Mission Statement

“To provide the college family and community with dining and hospitality services that exceeds the needs of our customers, through service and quality products, in an ethical and responsible manner, in support of the overall mission of the College.”

Message from Dick Williams

Director of Dining

I am thrilled to welcome you to Grinnell College Dining Services. As a member of the student staff you are amongst a select group at Grinnell College. You have the opportunity to be associated with one of the best college dining services in the nation. We would not be a nationally ranked collegiate dining service without the dedicated staff that commit to excellence each and every day. Your decision to join the dining team has afforded you the opportunity to gain valuable “life skills” that will have a major impact on your “life successes”. You will experience a sense of accomplishment through teamwork while establishing long term friendships. I predict that you will not be disappointed in becoming part of a truly amazing family. On behalf of the entire dining department, I say, “Welcome Aboard!”

Important Numbers and email address

**Marketplace Supervisors:**

641-990-3769

msupervisor@grinnell.edu

If you are using a telephone on-campus, dial only the last four digits of the following telephone numbers:

**Heart of the House (HOH):** 641-269-3668

**The Spencer Grill:** 641-269-3669

**Catering Services:** 641-269-3665

For scheduling conflicts, please see the attendance section of this handbook.
**Introduction**

Welcome to Grinnell College Dining Services! We are committed to operating the highest quality program our resources allow. The success of our program relies heavily on our student employees.

Employment with Grinnell College Dining Services is contingent upon your acknowledgement that you have read and understand the contents of this handbook.

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.

**Work Ethic**

When you work for Grinnell College Dining Services, you will gain valuable professional experience to carry you forward in life. We know that you will have opportunities to socialize with students and coworkers, but we also expect you to take your job seriously and follow directions.

- No iPods, cell phones, or personal music devices are allowed while working.
- No reading and/or studying while on duty.

**Scheduling**

Dining Services uses the website WhenToWork.com for student scheduling. Once you have been hired by one of the supervisors, you will receive an email in your Grinnell.edu account from WhenToWork.com with instructions on how to log in and sign up for shifts you would like to work.

Schedules in the Marketplace and The Spencer Grill are permanent for each semester, except for fall break, Thanksgiving break, and finals week*.

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

**Attendance**

Your job is important! You are expected to:

- **Be on time** for you scheduled shifts. If you work in a venue to serve our customers, please **be in your assigned station when we open for service**.

- **Be in proper uniform** for your scheduled shifts.

Obtain a substitute if you are not able to work your shift. If you cannot be at work, it is **YOUR responsibility to fill your shift**. Use the trade board on WhenToWork.com
**ILLNESS**

If you are sick* you must speak to your supervisor at least 2 hours before your shift begins. For shifts in the Marketplace, please call 641-990-3769 and ask to speak with the student supervisor. It is NOT acceptable to leave a voice message, email or speak with someone other than the student supervisor. You will also need to post a trade on WhenToWork.com for that shift. If you fail to follow these procedures, disciplinary action will result.

**CLOCKS IN**

You are required to use the time clock to record the time that you work for Dining Services. The time clock is located on the green brick wall behind the Plat du Jour. Instructions for punching in are located to the left of the time clock. Use your Pioneer One Card for clocking in and out and to assure accurate recording of information, which will also ensure you are paid in a timely fashion.

**STAFF MEALS**

**Marketplace:** When you work a breakfast, lunch or dinner shift, one meal is included as a benefit for working that shift. If you have a meal plan, you will not need to swipe your card for the meal you work. 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 prefer that you eat your meal prior to starting your shift. For breakfast and dinner shifts, you may enter the dining room and consume your meal 30 minutes before the meal period begins. If you are unable to eat before your shift begins, please let your supervisor know. They may be able to 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. In order to obtain the meal without swiping your card, you must be in your Dining Services uniform. You must make arrangements with your supervisor if you are scheduled to work your shift outside of Marketplace service hours.

**Catering Services:**

Students working catering should check with the supervisor for the event you are working. The supervisor will inform you when you may eat your meal.

*If you experience signs or symptoms of infectious disease or food borne pathogen, including high fever, vomiting or diarrhea, in order to prevent the spread of illness, you will not be allowed to work. Please contact your supervisor and post to the trade board as soon as possible.
**Pay Periods**

Pay periods are bi-monthly. During September through May, paychecks are mailed to your campus post office box. Paychecks for June will be mailed to your home address.

Grinnell College students should receive paychecks by the 15th and by the last business day of each month.

High school students and all other students can expect paychecks every other Friday.

You may find a comprehensive listing of Grinnell College student payroll dates by visiting the accounting office’s web page.

**Uniforms**

The uniform for students working at the Marketplace or Spencer Grill includes the black Dining Services t-shirt, name tag, cap, and clean full-length pants or modest skirt. Students will be issued two t-shirts, one cap, and name tag at the beginning of the year. You are responsible for laundering/cleaning your shirts and cap.

The issued cap must be worn while on duty. The bill must be pointed forward and your name tag should be pinned to the side of the cap at all times.

T-shirt must be clean, pressed and tucked in at all times.

No capris, cut-off pants, shorts, short skirts, only leggings, pajamas, sweat pants, or ripped/torn pants while working.

If you work front-of-the-house, you will wear a chef coat and apron over your black Dining Services t-shirt. These will be provided and laundered by Dining Services.

If you work back-of-the-house, you will wear an apron over your black Dining Services t-shirt.

Earrings in excess of 2 inches in length are considered dangerous and unsanitary and therefore not allowed in the workplace.

Bracelets, rings and watches must be covered by a glove if they are worn in the workplace.

Necklaces must be worn under your uniform.

When you are 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 will be billed $5.00 for each t-shirt, hat, and nametag you fail to return when you have completed your employment with Dining.
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.

**GENERAL SAFETY**

- Ask for assistance when a load is too heavy for you to lift or move.
- Ask for directions on how to operate equipment **before** using it.
- Use hot pads to move hot pans.
- Never run 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. Take broken glass to the recycle room and place into the glass recycle bin. DO NOT PUT GLASS INTO TRASH RECEPTACLE.
- Report faulty equipment to your supervisor immediately. Do **not** try to fix it yourself.
- **Never** put your hand in the garbage disposal or pulper.
- Wipe up spills immediately.
- Do not throw towels or any object in the work place.
Sanitation

Sanitation is extremely important! Unsanitary practices cause food borne illness.

Notify your supervisor if you are ill, and they will assign you an appropriate position for that shift or advise you to refrain from coming to work.

No eating while you are working. We provide an employee meal in a designated area prior to your shift or during a scheduled break.

All spills and breakages are to be cleaned and sanitized immediately. Notify your supervisor of any breakages or injury.

No sitting on work surfaces, tables or carts. These are used for food preparation and transportation!

If you use the restroom while on duty, you must remove your apron, gloves, and chef coat. Wash your hands both in the restroom and when you return to your work station after using the restroom. Put on new gloves before returning to work.

Wash your hands and change your gloves when moving between work areas, especially when handling allergens such as bread/gluten, nuts, fish/shellfish, soy, or dairy.

Remove your gloves and wash your hands when you have touched your hair, face, uniform, trash, raw meats, eaten anything, worked with unwashed produce or other foods, used the telephone, or touched any surface that has not been sanitized. Put on new gloves after washing your hands, before you return to work.

Leadership Opportunities

The Student Leader and Management program (SLAM) allows opportunity for Grinnell College students to gain leadership skills.

Wash Your Hands To Prevent Illness...

No chewing gum or other candy while on duty.

No smoking.

No beverages in work areas. The Marketplace and Spencer Grill have drinking fountains which you may use as needed. Catering events take place at many different locations; check with your supervisor at the event, and they will instruct you where to get water.
DISCIPLINE AND TERMINATION

When a breach of workplace or employment policies is made, one of the following actions will occur:

- You may be presented with a verbal or written corrective action form. A discussion with your supervisors will inform you of the corrective action you will need to take in order for you to remain on our staff. Typically, if you receive a third disciplinary action form, you will be terminated from Dining Services.

- If terminated from the Marketplace, Catering or the Spencer Grill, you are no longer eligible to be employed by Grinnell College Dining Services. 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:

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

GRIEVANCE PROCEDURE

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.

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...