



Student Employee Attendance Policy

Policy: To ensure the best customer service, quality food production and efficient business practices, excellent attendance is necessary for all employees. Assigned shifts are the responsibility of the employee to work or find a qualified substitute through finals week of each semester. By accepting or continuing employment, the employee commits to work through finals week of each semester.

Work Schedules

- Shift days and times are determined by the facility managers and are based on business and production needs. These weekly schedules repeat throughout the semester with the exception of Catering and summer.
- Schedules will be available online with a substitute system (swap board) which may be used as a tool to locate a qualified substitute or to pick up additional work shifts as desired. **Placing a shift onto the swap board does not excuse an employee from the shift**, a substitute needs to be located using multiple means of communication.
- Schedule changes are limited to the first couple weeks of the semester and cease once class schedules are set, in week three of the semester.
- Communication is extremely important for successful employment. Student employees are responsible to read and respond to all emails, respond to phone calls and voice messages by maintaining an active voice mailbox, and completing all assigned trainings.

Substitution

If you are unable to work for any reason, you are responsible for finding a substitute by posting your shift to the Swap Board. If your shift is not claimed from the Swap Board, you are ultimately responsible for working the shift. Exams, club activities, career fairs, etc. should all be planned far in advance and substitutes located. If no substitute is located, please be prepared to work the assigned shift.

- Confirmed points cannot be excused by working a different or replacement shift.

Points – Accumulate through the Fall Semester OR Spring and Summer Semesters

“0” Points - Present: Showed up on time and worked through the entire work shift. Being on time means that you are clocked in, at your assigned station and ready to work at the start of your shift.

“1” Point - Tardy: Late to your scheduled shift (more than 5 minutes and less than 30 minutes), or left early without being dismissed. Out of uniform or out of the work area at the start of the shift, even if clocked in, will be considered late. Repeated tardiness and unscheduled absences may result in discipline up to and including termination.

“2” Points - Call, No Show (CNS): Call your facility at least 1 hour prior to the start of work shift and speak to a manager, report that you are unable to work a shift. No emails or text messages will be accepted. Unanticipated illness, tardy over 30 minutes, or Performance issues also fall into this category of points earned.

“3” Points - No Call, No Show (NCNS): Not calling at least 1 hour prior to a work shift and not showing up to work the shift. Performance issues may also fall into this category of points earned.

“6” Points = Warning is earned

“9” Points = Termination of Employment

Find a qualified substitute to cover the assigned work shift by utilizing the swap board and communicating with your co-workers to find a replacement. Communicate with your facility manager more than two days in advance to discuss any issues finding a substitute, after exhausting all efforts. We recognize that on rare occasion, you may need to miss work due to an emergency. When this occurs, please discuss the situation with your manager and volunteer to provide documentation, otherwise the absence will be unexcused. **Excellent attendance and communication with your manager is key to successful employment.**

- ## Illness

If a worker becomes ill during a work shift and needs to go home, he or she must notify the manager on duty before clocking out and leaving the facility.

For your own personal safety and the safety of our customers, please stay in communication with facility managers about serious or contagious long term health issues you may develop that may affect work attendance or limit job performance.

Owner of policy: ISU Dining Director,

Enforcer of policy: Area Director-

Trainer of policy: Location Manager-

Date Trained:

Employee Signature: _____