



ISU D I N I N G



STUDENT EMPLOYEE
HANDBOOK

2024 - 2025

TABLE OF CONTENTS

What We Do.....	5
Grow Your Skills.....	8
Career Readiness Learning Outcomes.....	9
First Things First.....	10
Goals and Expectations.....	11
ISU Dining Policies and Procedures.....	12
Employee Breaks and Meals.....	12
What to Wear—Uniform.....	13
Find Your Schedule.....	14
Schedule Source Login.....	15
Scheduling and Swap Board.....	16
Pay Information.....	18
WorkDay.....	19
Time Clock and Submit Time.....	20
Attendance Policies.....	22
Work Agreement.....	24
Food Safety and Sanitation.....	25
Workplace Safety and Sanitation.....	31
Emergency Preparedness.....	37
Customer Service.....	38
Iowa State University Policies.....	40

WELCOME TO ISU DINING!

Student Employees,

On behalf of ISU Dining, it is with great pleasure we welcome you to our award-winning team! We are pleased to have you join us in providing Iowa State University and the community with exceptional service. Whether this is your first job or future career training, it will be a culinary adventure, one in which you will learn useful skills both personally and professionally.

Throughout your employment with ISU Dining, you will interact with a variety of customers including ISU students, faculty, staff and guests of the university. We rely on you to uphold Iowa State's standards for community living, and treat everyone with respect, tolerance and compassion. Keep our mission and vision forefront in your mind as you make decisions representing ISU Dining with our customers. With your help, we can achieve our goal of enhancing the educational and cultural aspects of the Iowa State community through a variety of culinary experiences and exceptional service.

This handbook will give you more details about our mission, vision, and policies, and answer many questions you may have pertaining to the job.

We are certain you will find many benefits from your position with ISU Dining, not least of which are work experience, job references, and opportunities to make lifelong friends.

Once again, we are glad to have you on our team. Remember, our success comes from you!

Sincerely,

ISU Dining Senior Management Team

MISSION STATEMENT

ISU Dining provides a variety of quality and sustainable culinary experiences that enhance the educational and cultural aspects of Iowa State University.

VISION

We strive to be one of the premier university dining operations in the country and a pillar of service to the Cyclone community.



WHAT WE DO

ISU Dining is a department that touches all areas on campus. Many people are surprised by our complexity and size! Below are some brief descriptions of what we provide at each location to our customers and employee position descriptions for each area of dining. To view facility locations, please visit <https://www.dining.iastate.edu/hours-menus/> or use the MyState app on your cell phone.

RESIDENTIAL DINING

Conversations, Friley Windows, Seasons Marketplace, and Union Drive Marketplace

ISU Dining operates these dining centers near residence halls, most offer all-you-care-to-dine meals. Throughout the day you may find pizza from a stone oven, global cuisine, and home cooked food. Conversations offers to-go meal options. Seasons offers wood smoked meats. Friley Windows hosts an amazing "island" salad bar with the best soup and mouthwatering desserts. Union Drive Marketplace serves noodle and rice bowls and has a special diet kitchen. Something to please every customer!

Dining Center Food Service Workers will learn life skills and how to provide excellent customer service to students, staff, faculty, and off-campus patrons. Duties include greeting customers, preparing, serving, and storing food and beverages at various stations, cleaning, stocking, dishwashing and operating kitchen equipment. Students will also learn food handling skills such as proper cutting, slicing, and chopping techniques when handling fresh fruit, vegetables, and proteins.

RETAIL DINING

Cafés

Bookends, Business, Courtyard, Design, Gentle Doctor (\$14/hour starting wage), MU Market, The Roasterie, and Whirlybird's

At one of our many cafés you can find a variety of espresso and specialty coffee drinks, desserts, and much more. Each café has its own unique atmosphere and menu items include sandwiches, salads and soups to make a delicious meal.

Markets

East Side Market and West Side Market

Open at convenient hours, our convenience stores offer made-to-order deli sandwiches (West Side), Godfather's Pizza and Starbuck's drinks (East Side), as well as delicious snacks, beverages and other necessities.

Fast Casual

Clyde's, Hawthorn, Heaping Plato, Lance & Ellie's, and Memorial Union Food Court

Our on-campus fast options are a great place to sit down and enjoy a meal or get one to go! Choose from a wide variety of delicious menu items including Lance & Ellie's Deli, Mediterranean fare at Heaping Plato, juicy burgers from Clyde's, poké bowls, burritos, pizza and chicken at the MU Food Court, or grab a Starbucks beverage at Clyde's or Hawthorn.

Retail Food Service Workers will learn to provide excellent customer service to students, staff, faculty, and off-campus patrons. Duties include cashiering, preparing food and beverages at various work stations such as barista, made-to-order grill and deli, maintaining the retail sales floor by facing, stocking, taking inventory, sweeping, organizing the work areas, sanitation, cleaning, and maintaining logs.

PRODUCTION FOOD SERVICE WORKER

Bakery (\$14/hour starting wage)

The Bakery hires students to assist in baking, production, packaging and arranging fresh baked goods for delivery to campus. Bakery employees work early morning and overnight shifts; the aroma is inviting and the baked goods are delicious! Learn skills for a lifetime here.

Bakery employees will learn how to prepare products for retail, residential, and catering. Duties include coordinating food service activity with staff members, preparing breads and desserts, packaging product, prepping vegetables, slicing deli meat, operating the dish machine, sweeping, mopping, cleaning, and organizing the work areas. The Bakery is located near the south end of campus town at the corner of Welch Avenue and Storm Street.



Catering Food Service Worker (\$14/hour starting wage)

Catering employees will provide various levels of professional service, including fine dining, exquisite events, meetings, and weddings. Catering service responsibilities include: gathering guests' materials for the event, delivery of food carts, banquet set-up, food preparation, serving, clean-up, and the maintenance of equipment, dishware and service areas. Due to the nature of catering, there are no set schedules for student employees, rather, all scheduling is available the week prior to events.

Food Stores Service Worker

Employees will learn how to provide a full service food delivery program to dining facilities across campus. Duties include but are not limited to: coordinating food service deliveries with staff members, filling orders, receiving and putting away products, loading and unloading trucks, counting product/inventory control, accompanying drivers, cleaning, and organizing the work areas. Employees rotate stock and drive delivery trucks/forklifts (with proper licensure) for events. A Supply Chain Management major's dream job.

Clerical Service Worker

Dining Student Staffing Office (DSSO)

The DSSO coordinates student employment and new employee orientations. This office hires and schedules over 95% of ISU Dining's student workers. Feel free to contact them with any employment questions.

Requirements for all positions are:

- Must be an ISU Student, enrolled in at least one (1) ISU class and be 18 years of age.
- Grad students must obtain permission from their Grad College to work and follow the working hours per week, and rules for their college.
- Must be able to work hours required by your facilities, following scheduled hours with excellent attendance.
- Must be willing to work a minimum of 10 hours per week, with a maximum of 20 hours per week total – all university jobs combined.
- Must complete ISU Dining Student Worker Training immediately following payroll completion during the first week of employment and other required trainings.
- Must work entire semester, through the end of finals week as shown on the Registrar's academic calendar.
- Some positions require lifting up to 50 pounds.
- All ISU Dining facilities serve a variety of food products, including meat. All workers must expect to handle meat in various stages from preparation to clean up.

GROW YOUR SKILLS

TEAMWORK

We pride ourselves on our ability to function as a team. We recognize the role effective teamwork plays in meeting and exceeding expectations of our guests and the ISU community. Did you know ISU Dining employs over 1,400 students? Within each facility, student employees and the professional staff consistently work together to ensure our points of service are well stocked with fresh product and customers are served in a timely fashion. In addition, this team effort ensures facilities are clean and safe. We encourage you to interact with other employees and to help each other out. Many student employees become lifelong friends. This ongoing collaboration consistently produces one of the country's top university dining programs.

OPPORTUNITY AND ADVANCEMENT

We encourage student team members to take advantage of growth opportunities in ISU Dining. All employees start as a Food Service Worker, and some choose to remain in this position. For those searching for advancement opportunities, there are a number of students employed as Student Supervisors or Student Assistant Managers each year. These positions will provide a chance to develop supervisory skills and demonstrate leadership abilities. When there is an opportunity for advancement, notices are posted within facilities; applications are accepted, interviews conducted and the selection is made. For specific information about these positions, please contact your facility manager. Wages for these positions start at \$14.50 to \$18 per hour.

Student Supervisor

Student Supervisors coordinate food service activities by implementing proper policies and procedures; training new and returning student employees, ensuring safety, sanitation, and service policies are being met, directing activities of other student employees, practicing excellent communication and customer service skills, and assisting with office duties. Student Supervisors are required to follow verbal and written instructions and have **previous or equivalent experience as an ISU Dining student employee**. They must train and demonstrate the fundamentals of safety, sanitation, cleanliness, and personal hygiene. Excellent attendance is expected with all shifts.

Student Assistant Manager

Student Assistant Managers will gain excellent management experience with this position. Tasks include opening/closing procedures, ensure staffing is adequate, service areas are fresh, clean, prepared, and service/operational goals of the facility are being met daily. In the absence of a facility manager, the Student Assistant Manager will assume the role of Person In Charge (PIC) for the facility. The Student Assistant Manager will provide a safe environment for customers and staff, and will follow the facility's emergency procedures as necessary.

Student Assistant Managers also assist in the management of student personnel, including hiring, scheduling and training. They must demonstrate the ability to communicate effectively, lead peers, and work collaboratively with the full-time workforce. Qualified individuals should possess a responsible and mature work ethic. Student Assistant Managers are required to follow verbal and written instructions and have previous or equivalent experience as an ISU Dining student employee. They must enjoy a high level of customer and employee contact, and have a friendly and helpful attitude.

Career Readiness Learning Outcomes for Student Employees

As an ISU Dining employee, you are gaining valuable skills that will translate to your future career. Learning how to contribute to a team, time management, problem solving, and following company policies are examples of things employers will expect from you.

Communication: Articulate thoughts and concepts clearly and effectively in written and oral forms, in a manner conducive to fostering professional relationships. Including demonstration of proficient speaking and listening skills, to clearly express oneself and receive ideas of others.

Teamwork/Collaboration: Engage in intentional interactions among groups and/or individuals of differing backgrounds directed at achieving a shared goal. Able to work productively within a team structure, and identify and manage group dynamics.

Professionalism: Demonstrate personal accountability and effective work habits (e.g. punctuality, working productively with others, and time management) and understand the impact of non-verbal communication on professional work image. Demonstrate integrity and ethical behavior, act responsibly, and be able to learn from mistakes.

Knowledge and Skill: Acquire knowledge, skills, and experiences and apply academic and job-based learning in novel and innovative ways. Application can happen through simple connections among ideas and experiences, to transferring learning into various contexts and environments.

Critical Thinking/Problem Solving: Exercise sound reasoning to analyze issues, make decisions, and overcome problems. Able to obtain, interpret, and use knowledge, facts, and data using inventive or original means.

Intercultural Perspectives: Understand personal identities, and value, respect and learn from divergent viewpoints. Demonstrate openness, inclusiveness and the ability to interact respectfully with all people and appreciate individuals' differences.

Leadership: Identify the strengths of self and others to achieve common goals and use interpersonal skills to coach, motivate and develop others. Manage emotions and acknowledge those of others to inspire, guide, and empower; and organize, align, and prioritize team tasks for positive change.

Technology: Integrate and utilize technology ethically and efficiently, and discern when technology is appropriate to the task at hand. Adapt to new and emerging technologies to complete tasks and accomplish goals based on organizational purpose.

Student employees will have several opportunities to participate in activities throughout each semester relating your current experience to future careers. Watch for email notifications. If you have questions or want to learn more about how to share your skills with future employers, talk with your manager – we are here to help you succeed at Iowa State and beyond!

FIRST THINGS FIRST

DINING STUDENT WORKER TRAININGS

All student employees begin their training by learning our mission, customer service, food and workplace safety, sanitation, policies and procedures. This training will assist you in achieving high levels of competence in your job responsibilities, which is crucial to the success of ISU Dining. Dining Student Worker Training must be completed immediately following completion of payroll, during the first week of employment. Due to the wide variety of jobs and the differences in each of our facilities, an “on-the-job” training process is used to teach specific job and life skills within your specific work facility.

Other communication and development opportunities:

- Read posted signage and emails
- Cross training helps build a more cohesive team and gives employees an opportunity to walk in their co-worker's shoes
- Supervisor Trainings (2) must be completed following promotion and must be completed to receive future wage increases or to be eligible for future promotions
- We encourage your input and suggestions
- Follow ISU Dining on social media

GOALS & EXPECTATIONS

At ISU Dining, we look forward to a mutually beneficial relationship with you.

In this regard, we will:

- Provide each employee with training to perform job duties.
- Offer development and advancement opportunities.
- Facilitate a structured work environment.
- Create opportunities for meeting people and making friends.
- Offer competitive wages.
- Work in a cooperative manner with management, co-workers and customers while following policies and procedures.



In return, we expect you to:

- Take an active interest in your job and in the success of ISU Dining.
- Have great communication and respond to all phone calls and emails.
- Practice excellent attendance.
- Be pleasant, polite, neat, professional, and courteous at all times.
- Handle concerns about your work in a professional manner.
- Actively participate in meetings, workshops and training programs.
- Be dependable, have excellent attendance, and work efficiently.
- Work in a cooperative manner with management, co-workers, and customers.

When you wear your ISU Dining uniform anywhere on campus or outside of your work location, your actions should positively reflect the expectations of ISU Dining.

ISU DINING POLICIES AND PROCEDURES

Even though we are all a part of ISU Dining Services and work together as a team to uphold our Mission Statement, every facility functions independently of one another. While this handbook serves as a general guideline of the student program; there will be times where the policies and procedures differ from one facility to another. Your manager will notify you of any exceptions for your specific work location.

- **Employee Meal Benefit:** If you work in an ISU Dining facility that produces food and work three (3) consecutive hours or more you may be eligible to receive a meal benefit of a free meal or dollar equivalent in Retail locations.
- Meals are valid in your work locations only.
- Consumed immediately before or directly following your assigned work shift.
- Meal benefits earned may NOT be saved and consumed at a later date, time, or given to another person. Only YOU may enjoy the meal benefit. Eating while clocked in is not allowed.
- **Present ISUcard (and authorized meal voucher if required) to the cashier/greeter before consuming the meal benefit.** Cashier may refuse meal benefits if meal is not earned or ISU ID is not presented. Maximum 2 meal benefits per day.
- Employees must be served their meal benefits as customers. Fountain drinks and regular coffee may be consumed outside of production areas. Do not snack, eat, or chew gum in food production areas on the job.
- For more details, see the **full student employee meal benefit policy**. This is an excellent benefit for employees, please follow it carefully.

Breaks/M meal Periods: Employees are eligible for ***one paid 15 minute break for every four (4) consecutive hours of work.*** See your manager for a specific time to take your break. Breaks are scheduled mid-shift whenever possible, but may vary due to the busy times of the work location. Meal benefit may be enjoyed during this eligible break time.

Employees who work *8½ consecutive hours* are entitled to an unpaid 30 minute meal period as well as two 15 minute paid breaks. During paid breaks, employees are not permitted to leave university grounds. **During unpaid breaks, employees will clock out and clock back in after 30 minutes. Take breaks in designated areas away from food production.**



WHAT TO WEAR

UNIFORM

As a student employee, you represent ISU Dining. It is important to give the impression of cleanliness and professionalism. All student employees will be provided with an ISU Dining uniform shirt and a hat or other hair restraint. All student employees must wear:

- **Slacks/Pants:** Long pants covering the full leg (no sweats, tights, leggings, jeggings, capris, shorts, or yoga pants).
- **Shoes:** For your safety, shoes must be sturdy, rubber soled, with an enclosed toe and closed heel, rubber non-slip sole (never sandals) - athletic shoes are best. Socks must be worn.
- **No Jewelry:** Jewelry is not allowed. For example, no bracelets, watches, rings or necklaces may be worn to work. The only exception is a plain wedding band and non-dangling earrings.
- **Hat/Visor:** A clean hat, visor (retail only), or hairnet must be worn when working with or around food.
- **Hair:** All hair must be pulled up and back into a bun or braid, contained by a hat, visor and/or hairnet. A beard guard is required to cover any facial hair.
- Name tags are provided by the individual facilities, ask your manager where to sign up for one. Name tags must be worn on the uniform shirt only.
- Remember all customers are our guests — always wear a smile!

Depending on the nature of your particular position you may have other dress code requirements. The full student employee dress code will be presented by the Dining Student Staffing Office or your facility manager.

Please refer to the full uniform policy provided in your First Day packet at the onboarding appointment from the DSSO, ISU Dining website, or your facility communication bulletin board.

An employee may request an additional uniform shirt if needed after each full semester worked or when a shirt is damaged or stained.

ELECTRONIC DEVICES

Personal electronic devices are not allowed in any work area. You're welcome to use your device on break – but not in a work area. All personal electronic devices (including phones, headphones, earbuds, iPods, i-watches of any kind, Fitbits of any kind, tablets, computers, etc.) must be turned off and put away during working hours, with the exception of Student Assistant Managers (for business purposes only). You may provide the facility's telephone number to your family in the event of an emergency. We recommend bringing a padlock to secure valuables in a locker, when available, while at work.

COMMUNICATION

Excellent communication is the key to a successful career with ISU Dining. Many students excel and use our department as future references for employment after graduation. It is essential you keep all lines of communication open with your manager and the Dining Student Staffing Office. The best way to do this is read and respond to all emails/phone calls. Current phone numbers and ISU email must be made available to the management staff and remain up-to-date on your Schedule Source student portal. Phones need to have voicemail set up and not full-respond to voicemail messages. These are expectations for all university employees.

FIND YOUR SCHEDULE

SCHEDULING POLICIES

ISU Dining is a flexible employer with a willingness and ability to accommodate the dynamic schedule of college students. Facility managers construct their location schedule by assigning each work shift a start and stop time necessary to take care of our customer demand.

Student workers are assigned a fixed weekly schedule. Your personal schedule will repeat each week throughout the current semester, making it easier to plan your busy college life! Catering and Summer semester are the exceptions to the rule as the needs and events change with each week and the volume of business varies. Your work schedule will remain the same throughout the semester unless there is a need to make a change by your Managers or DSSO.

Each semester, ISU Dining will contact you about your plans for the next semester. Returning workers have the opportunity to create their own work schedule for the upcoming semester. **Self-scheduling** takes place following class registration time, when classes are chosen for the next semester. More information will be shared about self-scheduling and how it works during the appropriate times of year.

HOW TO ACCESS YOUR WORK SCHEDULE

1. Go to www.schedulesource.net/enterprise/TeamWork5/signin/



2. Under employee, enter your facility code—see below
3. Enter your username
- This is your NetID (if your email is bttest@iastate.edu, your username is **bttest**)
4. Enter your password
- This will be the same password you created when you applied online

The schedule source login tutorial is also located on our employee resource page at: <https://www.dining.iastate.edu/job-opportunities/schedule-source>

If you fail to log in more than eight times, the system will block everyone in your IP address. Before you get to this point, reread the instructions. If you still have trouble, contact the Dining Student Staffing Office at 515-294-4864 and we will be able to reset your password.

FACILITY CODE KEY:

Bakery	Cafes	Clydes
Conversations	DSSO	ESM
Food Stores	Friley	Hawthorn
ISUCatering	MU Food Court	MU Market
Plato	Roast	Seasons
UDM	WSM	

***These codes are for the Fall and Spring Semesters, similar codes will be set for Summer semesters.*

Schedule Source TeamWork Phone App

Download the phone app for fast access to Schedlue Source. The **Teamwork Unique Key** is **"TW"** for the download.



**ScheduleSource
Teamwork**
ScheduleSource, Inc.

SCHEDULE CHANGES - PERMANENT

Change request; affects all remaining weeks of the schedule.

Should you find the need to make a change to your class schedule and it affects a work shift, please visit with the Dining Student Staffing Office immediately to request a schedule change. Class requests are always addressed prior to personal requests. The DSSO staff are able to look up your classes to verify the times for you. The need to make permanent changes to a work schedule should cease when class schedules are set after the third week of each semester.

SCHEDULE CHANGES - TEMPORARY / SWAP BOARD

Short Term Conflict or Day Off

Should you find the need to take a day off, you are responsible to find a replacement for your work shift OR show up for work yourself. Plan ahead to cover your needs and assure someone is working the shift. Use the tools available to you for finding a replacement employee. If you are unable to find someone to work the shift and you have exhausted all efforts, contact your manager at least two (2) days prior to the event for assistance. We ask you consistently show up for the shifts for which you have committed, unless you have found a substitute from the Swap Board or made prior arrangements for a change. Failure to do so will result in attendance points earned.

FINDING A SUB/MISSING A SHIFT/SWAPPING A SHIFT USING SWAP BOARD

In the event you are unable to work one of your shifts, you must find a qualified replacement worker for the shift you are unable to attend. Your substitute must be a current ISU dining student employee from the same work location. ***The Swap Board is a great tool to help exchange shifts.***

- Attend or find a substitute for all assigned work shifts.
- PLAN AHEAD for conflicts.
- Post your shift on the Swap Board as soon as possible, at least 2 weeks.
- Actively look for a substitute.
 - *Go to the work place and personally ASK all your team mates.*
 - *Leave notes by the time clock or social media contacts.*
 - *Exhaust all efforts on your own before talking to a manager.*
- If your search has failed, see a manager 2-5 days before the date.
 - Your manager will help talk you through alternatives you have not tried, but this conversation should not be your first attempt at finding coverage.

- Continue searching until a substitute has been found.
- If another employee agrees to work for you, make sure they pick up the shift on the Swap Board right away or you will remain responsible for the shift.
- If you are unable to find a replacement, you must attend the work shift.
- If you do not attend, you will be subject to attendance points, disciplinary action, or demotion (from student supervisor/SAM position).
- When you have an exam, career fair, or field trip, it is your responsibility to plan ahead and find a substitute. **Check your syllabus as soon as possible.**
- Requests to report late for work or to leave early should not be made, except in an extreme emergency.

We realize emergencies and sudden illnesses occasionally occur. Under these extreme circumstances you should immediately, and with as much notice as possible, **CALL** your work facility so they can try to make the most appropriate arrangements for you.

The telephone number for your facility is located at the end of this book.

ON CALL SHIFTS

If assigned one of these shifts, you **MUST** be available to report to work, ready to arrive at work within 30 minutes of a manager's phone call. On-call employees will receive a notification phone call before or within the first 30 minutes of the scheduled shift. You must be prepared to work the entire shift. Failure to attend your shift after being called will result in an unexcused absence. An employee will not get paid for these shifts unless they are called to report to work.

The first 2-3 weeks of each semester and during finals week, all ON-CALL workers report to all on-call work shifts. Check your online work schedule often and notice the message stating "mandatory report" dates. Managers will email everyone in your location. Currently, on-call shifts are being used by Cafés, Clyde's, Hawthorn, MU Market, Roasterie, Plato, and WSM.

HOURS ABLE TO WORK?

- When classes are in session, university policy states students cannot exceed 20 hours per week for all campus jobs combined (Sunday-Saturday).
- Between semesters, other official break periods (Thanksgiving, Winter or Spring break) and during the summer, student employees may work up to 40 hours per week.

WHAT IS MY WAGE PER HOUR?

ISU Dining provides a competitive compensation pay along with opportunities for advancement.

Entry level positions begin at \$13.00 per hour. The Bakery, Catering, and Gentle Doctor Café earn \$1 more per hour due to required overnight hours, extra early morning hours, or offsite transportation/parking challenges.

Promotions are shown on the scales below as well. The newly promoted position will begin with the first step wage and increase as hours are worked in the new position.

STANDARD PAY RATE FOR ALL LOCATIONS

Current Rate for the 2024-2025 Academic Year

	Start	480 hr	640 hr
Dining Regular Student Worker	\$13.00	\$13.50	\$14.00
Dining Student Supervisor	\$14.50	\$15.00	\$15.50
Dining Student Assistant Manager	\$18.00	\$18.50	—

NON-TRADITIONAL PAY RATE

(BAKERY, CATERING, AND GENTLE DOCTOR CAFÉ LOCATIONS ONLY)

Current Rate for the 2024-2025 Academic Year

	Start	480 hr	640 hr
Dining Regular Student Worker	\$14.00	\$14.50	\$15.00
Dining Student Supervisor	\$15.50	\$16.00	\$16.50
Dining Student Assistant Manager	\$18.00	\$18.50	—

WAGE INCREASES AND PROMOTIONS

After a student employee works 480 hours, they are eligible for a wage increase. A second wage increase will be earned when the employee reaches 640 hours worked. The wage increase will take place at the beginning of the next pay period. Student workers are able to earn a raise in less than 2 semesters, depending upon the number of hours worked.

When a student worker is promoted to a student supervisor or student assistant manager, hours worked toward the next wage raise return to zero with their new position. Therefore, all newly promoted supervisors/SAMs will start at the beginning of the pay scale regardless of how many hours they have worked for ISU Dining. Student supervisors will be paid their normal supervisor pay regardless of what duties they are assigned. Most managers require supervisors to work supervisor shifts because of the higher wage. See the full policy online at the student employee resource page or the student employee application for more information.

WORKDAY

All timekeeping and wage/pay related information for employees may be found in the Workday application. Log onto the Iowa State University website and proceed to sign-ons to find the WorkDay icon. Inside WorkDay you will see tax information, payslips, direct deposits, time submittal, clocking in and out records.

WORKDAY PHONE APP

A phone app is available to be downloaded for quick access to Work Day. This app is used each week to SUBMIT your worked time.

Inside the phone app, note the system defaults to the current week view. If you need to go back to a previous week to submit time, use the arrows next to the calendar date. Once reviewed and accurate, use the orange submit button at the bottom of the screen to submit verified time. **NEVER use your phone to clock in and out or adjust your own time—see your manager!**

DIRECT DEPOSIT

Please sign up for direct deposit and review your paycheck deposits through your WorkDay website. We would recommend signing up for direct deposit **as soon as possible**. For your first week or two on the job, you may not see your direct deposit funds being posted to your account. Don't worry, you are still getting paid for those weeks, but it takes time to set up direct deposit with your bank. Please visit your WorkDay profile to make changes to your tax withholding deductions, if needed.

CLOCK IN AND OUT PROCEDURES

Only Use Time Clock at Work Location

- All Dining employees must clock in and out using **ONLY THE TIME CLOCK located in their work facility**. NO other forms of clocking in/out will be acknowledged as time worked for dining. Timeclocks only, absolutely no phone clocking in and out when working an ISU Dining job!
- To be considered “on time,” employees may clock in between four (4) minutes prior to or two (2) minutes after the start time of the work shift.
- **Clock in when your scheduled shift begins and be sure you are in full uniform and ready to work. After clocking in report directly to your workstation.**
- Scheduled time and worked time need to match, clock in and out at the appropriate times.
- Use your ISUCard to clock in by waving the card in front of the time clock in your work location.
- If you forget your ISUCard, see your manager immediately.
- Employees who work at multiple locations within ISU Dining or on campus need to use a drop down menu at the timeclock and choose the correct job from the list.
- **Your schedule in SCHEDULE SOURCE needs to match your hours worked listed in WORKDAY.** Any variation from your work schedule needs to be approved by a manager. For example, a request to leave early needs to be approved by your manager before clocking out early.
- **Clocking in or out for other employees is absolutely unacceptable and is grounds for disciplinary action or termination.**
- All discrepancies will be addressed.

VERIFY AND SUBMIT TIME EACH WEEK IN WORKDAY

- Employees must VERIFY and SUBMIT hours worked each week in WorkDay.
- Submittal of weekly hours may be done using the WorkDay app on your phone or computer.
- If time punch is missing or incorrect, see your manager immediately.
- Never use this app to clock in and out for a work shift.
- If the end of a pay period falls in the middle of a week, for example the 10th or the 25th, time will need to be submitted twice during this week.
- ***It is extremely important to submit your time weekly to avoid late paychecks.***

WHEN DO I GET PAID?

ISU Dining employees are continually paid two (2) weeks behind; due to payroll processing time you will be working for a month before receiving your first paycheck. **Paydays are scheduled on the 10th and 25th of the month.** If payday falls on a Saturday or Sunday, pay is sent out early on Friday. **Hours worked, pay information, and direct deposit information can be viewed on Work Day by reviewing pay slips.**

EXAMPLE: Hours worked from August 16-31 would be paid on September 10th. Hours worked from September 1-15 would be paid on September 25th. See the pay schedule provided in your First Day packet or on the Employee Resource page of the ISU Dining website.

WORK AGREEMENT, FINALS WEEK & OTHER EXAMS

To ensure the best customer service, quality food and efficient business practices, ISU Dining requires excellent attendance. It is the employee's responsibility to work, or find a qualified substitute, for all assigned shifts through finals week of each semester (see page 16 of this handbook). **PLAN AHEAD** to find a substitute! Last minute changes are highly discouraged!

Finals week requires everyone to work the same number of hours, even if they are at different times due to exams or study groups. During finals week, students may rearrange their work schedule to work their average weekly number of hours on different days and times. Watch for an email describing how to successfully complete finals week. If you have any other exam conflicts during the semester, please arrange for a substitute ahead of time. **Note the dates and times of your exams by checking your class syllabus or the online final exam schedule as soon as possible.** Failure to work hours during finals week may result in termination, so please plan, plan, plan!

RE-EMPLOYMENT, SELF-SCHEDULING

An email will be sent to you requesting your intent to continue employment for the next or upcoming semester. Around mid-term time each semester, information will be sent by the Dining Student Staffing Office (DSSO) concerning self-scheduling, how it works, start dates and deadlines. **It is very important to take action and self-schedule or respond to communication if not returning.** Questions and assistance with self-scheduling may be directed to the DSSO (see phone number in the back of this book).

The highest consideration for re-employment is given to returning student employees in good standing with reliable attendance history, provided their class schedules and other commitments accommodate the needs of the facility.

ATTENDANCE AND POINT ACCUMULATION

You are a valued member of our team and we want to provide you with all the tools and resources you need to be successful. Please communicate directly with your facility manager about any issue affecting attendance. Phone numbers are located in the back of this handbook.

Any time a substitute has not been located and the shift is not attended, points are earned as showed below. We count on everyone's good attendance and working together.

0 Points	Present, on time and ready to work at assigned station.
1 Point	<ul style="list-style-type: none">• Tardy (5-30 minutes late)• Clocked in or out early without permission• Not in uniform
2 Points	<ul style="list-style-type: none">• Call, No Show: <i>Called at least 1 hour prior to shift or talked to a manager.</i>• Unanticipated illness/Calling in Sick• More than 30 minutes tardy for shift• Performance issues
3 Points	<ul style="list-style-type: none">• No Call, No Show: <i>Failed to show up for work and did not call in.</i>• Performance issues
6 Points	Warning is issued
9 Points	Termination of employment

See full Student Employment Attendance Policy online for more information.

Attendance points are accumulated throughout the semester and accrue any time an employee is not present for a work shift. Nine points equal termination.

TARDINESS

If it is absolutely necessary for you to be late to work or be dismissed early – you must communicate directly with your facility manager ahead of time and seek their approval. They may approve or ask you to find a replacement employee for your shift. If they ask you to find a replacement, the procedures under “Missing Shifts” applies. **Communication is key!**

ILLNESS

If you are unable to work because of illness, **CALL and TALK** to a member of your facility's management staff at least one hour prior to the shift start time.

The telephone number of your facility is located at the end of this book.

Communication must NOT be via email or text message. If possible, please try to arrange for a substitute before calling. If you become ill during work and must leave, notify the manager on duty before leaving.

Please remember failure to attend your work shift or notify your supervisor according to policy will result in 3 points earned. Excessive absenteeism or illness is a hardship on our business and makes it difficult to best serve our customers. Excessive absenteeism cannot be tolerated and will lead to termination. Stay in communication with your managers about any long term illnesses you may develop. Illness with a doctor's note will be excused.

EMPLOYEE REPORTING AGREEMENT

In accordance with Iowa Health Code—any employee diagnosed with or exposed to an individual with Norovirus, Salmonella Typhi, Shigella spp., Shiga Toxin-producing, Escherichia coli (STEC), nontyphoidal Salmonella or Hepatitis A Virus, should not report to work but should immediately notify the person in charge at your work location so the appropriate steps may be taken to safeguard our customers and other workers. Any onset symptom, while at work or outside of work, including the date of onset also must be reported. Symptoms include diarrhea, vomiting, jaundice, sore throat with fever or infected cuts or wounds. Please refer to the Illness policy (located on the job application), Attendance policy, and communicate concerns to your facility manager immediately and prior to coming to work.



WORK AGREEMENT / TWO WEEK NOTICE, UNIFORM RETURN

As agreed upon during your phone interview, all employees accept to work the full semester through finals week, while employed with ISU Dining. If you must resign prior to the end of the semester, you must notify your manager or the DSSO at least two (2) working weeks prior to your last day. It is a standard business practice to give an employer a two week notice, which means you agree to work for the next two weeks to allow your employer to find a replacement worker. **Two week notices will not include break times (such as Thanksgiving or Spring Break weeks) or times when the business units are not open or operational.** Early termination of your work agreement may affect future employment with ISU Dining. Student employees must return their uniforms (including name badges) to the Dining Student Staffing Office or dining facility in which they work. Failure to return your uniform will result in a \$25 charge to the student's U-bill.

DISCIPLINARY ACTION OR TERMINATION OF EMPLOYMENT

We hope your employment is an enjoyable learning experience; however, there are some circumstances that may result in termination of this work agreement. Please see causes of termination of employment below:

1. *Being inattentive or disrespectful to customer's or manager's needs or requests.*
2. *Dishonesty, theft, misuse of time and/or time keeping system and policies, which includes unauthorized leaving of the premises while on duty or using a phone or computer to clock in or out, which is not permitted.*
3. *Use of a cell phone/i-watch, headphones, earbuds or electronic device while on duty.*
4. *Excessive tardiness or absenteeism, and failure to secure substitute workers.*
5. *Horseplay, fighting, inappropriate conversation or obscene language.*
6. *Theft of employee meal benefit or any property from within the ISU Dining facility.*
7. *Possession of or working under the influence of alcohol or drugs.*
8. *Inability to follow all policies of Iowa State University and ISU Dining.*
9. *Failure to work the first and final week of the semester as scheduled.*
10. *Failure to follow instructions or complete all required trainings.*
11. *Failure to follow appearance, hygiene, and uniform requirements.*

Disciplinary action is not limited to the list above and is handled on a case-by-case basis. Some offenses may be punishable by law.

FOOD SAFETY AND SANITATION

FOOD SAFETY

Some key practices to ensuring our food is safe for consumption include:

- Practicing good personal hygiene
- Safely handling food with each step from receiving to serving
- Preventing cross-contamination
- Controlling the time and temperature of food in the danger zone
- Cleaning and sanitizing work areas properly

PERSONAL HYGIENE

Hygiene and sanitation are highly important practices of the job: *a safe food handler is critical to the prevention of food-borne illnesses.*

Remember, we are handling food products customers will be ingesting, so we must follow proper procedures at each and every step to ensure our customers have a positive experience while dining with us. Follow these simple rules:

1. Always thoroughly wash your hands. You can never wash them too much.
2. Take a shower or bath each day.
3. Wear a clean uniform, free from dirt, stains and wrinkles.
4. Always restrain and cover your hair completely with a hat, hairnet or visor. Hair that is shoulder length or longer must be restrained by being pulled back into a braid or put up into a bun, in addition to the hat or hairnet. Facial hair needs to be covered by wearing a beard guard.
5. Fingernails must be kept short and clean. Artificial fingernails and fingernail polish are both highly discouraged and must be covered with gloves at all times to avoid chipping into food products. Most facility managers do not allow polish or artificial nails. (Iowa Food Code 2-302.11 A,B)
6. Notify your manager of any illnesses you might have.
7. Cover open cuts, sores, and lesions with proper bandaging and glove.
8. Always use a glove when directly touching food.
9. Do not eat, drink, chew gum, smoke, or chew tobacco unless you are on a break and in the designated area.



HAND-WASHING

*Simple acts of natural behavior can contaminate food. Since **proper hand washing is the number one combatant of food borne illness**, you must wash your hands properly, after:*

- Coughing or sneezing into your hands or using a tissue/kleenex
- Touching any areas of your body (e.g., ears, mouth, nose, hair, or clothing)
- Contact with unclean equipment and work surfaces
- Handling chemicals that may affect the safety of the food
- Smoking tobacco, eating or using the restroom
- Handling raw food—particularly meat and poultry
- Clearing and scraping dishes and utensils, and dishroom operations
- Any other condition where cross-contamination may occur

HAND-WASHING PROCEDURE

When washing your hands:

1. Wet your hands with HOT running water - in a designated handwashing sink only
2. Apply approved soap
3. Lather for at least 20 seconds - scrub hands/arms for 10-15 seconds
4. Clean under fingernails and between fingers
5. Rinse hands thoroughly under running water
6. Dry your hands with a fresh, disposable paper towel

Iowa Food Code requires that ready-to-eat food be prepared and served without bare hand contact. Wearing disposable sanitary gloves is one of several acceptable ways to comply with this code.

USING GLOVES

While thorough handwashing practices is the first line of defense in safe food handling, gloves can play an added role by providing a barrier between the food and the employees' hands. **Employees must always wash and dry their hands before putting on a new pair of gloves.** Employees must wash hands and use new gloves when changing tasks, especially during instances of possible contamination. Treat gloves like a second skin. **Remember, once you are wearing gloves, you must not touch your hair, face, clothing or other parts of the body, the floor, chemicals or any other surface that could transfer contaminants to the food.**

PROPER WEARING

When putting gloves onto your freshly washed hands, it is very important to handle the gloves correctly to keep them sanitary before and during use.

- Choose the correct size of glove for your hand, allowing for free movement while not having excess glove extending out past your fingertips. Properly fitting gloves will lessen the chance of an accident, such as using a knife to chop and accidentally removing the excess fingertip of a glove which may end up in the food.
- Hold the glove by the wrist edge while slipping your hand into the glove. Do not touch the outer surface of the glove. Never blow into a glove or roll them to put them on, both are unsanitary practices.
- Remove a glove by holding the same wrist edge and gently pulling it away from your body while holding your fingertips together. This will allow the dirty part of the glove to end up on the inside of the glove once it is fully removed.

CHANGE GLOVES WHEN:

- A task change occurs or when leaving a workstation.
- Sneezing, coughing or touching unsanitary surfaces; such as your hair, face, or clothing with your gloved hand
- Replace gloves when they become soiled, discolored, or torn
- At least every four hours during continual use
- After handling raw meat, seafood, or poultry and before handling cooked or ready to eat food

- Before handling Vegetarian, Vegan and Halal food products.
- After touching anything that may have contaminated the surface of the glove itself. Example, if you make a sandwich wearing gloves, and then go wash a counter with soapy water, you should change your gloves before making any more sandwiches, as the gloves are now contaminated.
- Disposable gloves must be worn under and over mesh and metal cutting gloves in accordance with the Cut Glove Policy.

STORAGE OF FOOD ITEMS

- All items, whether stored in a warehouse, cooler or freezer, must be stored at least 6" off the floor and away from the walls.
- Store foods in the following order on shelves: **TOP - ready to eat foods - seafood - whole cuts of meat - ground meat - ground and whole poultry - BOTTOM**
- Do not store raw meats above cooked meats or other ready to eat foods.
- Items should be well-ventilated in coolers to enhance the cooling process.

HAZARDS TO FOOD SAFETY

- **Chemical contaminants** might occur when using cleaning chemicals near a serving area or a chemical residue on equipment.
- **Physical contaminants** are any foreign objects introduced to food (hair, dirt).
- **Biological contaminants** would include bacteria & viruses (cough, sneeze, improper handwashing).

Cross contamination is the transfer of fungus, bacteria, microorganisms and parasites from one food or surface to another.

TEMPERATURE AND TIME

- Use a food thermometer to take food item temperatures when receiving, cooking, and holding all food items.
- Keep foods OUT of the **temperature danger zone (41°F - 135°F)**. Hot food is served **HOT** (135°F or higher) and cold food is served **COLD** (41°F or lower).
- **If the food is not the appropriate temperature, do something about it! Contact a manager or a Full-time Cook/Chef for advice.**
- Hot food that is left over and needs to be cooled should be 135°F - 70°F in two (2) hours and from 70°F - 41°F in the following four (4) hours. Larger or thicker items such as beef roast or a big pan of chili should be divided into smaller portions before trying to cool. Use an ice bath and stir often to complete the process.
- Properly cover, date, and label all food in containers prior to refrigeration or freezing.

ALLERGENS

Food allergies and other types of food hypersensitivities affect millions of Americans and their families. Food allergies occur when the body's immune system reacts to certain proteins in food. Food allergic reactions vary in severity from mild symptoms involving hives and lip swelling to severe, life-threatening symptoms, often called anaphylaxis, that may involve fatal respiratory problems and shock.

To help protect those with food allergies, ISU Dining lists the following nine major food allergens on labels as reported by the manufacturer.

1. Milk
 2. Egg
 3. Fish
 4. Crustacean Shellfish (e.g., Crab, Lobster, Shrimp, Krill, Prawns, Crawfish)
 5. Wheat/Gluten
 6. Tree Nuts (Almonds, Pecans, Cashews, Chestnuts, Hazelnuts
Macadamia Nuts, Walnuts, Brazil Nuts, Pine Nuts, Filberts, Hickory Nuts)
 7. Peanuts
 8. Soy
 9. Sesame
- Under the Food Allergen Labeling And Consumer Protection Act (FALCPA), molluscan shellfish (such as oysters, clams, mussels, mollusks, scallops, snail, squid, or octopus) is not a major allergen. Therefore, we do not label molluscan shellfish as a shellfish allergen at ISU Dining, only crustacean shellfish.
 - For coconut, while the FDA recognizes it as a “tree nut,” the specific coconut allergen protein is not the same as tree nuts. Biologically, a coconut is not considered a tree nut by the ACAAI (<https://acaai.org/allergies/types/food-allergies/types-food-allergy/tree-nut-allergy>). Therefore, we do not label coconut as a tree nut at ISU Dining.
 - Highly refined oils contain extremely small levels of allergenic protein. Clinical studies show that highly refined oils can be safely eaten by food allergic individuals. Therefore, highly refined oils derived from the nine major food allergens are exempt from being listed as an allergen (e.g., soybean oil, peanut oil, etc.).

If a customer is trying to find ingredient or allergen information in a menu item, you may direct them to the ingredient labels. Customers can scan the QR code on ingredient labels to find more in-depth dietary information, such as the complete list of ingredients in that item. If they cannot use the QR code or have additional questions, please ask a cook or manager for assistance to ensure the customer gets the correct information they are seeking.

CROSS CONTACT PREVENTION

The purpose of this policy is to eliminate any potential cross contact between Vegan, Vegetarian, and Halal food items with items that are not of dietary preference food items.

- **Vegan:** indicates the food is free from animal flesh (meat, poultry, fish or shellfish) and other ingredients resulting from the slaughter of animals. The food is also free from all other animal products such as honey, dairy, and eggs.
- **Vegetarian:** indicates the food is free of meat acquired from the slaughter of an animal. Honey, dairy products (milk, cheese, yogurt) and eggs will be labeled as vegetarian. Dairy products that include animal rennet or gelatin will not be labeled as vegetarian.
- **Halal:** ISU Dining only considers beef, lamb, and poultry Halal if labeled Halal by the supplier. Fish, seafood, vegetables, fruits, grains, nuts, seeds, beans, legumes, dairy, and eggs are considered Halal if prepared with Halal enzymes and additives.

Staff will use thoroughly cleaned cooking utensils and equipment and follow basic food safety principles, such as washing hands, changing gloves, cleaning and sanitizing the work surface before preparing vegan, vegetarian, and Halal. Staff are required to **source freshly cleaned and sanitized cutting boards and utensils when switching between ingredient categories.**

Available upon request at specific dining centers. See ISU Dining website for more information.

FAT, OIL & GREASE (FOG) PROGRAM

The City of Ames has implemented a program to properly dispose of all fat, oil and grease. In order to comply with this program, **employees must NOT dispose of foods containing fat/oil/grease down the garbage disposal. FOG is NEVER to be poured directly down the drain. FOG foods must be placed directly into the trash and liquids into the proper leak-proof containers.** Any pots/pans or equipment used in production must have the residual grease wiped from the surface prior to washing. For example, wiping or scraping the bacon grease from sheet trays and discarding the grease to the trash or a bucket (as per facility procedure) prior to washing the sheet tray – NOT letting the grease enter sink or floor drain systems. See your manager with questions.

WORKPLACE SAFETY & SANITATION

Safety and sanitation is everyone's responsibility. Always concentrate on the job you are doing and by following a few simple procedures to help make our work environment safer for you, customers, and co-workers. If you notice any seemingly unsafe conditions, report them immediately to your manager. Your safety is important to us!

FLOORS

Wipe up spills immediately and pick up any objects from the floor.

Use the Wet Floor signs to warn customers and co-workers of wet floors.

Never clean up broken glass with your bare hands. Use a broom and dust pan. Dispose of broken glass in the designated container for glass.

EQUIPMENT

1. Equipment specific training and Standard Operating Procedures must be completed prior to using equipment, including meat slicers.
2. All safety guards must be in place and safety procedures followed.
3. Disconnect or turn off all equipment before cleaning it.
4. Keep your fingers, hands, utensils and clothing away from moving parts.
5. Wait for machine's moving parts to completely stop before removing products, cleaning or adjusting.
6. Always use the proper tools for each piece of equipment, including cut-resistant gloves when using a knife or meat slicer (see next page).
7. Immediately report to your manager any unsafe equipment, loose or cut cords, bad connections, etc.

Our kitchens have inherent safety risks and are no place for "clowning around."

CHEMICALS

- You will be trained on proper use of chemicals in the Dining Student Worker Training. Ask your manager any questions, or refer to the Safety Data Sheet (SDS), which provides detailed information of all facility chemicals.
- **The SDS book is kept in an easily accessible location in each facility for all employees to review. Each employee is responsible for knowing the location of SDS book.**

- Be sure to follow the safety guidelines and use the proper protective equipment for the chemical you are working with. For your safety, wear gloves and eye protection, and exercise caution when working with chemicals used for deep-cleaning; especially those which are caustic.
- All chemical containers must have a manufacturer's label. Make sure all spray bottles are correctly labeled. **Never use chemicals from an unlabeled bottle, immediately remove any unlabeled bottle and give it to your manager for proper disposal.** All chemical containers must contain the following information on it prior to using:
 1. A Product Identifier and Supplier Identifier.
 2. Hazard and Precautionary Statement. The SDS book is kept in an easily accessible location for all employees to review. Ask additional questions during your facility tour.
 3. Always follow instructions found on the Safety Data Sheet (SDS) and/or the manufacturer's label for chemicals.
 4. Hazard Pictogram, Never use chemicals from an unlabeled bottle, immediately remove and report any unlabeled bottles to your manager.
 5. A signal word, such as DANGER.
- **Always follow instructions found on the Safety Data Sheet (SDS) and/or the manufacturer's label for chemicals.**
- **NEVER MIX ANY CHEMICALS TOGETHER!**

PERSONAL PROTECTIVE EQUIPMENT (PPE)

ISU Dining Quality Assurance staff performs Hazard Assessments at all dining facilities. They will determine the required PPE for each dining area and provide the required Standard Operating Procedures (SOP) and training to employees. Facility managers will provide the PPE to employees.

PPE will help reduce or eliminate hazards at work—such as protecting arms, ears/hearing, eyes, face, respiratory, head, hand, food, etc. Some types of PPE are safety glasses or goggles (handling chemicals), required closed toe shoes to protect your foot, or arm sleeves to protect from potential burns. Hand protection would include cut-resistant gloves when handling sharp items, chemical resistant gloves for deep clean tasks, and heat-resistant gloves for hot items.

All dining workers **MUST** know the hazards in their workplace and the resources available—such as the Safety Data Sheets book location. All workers **MUST** also know the storage location of all PPE and how to use it. All workers **MUST** inspect PPE prior to use and report issues directly to the manager.

KNIVES

1. Cut resistant gloves must be worn when using any knife. Stainless steel chain gloves must be worn when operating or cleaning a meat slicer or other equipment involving sharp blades. **See Cut Glove Policy in the next section.**
2. Safely transport a knife by carrying the knife next to the side of your body, pointing downward, and notify others in the area about the knife.
3. When slicing, slice away from your body, **never with the knife slicing towards your hand.** For example, never hold a sub bun and slice it open, instead set the sub bun down on a cutting board and slice away from your hand while securing the bun to the cutting board.
4. Select the correct knife for the job.
5. Store the knife appropriately and do not mix with other utensils.
6. Always wash your own knife and put it away. Never put knives into a sink full of water or leave knives unattended.
7. If a knife falls, do not attempt to catch it—let it fall!
8. Do not touch the blade of a knife to determine sharpness or for any reason.
9. Do not use knives to open lids on cans or cardboard boxes.
10. Always use a sharp knife because less pressure is required to make the cut.
11. Remove dull knives from preparation areas and give to manager for sharpening. ***More accidents happen with dull knives than sharp ones.***

CUT RESISTANT GLOVES

To keep ISU Dining employees safe, the use of cut gloves, **both cloth and stainless steel** are expected in all dining locations when using an exposed blade or “sharp”

1. With clean hands, choose the correct size **disposable gloves** for a good fit allowing for maximum dexterity and place on hands.
2. Choose the correct type of cut resistant glove for the job.
 - **Stainless Steel Metal Chain** cut resistant gloves are required when operating and cleaning meat slicers.
 - **Cloth cut** resistant gloves are required when using all other sharps, including knives, peelers, and box cutters.
 - Pizza rocker knives are exempt from this policy.
3. Place the correct cut resistant glove for the task on the opposite hand holding the sharp or knife.
4. Add another disposable glove **OVER THE CUT RESISTANT GLOVE** to improve sanitation. This additional glove may be a size larger if necessary. Check the gloves for rips or tears before beginning the task.
5. Change gloves when necessary. Review the “change gloves when” section.

SANITATION BUCKETS

All work areas need to have a sanitation bucket and wiping cloth. Sanitize your work area with this solution and keep your area clean. **Sanitation solution needs to be tested and changed every two hours** or less if soiled. All surfaces must be sanitized at the end of your shift as well as before and after each task.

A sanitizing solution is used on tables and work surfaces throughout the meal period. The cloth needs to be dipped in the sanitizing solution for each table and stored in the sanitizer solution. If your facility uses soapy water for the tables, then you will finish with a sanitizing spray. See your management staff for the specific method used in your facility. Remember to never push food crumbs onto the floor—someone has to clean those up as well and it may be you!

PRODUCTION AREAS

Use caution. Exercise good judgment and common sense to avoid many common accidents. Do not complete any tasks you feel are unsafe.

1. Always, always, always use the provided **Personal Protective Equipment (PPE)**. Depending on the job, PPE could include: gloves, goggles, sleeves, non-slip shoes. Dining Student Worker Training contains additional PPE information.
2. Keep tops of work tables clean and free of clutter at all times.
3. Be sure the work area is clear before moving something hot.
4. Alert staff when moving hot food and get help when moving heavy items. Always lift heavy objects carefully, using your legs for strength and not bending at the waist.
5. Be careful when opening oven and steamer doors to prevent you or other staff members from a steam burn. Step back when opening equipment doors, to allow steam or heat to escape away from you. Carefully lift lids, open the back side first to allow steam to escape away from you.
6. **Use DRY hot pads, potholders, or heat resistant gloves to handle hot pans.** Make sure the material is dry to avoid transferring the heat causing a burn. Avoid splattering grease and charbroiler flames.
7. Keep towels, hot pads and aprons away from flames as they are a fire hazard.
8. Know the locations of fire extinguishers, fire pull stations and hood pull stations. Keep these areas accessible. Do **NOT** block them with items such as carts or boxes.
9. Use a scoop for ice (sugar, flour, etc.) and store scoop outside the bin.
10. Dispose of broken glass, sharps and can lids in the appropriate manner. Find the sharps container in your facility.

BASIC DISHWASHING AND DISH HANDLING

1. Follow all cleaning chemical instructions carefully, never mix chemicals together.
2. Always clean and sanitize your work area with soap and sanitizers to prevent the growth and spread of harmful bacteria.
3. All wet mopping must be followed by a dry mop to speed dry time, use wet floor signs.
4. Drying and storage areas must be separate for all clean vs. dirty dishes.
5. Pre-soak all silverware before sending it through the dish machine.
6. Silverware and utensils are washed twice and should be held by their handles only after the second time washed.
7. If you suspect there is broken china or sharp knives in a sink full of water, drain the sink first and carefully remove the items.
8. Store all dishes, pans, etc. upside down to keep them clean.
9. Dish sensor on the dish surface temperature must be between 160-175 degrees.
10. When the dish machine is running, never reach inside.
11. Do not overload dishes, silverware, trays, etc. when loading the dish machine or they will not get clean.
12. Keep work areas clear of excess carts and items on the floor.
13. When scraping or loading dirty dishes, always wash your hands before handling clean dishes and when leaving the work area.
14. Clean plates and dishes should be held by edges only. Never handle clean cups and glasses by the drinking rim.

IF YOU ARE INJURED WHILE ON THE JOB:

1. Report any and all injuries and near misses to your manager immediately so they can determine the necessary action for your injury. If injury results in a bodily fluid spill, such as a cut, block off the area and discontinue food prep or service. Management will follow the Cleaning and Disinfecting Bodily Fluids Spills SOP.
2. All facilities are equipped with a first aid kit for minor injuries.
3. Your manager will fill out a First Report of Injury.
4. If the injury warrants, your supervisor or manager will schedule an appointment at the Occupational Medicine McFarland Clinic, located at 1215 Duff Avenue, during regular business hours or at Mary Greely Medical Center's Emergency Room after hours. All work-related injuries must be treated at these locations to be covered under ISU's employee's compensation insurance. Let the clinic know that you have a work injury.
5. Provide your manager with a patient status report after your clinic visit.

SPILL KITS

Bodily Fluid Spill Kit

ISU Dining food service facilities are required to have procedures for employees to follow when responding to events that involve the **discharge of blood, vomit or diarrhea** onto any surface in a food establishment, including the floor. The 2017 Model FDA Food Code and the Iowa Department of Inspections and Appeals require written procedures for specific actions employees must take to minimize (1) the spread of contamination and (2) the exposure to employees, consumers, food and surfaces. **Immediately report any blood, vomit or diarrheal event to the Manager on Duty or Person In Charge.** Every dining location has written instructions and a bodily fluid spill kit to properly clean the area. Only specifically trained staff members conduct the actual clean up but reporting, gathering of supplies, and blocking off contaminated areas are the responsibility of all dining employees.

Body Fluid spill kits contain a complete set of protective equipment for employees, an EPA-registered disinfectant rated to kill viruses such as norovirus and salmonella, an absorbent material to solidify the spill and a set of disposal supplies including scrappers, absorbent towels and trash bags and clear step-by-step instructions for employees to follow. Employees should always wear personal protective equipment when cleaning and disinfecting body fluid spills. All supplies and materials in each single-use spill kit should be thrown away after use so that no components are saved and introduce cross contamination risk.

*Report any floor drain which appears to be plugged or is experiencing a backup to your Manager On Duty/Person In Charge. Your manager/person in charge will determine if the back up contains sewage requiring the specific clean up listed above.

Grease and Oil Spill Kit

Grease and Oil Spill kits are also available in all dining locations. Immediately report any grease or oil spills to the Manager on Duty or Person In Charge. Any spill of grease or oil needs to be cleaned according to the instructions included in the kit.

***During your facility tour all employees are responsible to know the location of the bodily fluid spill kit, the grease and oil spill kit, and location of instructions to use both kits.**

INSPECTIONS

A great number of inspections and audits take place in each dining location each day. Some audits or inspections are conducted by the location employees and others are completed by departmental Quality Assurance professionals or external organizations such as the Department of Inspections and Appeals. All inspections are completed with the best intentions of maintaining food safety, environmental safety, and quality. All employees should expect to participate in audits and inspections in a variety of ways.

Some examples of internal audits issues: food temperature logs, refrigerator or freezer temperatures, dish machine temperature logs, and food receiving logs. The dining Quality Assurance professionals conduct documentation checks, facility, and food quality inspections. Other organizations such as the Department of Inspections and Appeals, ISU EH&S and the Fire Marshall also visit dining locations.

Dining employees may be asked questions by these individuals to be sure they have been properly trained and are knowledgeable about their jobs.

EMERGENCY PREPAREDNESS

FIRE ALERTNESS & EMERGENCY PROCEDURES

The safety and protection of life are a priority in the event of a fire or emergency. All employees need to be aware of the locations for fire extinguishers and fire exits. When an alarm sounds, all employees and customers must exit the building to a designated outside area until an "all clear" is given. Be sure to turn off all equipment prior to leaving the work area, if safe to do. If you are unsure of the procedures to follow in the event of a fire, please consult your manager. Additional fire trainings are located on **Workday Learn** and at ISU EH&S department.

TORNADO WATCHES & WARNINGS

The National Weather Service issues a tornado watch when tornadoes are possible in the area. When a warning is issued, local authorities will sound alarms. Shelter is usually an interior hall or room on the lowest level of the building. For specific information on the shelter in your facility, please ask your manager or check the location on the emergency map.

MEDICAL EMERGENCIES

If you happen to observe a patron or co-worker who appears to be in need of medical assistance, ask them if you can help and then notify a manager right away. If the situation is an emergency, you should notify the Department of Public Safety by dialing 911.

EMERGENCY CLOSING PROCEDURES

Although infrequent, there may be instances when the University is closed or on limited services due to inclement weather. Although the University is closed, *Dining Services is required to stay open and continue to feed the students, staff, and faculty who remain on campus.* Often during these instances, several members of our full time staff are unable to report to work, as they live a distance from campus. However, any students living on campus or within reasonable walking distance from campus are required to report to their assigned shift. In addition, students who are not scheduled for a shift should be prepared to help out if the manager contacts them.

CUSTOMER SERVICE

As an ISU Dining employee, you are a representative of ISU Dining and Iowa State University. It is important to remember that customers are buying not only our products, but our service as well. Service should be offered in a friendly, helpful, and pleasant manner. Without our customers, we would not have a job!

Practice excellent customer service by:

1. Smiling and making eye contact with the customer you are serving. Let them know they are welcome and important.
2. Always being courteous and attentive to all customers.
3. Being friendly without excessively socializing with other employees and customers. Keep all conversations professional.
4. Consulting your manager if you are having difficulty with your job, another employee or a customer. Never argue with a customer!
5. Prepare and plate high quality, aesthetically pleasing foods and beverages using professional presentation.
6. Attitude and behavior—good and bad—are contagious. Perform your duties to the best of your ability. Project a positive outlook and image, even if you are not feeling happy. It's often the case that simply acting positive will make you feel better. Let's make a positive impact on everyone.
7. If you find yourself with a few minutes between tasks, contact a manager immediately to see where you might help out a co-worker. Ultimately, our customers see the positive in these team actions.



Good customer service involves solving customer complaints. Use the following simple steps to help you through uncomfortable situations:

1. Apologize! Say “I’m sorry...” to help relax the situation.
2. Listen empathetically to the customer and indicate that you understand.
3. Ask for and write down the complete details of the complaint, including the customer’s name and phone number to share with your manager.
4. Ask the customer what they think is a reasonable solution.
5. Thank the customer for bringing the complaint to your attention.
6. Involve the managers as soon as possible.



IOWA STATE UNIVERSITY POLICIES AND PROCEDURES

ISU POLICIES REGARDING HOURS

Iowa State University requires students not work in excess of 20 hours per week with all University jobs combined, Sunday through Saturday, when classes are in session. Employees must notify ISU Dining of any other campus jobs immediately. Facilities require a minimum of 10 hours of work per week. Most students are eligible to work until the end of the month in which they graduate. However, immigration regulations allow international students to work only through the Friday of finals week for the semester in which they graduate. Graduate students must follow specific rules for number of hours worked each week.

ISU CARD - CUSTOMER AND EMPLOYEE USAGE

Students **must present/use their own, valid ISU Card** for admission into any ISU Dining Center, clocking in and out at a physical time clock to work at any ISU Dining location and to purchase items in all retail locations. If using a flex meal, the contracted student must be present. An ISU Card used by someone other than its owner will be confiscated. Any student found using a lost, borrowed, stolen ISU Card, loaning an ISU Card to another person, or trying to defraud the university will be subject to disciplinary action. Appropriate usage of an ISU Card includes using the card correctly at the time clock to check in at the beginning of the work shift and out at the end of the work shift.

ISU Dining follows the student code of conduct relating to ISU Card Abuse and Student Disciplinary Regulations (Code of Conduct) 4.2.22 Misuse of Identification and Falsification. Improper actions and falsifications are not limited to providing inaccurate identifying information, allowing another to use access, accessing another's university services, knowingly misleading, tampering, or forgery.

ISU COMMUNICATION POLICY

Iowa State University sends communications to staff and students by email to their Iowa State University email address. It is expected that the email will be received and read by the recipient within a reasonable amount of time, as email communications may be time-sensitive. This includes communications intended to meet the academic and administrative needs of the university, including business that is critical to the operation and function of Iowa State University. The full ISU policy is available at <http://policy.iastate.edu/policy/email>.

DRUG FREE WORKPLACE

The Federal Drug Free Workplace Act of 1988 states that all employees be aware of the illegal use of alcohol and drugs in the workplace. If an employee encounters a co-worker buying, selling, possessing, manufacturing or using illegal drugs or alcohol in the work place, report this information to your manager. The full ISU policy is available at <http://policy.iastate.edu/policy/drugfree>.

PARKING

Parking spaces on campus are very limited so we encourage you to walk, bike, or ride CyRide. Check with ISU Parking for locations where it is appropriate to park your car and required parking pass purchase options. ISU Dining does not provide free parking.

SMOKING

Smoking tobacco and all electronic smoking devices are not permitted on the ISU campus. Smoking tobacco should be conducted in specified areas off campus; ask your manager for information. Remember, any smoking items should be disposed of appropriately. After smoking, you must wash your hands before returning to work. The full ISU policy is available at <http://policy.iastate.edu/policy/smoking>.

WORK STUDY

Students who file for FAFSA (financial aid) may be eligible for the work study program. If you are eligible for work study and did not indicate this on your application, please notify the DSSO. Students participating in this program will continue to be employed and receive normal paychecks following the depletion of the work study funds; paychecks will continue to come to you as normal. Questions regarding work study eligibility should be directed to the Student Financial Aid Office.

NON-DISCRIMINATION AND ANTI-HARASSMENT

Respect is the foundation for interchange of ideas, for learning and for working toward common goals. Consequently, Iowa State University is committed to assuring that its programs are free from prohibited discrimination and harassment, protected by university policy or local, state, or federal law. Discrimination and harassment impede the realization of the university's mission of distinction in education, scholarship, and service, and diminish the whole community.

Iowa State University reaffirms and emphasizes its commitment to provide a professional working and learning environment that is fair and responsible; that supports, nurtures, and rewards educational and employment growth on the basis of relevant factors such as ability and performance; and that is free of discriminatory conduct or communication. For these reasons, the university will not tolerate discrimination or harassment, as defined below, and is committed to preventing it or stopping it whenever it may occur at the university or in its programs. The policy applies to employees, students, visitors, applicants or program participants at Iowa State University. Feel free to contact specific ISU offices with any issues or concerns. Resources are listed in the back of this handbook. The full ISU policy is available at <http://policy.iastate.edu/policy/discrimination>.

DISCRIMINATION DEFINED

Iowa State University prohibits discrimination, which can include disparate treatment directed toward an individual or group of individuals based on race, ethnicity, sex, pregnancy, color, religion, national origin, physical or mental disability, age (40 and over), marital status, sexual orientation, gender identity, genetic information, status as a U.S. Veteran (disabled, Vietnam, or other), or other protected class, that adversely affects their employment or education. For religion or disability, the law allows employees and students to request reasonable accommodations to continue their work or studies.

HARASSMENT DEFINED

Iowa State University also prohibits harassment, which can be a form of discrimination if it is unwelcome and is sufficiently severe or pervasive and objectively offensive so as to substantially interfere with a person's work or education.

Harassment may include, but is not limited to: threats, physical contact or violence, pranks, jokes, bullying, epithets, derogatory comments, vandalism, or verbal, graphic, or written conduct directed at an individual or individuals because of their race, ethnicity, sex, pregnancy, color, religion, national origin, physical or mental disability, age, marital status, sexual orientation, gender identity, genetic information, or U.S. veteran status. Even if actions are not directed at specific persons, a hostile environment may be created when the conduct is sufficiently severe or pervasive and objectively offensive so as to substantially interfere with or limit the ability of an individual to work, study, or otherwise to participate in activities of the university.

SEXUAL HARASSMENT OR SEXUAL MISCONDUCT

Sexual harassment in the workplace is both against the law and a violation of university policy. Sexual harassment is any unwanted verbal, physical and written sexual advance. Sexually explicit derogatory statements, or sexually discriminatory remarks made by someone in the workplace, which are offensive, which cause the recipient discomfort or humiliation, or which interfere with the recipient's job performance, are all forms of sexual harassment. Sexual harassment may also include:

- Jokes, teasing, remarks, or pictures which are sexual or derogatory
- Leering, unnecessary touching, patting, cornering, standing too closely, or undue attention
- Expressions of sexual interest or inquiries about sexual values
- Verbal or physical conduct of a sexual nature that is intimidating, demeaning, hostile, or offensive
- Requests or demands for sexual encounters with or without threats
- Abuse of an authority relationship where the person subjected to harassment is vulnerable
- Treating people differently because of their gender

The primary goal of the university's policy prohibiting sexual harassment is to prevent the behavior from occurring. Any individual who feels that they are being harassed should immediately bring the problem to the attention of their manager or other appropriate university staff member, listed inside the back cover of this handbook. The full ISU policy can be found at <https://www.policy.iastate.edu/policy/students/sexualmisconduct>.

BULLYING

Bullying occurs when you are personally confronted in an uncomfortable way and you fear the consequences if you don't act as the bully wants. The threat can be expressed or implied, but in either case, you are being bullied if someone "gets in your face" in a personal, insulting, or intimidating manner. Key factors of bullying are repetition, escalating aggression, continual, power disparity and intended purpose. Bullying can come in all forms—name calling, unwelcome kidding, physical intimidation, threats, harassment, and any other type of abuse.

FAIR TREATMENT OF STUDENT EMPLOYEES

It is a policy of ISU Dining that student employees be treated fairly and in a manner comparable to other university staff. Hiring practices are without regard to age, race, color, gender, religion, national origin, sexual orientation, physical, or mental handicap.

We have the right to establish the necessary and fair work rules included in this guide under the guidelines of the Fair Labor Standards Act and the University Office Procedures Guide. ISU Dining has the right to reprimand, with the option to terminate, any employee who violates the terms of assigned duties and responsibilities.

As a student employee you have the right to appeal any action that you feel is unfair. If at all possible, complaints and grievances should be resolved with individual staff member involved. However, if you believe a member of our staff has been unfair or unprofessional, you may have your grievance reviewed through the procedures described under the Undergraduate Student-Employee Grievances located at <http://policy.iastate.edu/ugempgrievances>. We also encourage you to visit the Dining Student Staffing Office in 168 Union Drive Community Center (UDCC) and speak with someone about your concerns. If you would like additional information or seek clarification of this procedure, please feel free to contact the ISU Dining Administrative Office in 1215 Friley Hall or the Dining Student Staffing Office or call 515-294-4864 for assistance.

***"Do right. Do your best. Treat others
as you want to be treated."***

— Lou Holtz

ISU DINING MARKETING

As you can see by our student handbook and other training presentations, we feature photos of our student employees to help our new employees learn and grow. Our marketing staff also creates many forms of marketing, ranging from advertisements to printed materials and social media posts. The fun part is seeing our student workers in action.

For this reason, a photo/video release is a part of our job application and must be signed before submitting the job application for consideration or employment. Please revisit your job application at any time to review the full photo/video release agreement.

FINAL NOTE

As questions and concerns arise, do not hesitate to ask your ISU Dining manager for assistance. Please remember that you are often the only link our customers have with ISU Dining. We thank you in advance for your support of ISU Dining and for all your efforts to help our customers have the best dining experience possible.

WE'RE SOCIAL



isudining



ISUdining



@isudining



ISU Dining

We are happy to have you join the ISU Dining team!

Please read the following statements carefully. Please understand the importance before signing this agreement. If you have any questions, ask the DSSO worker assisting you today.

- ☐ Today I received the Student Employee Handbook and the first day packet for my work location. I will thoroughly read both today. I understand that it is my responsibility to read and comply with the policies and procedures contained in this handbook and any revisions made to it by the University.
- ☐ ISU and ISU Dining policies and procedures, food and workplace safety, communication expectations, use of Workday and Schedule Source.
- ☐ I will complete the ISU Dining Student Worker Training by _____ (enter deadline) less than 1 week from today. Additional trainings must be completed as assigned.
- ☐ I am responsible for all shifts on my work schedule through finals week. My shifts must follow the requirements of my work location and are scheduled around the conflicts discussed during the interview such as transportation, etc. I am responsible to know how to use the swap board to help find a substitute if needed. I understand the attendance policy and the need to attend scheduled work shifts.
 - ☐ I will practice excellent communication with the DSSO and my managers, responding to phone calls, messages, and emails.
 - ☐ I will follow the Student Employee Attendance policy reporting agreement, provided by the DSSO or found on our website and communicate concerns outlined in this policy directly to my facility manager.
- ☐ I will follow the Student Staff Personal Appearance, Uniform, and Hygiene Policy and will receive my uniforms today.

*Copy of your signed agreement with ISU Dining.

DIRECTORY

All numbers begin with (515) area code.

Bookends Café	294-1383	Gentle Doctor Café	294-9247
Business Café	294-9081	Hawthorn	294-7791
Bakery	294-3248	Heaping Plato (Hub)	294-1705
Clyde's	294-2162	ISU Catering	294-3258
Conversations Dining	294-4290	Memorial Union Food Court	294-9441
Courtyard Café	294-9797	MU Market & Café	294-4799
Design Café	294-2845	The Roasterie (Hub)	294-3529
Dining Student Staffing Office	294-4864	Seasons Marketplace	294-2380
East Side Market	294-8887	Union Drive Marketplace	294-0082
Food Stores	294-3060	West Side Market	294-8330
Friley Windows	294-1113	Whirlybirds	294-5788

ISU Discrimination and/or Harassment Contacts

Iowa State University does not discriminate on the basis of race, color, age, ethnicity, religion, national origin, pregnancy, sexual orientation, gender identity, genetic information, sex, marital status, disability, or status as a U.S. veteran. Inquiries regarding non-discrimination policies may be directed to the Office of Equal Opportunity, 3410 Beardshear Hall, 515 Morrill Road, Ames, Iowa 50011, Tel. **515-294-7612**, Hotline **515-294-1222**, email **eooffice@iastate.edu**.

Offices that you may contact for assistance include:

Office of Equal Opportunity.....	294-7612
Dean of Students Office.....	294-1020
Department of Public Safety.....	294-4428
Margaret Sloss Center for Women & Gender Equity.....	294-4154
Student Counseling Service.....	294-5056

