand in a garbage disposal or the pulper.**
- ❖ **Wipe up spills immediately.**
- ❖ **No throwing of towels or any object in the work place.**
- ❖ **If you have a cold, notify your supervisor and they will assign you an appropriate position for that shift.**
- ❖ **If you are injured or have an accident while at work, notify a supervisor or other career staff member immediately for assistance.**

DISCIPLINE AND TERMINATION

When a breach of workplace or employment policies occurs, one of the following actions can occur:

- ❖ A verbal or written disciplinary action form. You will be presented with a form and have a discussion with your supervisors as to the corrective action you need to take in order for you to remain on our staff. Typically, if you receive the third disciplinary action form, you will be terminated from Dining Services.
- ❖ Immediate termination from your work with Dining Services. In this situation, if you work for the Marketplace, Catering or The Spencer Grill ,your further employment with all dining locations would be terminated. Depending on the severity of the offense, you may be ineligible for hire at ITS, Bookstore, or Mailroom.

SITUATIONS RESULTING IN TERMINATION

Situations resulting in termination of employment may be, but are not limited to:

- ❖ Unsatisfactory work, insubordination, and refusal to carry out instructions or policies.
- ❖ Three unexcused absences and/or repeated absences.
- ❖ Falsifying time records, including clocking someone else in or out, or not clocking out for meals.
- ❖ Dangerous horseplay.
- ❖ Removal of anything from Dining Services without permission from a supervisor.
- ❖ Destruction of college property.
- ❖ Eating/drinking in unauthorized areas.
- ❖ Working while under the influence of drugs or alcohol.

IOWA EMPLOYEE RIGHT-TO-KNOW ACT

The Employee Right-To-Know act is intended to ensure that employees are aware of dangers associated with hazardous substances or harmful physical agents that they may be exposed to in their work places. If your job requires you to be routinely exposed to products, compounds or work processes that contain or generate hazardous substances or harmful physical agents, you are entitled to receive training and specific information to enable you to perform your work safely. Your supervisor will contact you concerning any necessary training. Grinnell College has information about hazardous substances and harmful agents you may encounter. This information is available to you in Product Safety Manuals located in the loading dock area. Your supervisor can advise you on access to the proper manual if your job requires it.

GRIEVANCE PROCEDURE FOR STUDENT EMPLOYEES

Dining Services desires to establish an orderly manner for resolving disputes that may arise between student employees and their supervisors.

Attempts should first be made to resolve the grievance through conversation between the student employee and the immediate supervisor involved. If not resolved to the satisfaction of the student employee, the matter may be presented to the Marketplace, Spencer Grill, or Catering Services manager. At the request of the student employee, the manager will review all information. The manager may request that both the immediate supervisor and the student employee meet with him or her to discuss the matter in order to reach a resolution.

If the matter cannot be resolved to the satisfaction of all parties, the student employee may proceed with the college's grievance procedure for students. Please refer to the Grinnell College Student Handbook for this policy.

STUDENT EMPLOYEE ACKNOWLEDGEMENT FORM

Before working your first shift for us, you must complete and submit the following acknowledgement form. This form states that you have read and understand the Student Staff Handbook and policies outlined. Click on the following link:

<https://itwebforms.grinnell.edu/apps/DiningStudentHandbook/>