Our mission is a team dedicated to providing quality food, excellent service and exceptional value while advancing the University mission and goals. The Dining Services motto is to provide SERVICE in a Superior, Effective, Responsive, Valued, Innovative, Consistent and Excellent way. While you are on the job it’s your responsibility to provide positive high quality service to our customers. Be courteous and smile! Your actions and appearance make a difference.

As a Dining Service student employee you are responsible to know and comply with information provided here. You are to read all of the information and it is your responsibility to ask a student supervisor or dining manager if you want any further clarification. Student supervisors in each dining unit oversee student employees during the daily operations and report to the unit managers. Student supervisors perform such functions as hiring, training, scheduling shifts, assigning jobs and tracking attendance, in addition to performing duties of student employees. Student supervisors can be identified as hiring, training, scheduling shifts, assigning jobs and tracking attendance, in addition to performing duties of student employees. Student supervisors can be identified by a WMU Dining Services shirt or a supervisor name tag.

Uniforms, appearance and hygiene

Shoes: Shoes must enclose the entire foot and be made of leather or other substantial materials that may help prevent burns. Socks must be worn. No sandals, flip flops, open-toed shoes or high-heels are allowed. Athletic type shoes are acceptable.

Pants: Pants must be clean and in good condition, meaning no holes, rips or pants that drag on the floor. Jeans, khakis or dress pants are acceptable. Female employees may wear a skirt. Skirts must come to the knee. Female employees may wear capri pants in the summer months when it gets hotter. Shorts, cutoffs, sweats or tights are not acceptable. Cash operations drivers may wear a skirt. Skirts must be clean and in good condition.

Shirts: Shirts must be clean and in good condition. Tee shirts are acceptable. Writing or graphics on shirts must be appropriate for the work environment. Sleeveless shirts and midriff-baring tops are not acceptable. Western Michigan University logos or any other logos permitted. Aprons are available and recommended for keeping clothes clean. Aprons are to be removed and left in the kitchen when you use the bathroom. If any uniform part is unacceptable, your supervisor will let you know. You may be sent home to change or asked to punch out for the day.

Hats and hair: All student employees must have their hair restrained. Hair that is shoulder-length or longer must be tied back, pulled up or kept behind your shoulders in a ponytail. A WMU Dining Services hat will be given to you on your first day and must be worn each time you come to work. A helmet is not a substitute. This hat is to be worn with the brim facing forward. A Dining Services hat must be worn in all units; ask your student supervisor or manager how to get.

Jewelry: For sanitation and safety reasons, jewelry must be kept to a minimum. Watches are acceptable. Please do not wear dangling earrings, bracelets or necklaces.

Hand washing: Improper hand washing is the main cause of foodborne illness. Before starting work or putting on a disposable glove to handle ready-to-eat food, you must thoroughly wash your hands with soap and water. When returning to your work area after a break, smoking, using the restroom, etc., you must again wash your hands. Hand washing is also required after touching your face, hair, using a tissue for your nose or eating. You are not allowed to touch ready-to-eat food with your bare hands. A serving utensil, such as tongs, or disposable plastic or latex gloves must be worn when handling ready-to-eat foods. Ready-to-eat foods include: cookies, bagels, fruit, salad preparation and any other food that will not be cooked before serving. Gloves must be changed whenever hand washing is required.

Fingernails: Fingernails must be clean and neatly trimmed. Fingernail polish may not be worn. The polish can chip off and contaminate the food. Nail brushes are available at hand wash sinks to clean under the nails.

Food Employee Reporting Agreement

Upon hiring, you signed a “Food Employee Reporting Agreement.” The purpose of this agreement is to prevent foodborne illness that results from sick employees working in the food environment. If you have any of the symptoms listed below you are NOT TO WORK in Dining until you are completely free of the symptom(s) for 24 hours. “The Food Employee Reporting Agreement” requires that in the event you have any of the following symptoms while at work, you must report them to the manager of your dining unit:

SYMPTOMS: diarrhea, fever, vomiting, jaundice, sore throat with fever and infected cuts or wounds on the hand, wrist or other exposed body part.

Once you are feeling better and have not experienced these symptoms for 24 hours, you may return to work. Remember: you must wait at least 24 hours before returning to work after you are free of these symptoms due to food safety reasons.

Phone numbers

Hoekje/Bigelow Dining Service (Barnhard Center) (269) 387-4842
Bistro3 Dining Service (269) 387-4831
Burnham Dining Service (269) 387-4834
Cash Operations/Draper Dining Service (269) 387-4926
Goldsworth Valley I Dining Service (269) 387-4840
Goldsworth Valley II Dining Service (269) 387-4836
Goldsworth Valley III Dining Service (269) 387-4836

For further information about WMU Dining Services, please go to our website: www.wmich.edu/dining

Revised: July, 2013
**Hours of work**

We offer flexible work times that fit around your busy schedule. Most shifts are two to three hours in length. Most student employee positions require you to work on weekends and holidays. The method of staffing weekends varies by unit. Schedules are posted in the workplace. It is your responsibility to know when you are scheduled. Some units may also email you the schedule for your convenience.

Student employees are paid for scheduled times only. You are not to report to work unless you are scheduled. The shift starting time is definite. The ending time may vary depending on the day's workload. It is important to emphasize that University policy does not allow students to work over 20 hours per week. It is your responsibility to keep track of hours worked so you do not exceed the maximum.

**Attendance**

You and the job you perform are important to Dining Services. When employees do not show up for work, not only does the service to the customer suffer, but fellow workers carry an additional workload. We understand that there are times when you can't work as scheduled. You are to make every effort to get another student employee to work for you. Each unit has its own system for substitutions. Always call your workplace before the start of your shift if you will be unable to work or arrive late.

If you are sick, do not come to work. We do not want to spread your illness to other employees and customers. Give yourself time to get well before you return. In the unusual event that you are allowed to work while you are sick, you must punch out for this meal. No food or beverage may be taken out of the workplace, as this theft.

You are not allowed to drink a beverage while you are working or have a beverage at your work station. This includes beverages or drink containers that you have brought to work or beverages obtained from Dining Services. If you are thirsty while you are working, you may go to the water fountain, or ask your supervisor.

**Wages and pay days**

We use both an electronic timekeeping system (KRONOS) and a punch-card time clock for recording work time. The electronic system's clock utilizes your Bronco ID for swiping in and out. Instructions on swiping are posted by the clock. Pay particular attention to these instructions if you work more than one job on campus. When swiping in, you must select the correct job. Again, you will see your Bronco ID and punching a paper timecard each time you begin and end your shift. When you "clock-out" for a break, you will insert your Bronco ID. It is important to swipe, see your supervisor. Cash operations employees will use the MICROS cash register to record their time at work. WMU establishes the pay scales for student employees. These are published on the University's website. Most Dining Services jobs are Level A, Step 1.

Each pay period is two weeks in length. WMU offers two options to receive your pay: these options are direct deposit to your bank account or being issued a VISA Payroll Card. All employees are required to enroll in one of these programs as paycheck stubs are no longer issued. A check advice [check stub] is the document that specifies the number of hours worked, pay rate, taxes and other withholdings. The check advice is available online [WebCheck]. Go to the "GoWMU" Web portal, click on the "Employee Self Service" link, click on "Self Service," then "View Paycheck."

We encourage all of our student employees to sign up for direct deposit. Direct deposit provides for your paycheck to be deposited directly into your bank account. You can sign up for direct deposit online at the Self Service link referenced above. You may also submit a request form directly to the payroll office if you do not sign up for direct deposit, pick up your VISA payroll card from the payroll office. You must show picture ID at the payroll office to pickup your VISA payroll card.

**Alcohol/drug free workplace:***

To ensure a safe and alcohol/drug free workplace, it is the policy that Dining Services student employees do not report for work in an impaired condition resulting from the use of alcohol or drugs; consume alcohol while on duty; or unlawfully possess or consume any drugs while on duty; or abuse prescription drugs. Any student employee who violates this policy is subject to disciplinary action, including possible termination of employment.

**Other workplace policies**

Electronic devices: Laptops, headphones, cell phones and all personal electronic devices are not allowed during work time. [Laptops may be used in cash operations away from the food, serving and register areas to check work related communications.] Electronic devices may only be used when you are on break and in a break area. Among them are concerns about safety, productivity, good customer service and food safety/sanitation.

**Smoking:** All WMU buildings are smoke-free. If you must smoke, it is only on your break and you must be 25 or more feet away from any building in a designated smoking area. Upon re-entry to the building, you must wash your hands.

**Respect for the environment:** You are to be cautious with dishes, equipment and all facilities to avoid breakage or damage. When moving carts or equipment, maintain control and stay clear of all wall surfaces. You are not to sit on any equipment or food service surfaces. You are not to put your feet on walls, equipment or furniture.

**Other expectations:** We expect our student employees to follow their supervisors’ instructions. You need to check with your supervisor at the end of your shift. You are expected to put effort into your job and be attentive to your duties and the customers. Visiting with friends or having your friends stop by to see you at work are not acceptable. You expect to be courteous and respectful towards your co-workers. You may not read or study on the job—work time is for working. We expect you to give us advance notice if you plan to resign—two weeks is customary.

Any student employee that violates policies related to electronic devices, smoking, respect for the environment or other expectations may be subject to disciplinary action, including possible termination of employment.

**Policies**

**Attendance**

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If you are sick, do not come to work. We do not want to spread your illness to other employees and customers. Give yourself time to get well before you return. In the unusual event that you are allowed to work while you are sick, you must punch out for this meal. No food or beverage may be taken out of the workplace, as this is theft.

You are not allowed to drink a beverage while you are working or have a beverage at your work station. This includes beverages or drink containers that you have brought to work or beverages obtained from Dining Services. If you are thirsty while you are working, you may go to the water fountain, or ask your supervisor.

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Hours of work
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You are not allowed to drink a beverage while you are working or have a beverage at your work station. This includes beverages or drink containers that you have brought to work or beverages obtained from Dining Services. If you are thirsty while you are working, you may go to the water fountain, or ask your supervisor.

If you work four consecutive hours or longer, you receive a paid 15-minute break. You may drink on this break, but not eat. If you choose to eat, you must punch out. You must let your supervisor know if you leave the workplace.

Wages and pay days
We use both an electronic timekeeping system (KRONOS) and a punch-card time clock for recording time worked. The electronic system's clock utilizes your Bronco ID for clocking in and out. Instructions on swiping are posted by the clock. Pay particular attention to these instructions if you work more than one job on campus. When swiping in, you must select the correct job. If you work another job, you will select your Bronco ID and punching a paper timesheet each time you begin and end your shift. When you “clock-out” for a break, you must select the correct job. It is essential to swipe, see your supervisor. Cash operations employees will use the MICROS cash register to record their time at work. WMU establishes the pay scales for student employees. These are published on the University’s website. Most Dining Services jobs are Level A, Step 1. Each pay period is two weeks in length. WMU offers two options to receive your pay. These options are direct deposit to your bank account or being issued a VISA Payroll Card. All employees are required to enroll in one of these programs as paychecks are no longer issued. A check advice (check stub) is the document that specifies the number of hours worked, pay rate, taxes and other withholdings. The check advice is available online (WebCheck). Go to the “GoWMU” Web portal, click on the Employee Self Service” link, click on “Self Service”, then “View Paycheck.”

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Alcohol/drug free workplace:
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Other workplace policies
Electronic devices: Laptops, headphones, cell phones and all personal electronic devices are not allowed during work time. (Laptops may be used in cash operations away from the food, serving and register areas to check work related communications.) Electronic devices may only be used when you are on break and in a break area. The reasons are obvious. Among them are concerns about safety, productivity, good customer service and food safety/sanitation.

Smoking: All WMU buildings are smoke-free. If you must smoke, it is only on your break and you must be 25 or more feet away from any building in a designated smoking area. Upon re-entry to the building, you must wash your hands.

Respect for the environment: You are to be cautious with dishes, equipment and all facilities available to avoid breakage or damage. When moving carts or equipment, maintain control and stay clear of all wall surfaces. You are not to sit on any equipment or food service surfaces. You are not to put your feet on walls, equipment or furniture.

Other expectations: We expect our student employees to follow their supervisors’ instructions. You need to check with your supervisor at the end of your shift before leaving. We expect you to put effort into your job and be attentive to your duties and the customers. Visiting with friends or having your friends stop by to see you at work are not acceptable. We expect you to be courteous and respectful towards your co-workers. You may not read or study on the job—work time is for working. We expect you to give us advance notice if you plan to resign—two weeks is customary.

Any student employee that violates policies related to electronic devices, smoking, respect for the environment, or other expectations may be subject to disciplinary action, including possible termination of employment.

Policies

Wages and pay days
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Any student employee that violates policies related to electronic devices, smoking, respect for the environment, or other expectations may be subject to disciplinary action, including possible termination of employment.
Welcome to our team!

Food Employee Reporting Agreement

Upon hiring, you signed a “Food Employee Reporting Agreement.” The purpose of this agreement is to prevent foodborne illness that results from sick employees working in the food environment. If you have any of the symptoms listed below you are NOT TO WORK in Dining until you are completely free of the symptom(s) for 24 hours. “The Food Employee Reporting Agreement” requires that in the event you have any of the following symptoms while at work, you must report them to the manager of your dining unit:

SYMPTOMS: diarrhea, fever, vomiting, jaundice, sore throat with fever and infected cuts or wounds on the hand, wrist or other exposed body part.

Once you are feeling better and have not experienced these symptoms for 24 hours, you may return to work. Remember: you must wait at least 24 hours before returning to work after you are free of these symptoms due to food safety reasons.

Phone numbers

Hoeije & Bigelow Dining Service (269) 387-4842
Burnham Dining Service (269) 387-4834
Cash Operations/Drapeer Dining Service (269) 387-4926

Goldsworth Valley I Dining Service (269) 387-4840
Goldsworth Valley II Dining Service (269) 387-4838
Goldsworth Valley III Dining Service (269) 387-4836

For further information about WMU Dining Services, please go to our website: www.wmich.edu/dining

WMU Dining Services Student Employee Information

Revised: July, 2013
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Uniforms, appearance and hygiene

Shoes: Shoes must enclose the entire foot and be made of leather or other substantial materials that may help prevent burns. Socks must be worn. No sandals, flip flops, open-toed shoes or high-heeled are allowed. Athletic-type shoes are acceptable.

Pants: Pants must be clean and in good condition. Women may wear capri pants in the summer months when it gets hotter. Shorts, cutoffs, sweatpants and tights are not acceptable. Female employees may wear a skirt. Skirts must come to the knees. Female employees may wear a hat. Female employees must wear pants or capri pants.

Sweatpants and tights are not acceptable. Female employees may wear a skirt. Skirts must come to the knee. Female employees may wear capri pants in the summer months when it gets hotter. Shorts, cutoffs, sweatpants and tights are not acceptable. Cashiers and drivers.

Jewelry: For sanitation and safety reasons, jewelry must be kept to a minimum. Watches are acceptable. Please do not wear dangling earrings, bracelets or necklaces. For food safety reasons and to ensure that nothing gets caught in our equipment.

Hand washing: Improper hand washing is the main cause of foodborne illness. Before starting work or putting on a disposable glove to handle ready-to-eat food, you must thoroughly wash your hands with soap and water. When returning to your work area after a break, smoking, using the restroom, etc., you must again wash your hands. Hand washing is also required after touching your face, hair, using a tissue for your nose or eating. You are not allowed to touch ready-to-eat food with your bare hands. A serving utensil, such as tongs, or disposable plastic or latex gloves must be worn when handling ready-to-eat foods. Ready-to-eat foods include: cookies, bagels, fruit, salad preparation must be worn when handling ready-to-eat foods. Ready-to-eat foods include: cookies, bagels, fruit, salad preparation and any other food that will not be cooked before serving. Gloves must be changed whenever hand washing is required.

Fingernails: Fingernails must be clean and neatly trimmed. Fingernail polish may not be worn. The polish can chip off and contaminate the food. Nail brushes are available at hand wash sinks to clean under the nails.

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WMU Dining Services
Student Employee Information

Revised: July, 2013