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Section 1: Introduction of Dining Services

UW-PLATTEVILLE’S MISSION

The University of Wisconsin-Platteville promotes excellence across a broad spectrum of disciplines—from STEM programs and criminal justice to agriculture and the arts. We use a personal, hands-on approach to empower each student to become broader in perspective, intellectually more astute, ethically more responsible, and to contribute wisely as an accomplished professional and knowledgeable citizen in a diverse global community.

UW-PLATTEVILLE’S VISION

UW-Platteville will be recognized as the leading student-focused university for its success in achieving excellence, creating opportunities, and empowering each individual.

To realize its vision, the University of Wisconsin-Platteville embraces and is guided by the following values:

1. Excellence in undergraduate education and graduate programs
2. Liberal education is a basis for lifelong learning, growth, and professional development
3. The pursuit of knowledge, its practical application, and applied research
4. Ethical behavior
5. Students are the primary focus of university activities
6. Respect for individual differences and support for the development of all students, faculty, and staff.
7. People are the source of strength, reputation, and vitality
8. Learning and development occurs inside and outside the classroom
9. Service to the community, the state of Wisconsin, and society
Dining Services Mission Statement

To serve the university, our community, and guests with high quality, nutritious meals in a clean and pleasant environment.

Areas of Employment

*Bridgeway Stations (608-342-1776)* is an all you care to eat open market style dining facility located in the lower level of Bridgeway Commons. The hall will be serving breakfast, lunch and dinner Monday through Friday and brunch and dinner on Saturday and Sunday. The Bridgeway staff will prepare a wide array of cuisine to suit many tastes. There is a breakfast station, pizza station, wok and grill station, home style station and deli station. You are able to build your own stir fry or pasta dish daily with ingredients from the salad station. To accommodate special dietary needs gluten free and lactose free items will be available at a separate station. Bridgeway also features a scratch bakery the makes breads, desserts, and pastries. The facility will be open 7 days a week.

Retail Dining Operations

*Jamba Juice (608-342-1776)* is located in Bridgeway Commons. It offers made to order smoothies, grab-n-go items and your favorite packaged beverages.

*Greenwood Avenue Market (608-342-7335)* is located in Glenview Commons. The "Market" is a fully stocked convenience store and cafe. The cafe features panini sandwiches, pizza, grilled items, and deli including Grab & Go options Better Fresher Faster (BFF). Coffee and fountain beverages are also served in this operation. A gathering place for students, faculty and staff, the area features Wii Stations, pool tables, TVs and a staging area for programming. Greenwood Avenue Market is Wi-Fi friendly. It is open daily. Job responsibilities include restocking shelves, cashiering, and short order cooking. This facility has late night work hours available.
Kristine’s Kafé (608-342-7286) located on the first floor of Rountree Commons near a wide variety of student supported activities. Kristine’s offers a broad assortment of made to order hot and cold sandwiches, wraps, pasta and pizzas. Within the cafe is a convenience store that offers something for everyone. Job responsibilities include food preparation, cashiering, meeting inventory levels, following sanitation, safety, and cleaning guidelines. Kristine’s Kafé is open early and closes late every day of the week.

The Pioneer Crossing (608-342-1342) is an open retail dining concept located on the 1st level of the Markee Pioneer Student Center. The Pioneer Crossing offers students breakfast, lunch, and dinner options throughout the week with limited weekend service. Within the Pioneer Crossing students will find Asian, Mexican, made to order subs, fast-food favorites, home cooked entrees, grab-n-go items, soup and salad bars, and a wide variety of cold beverages all available daily. Job Responsibilities include made to order cooking, cashiering, busing tables, and restocking all areas within. This facility is open from 7:30am until 8pm almost daily, giving a wide variety of employment opportunities.

The Pioneer Haus (608-342-1342) our on campus sports bar concept, located on the 1st level of the Markee Pioneer Student Center. Students can enjoy hand pattied burgers, flatbread pizza, wings, and a wide variety of other appetizers and pub grub. Job responsibilities include short order cooking, cashiering, and busing tables. This facility is open from 11am until 11pm daily, offering lunch, dinner, and late night employment.
**Pioneer Perk and Hickory & Main (608-342-1342)** both locations act as the campus’s premium coffee shop. Both offer Starbucks brewed favorites as well as our very own on campus specials. In addition, both locations also act small convenience stores selling a great selection of our on campus grab-n-go items. The Pioneer Perk is located on the 2\textsuperscript{nd} level of the Markee Pioneer Student Center while Hickory & Main Corner Bistro is located on the 1\textsuperscript{st} level of Ullsvik hall. We encourage anyone with coffee shop experience to apply for work in these locations however previous experience is not required as we have all the tools to turn you into a barista ourselves. Job responsibilities include making espresso based drinks, cashiering, and restocking the stores. These facilities are open from 7am until 9pm almost daily.

**Catering Services (608-330-1185)** is available to help plan any catered event from an informal morning coffee for 10 people to an elegant evening banquet for up to 500 guests. Catering Services is a year round operation that is primarily student ran, providing both the UW-Platteville campus and community with gourmet, nutritious menu items.
Section 2: Student Employees

WORK REQUIREMENTS

ACADEMIC YEAR: Anyone taking six credits or more per semester may work as a student employee during the academic year. If a student drops below six credits he/she must terminate all jobs on the student employment payroll. A student who attends the fall semester but is not enrolled the following spring semester must terminate student employment the last day of the fall semester. In addition, a student who attends the spring semester but is not enrolled the following fall semester must terminate student employment the last day of the spring semester.

SUMMER: Students are eligible for summer employment if they meet the following criteria:

- Enrolled in the spring semester and returning in the fall. Summer classes are not necessary for summer employment;
- Enrolled in the spring but not returning for the fall. Must also be registered for at least three credits in the summer;
- Enrolled the spring and graduating in August, as long as they are enrolled for at least three credits in the summer;
- Not enrolled in the spring and not returning for the fall but registered for three credits in the summer.

* For further details visit the Financial Aid Office.

Once a student has been academically dismissed, graduated, or for any reason is not returning to UW-Platteville for the following regular session, he/she is no longer considered a UW-Platteville student and, therefore, is not eligible for student employment.
Section 3: Job Benefits

PAY

Student employees’ pay best reflects their job role and experience. Student employees’ hourly wage will begin at $8.00. A student employee will receive a pay increase based on the responsibility level of his/her position and length of time employed by Dining Services. After the completion of two academic semesters of employment, however summer does not count, a student employee will receive a $0.25 increase. Employees who have been promoted and completed student/office manger or student chef training will receive a $0.50 increase. Student employee’s salary will cap at $9.50 per hour.

Payroll periods run for 14 consecutive calendar days, beginning on Sunday and ending on Saturday. Employees will receive a direct deposit on Thursday that pays them for the pay period two weeks prior. A student employee will not be paid until two weeks after the initial pay period in which he/she began working.

Student employees earning statements are posted digitally on My UW System (Employee Portal). Dining Services strongly encourages student employees to check their pay stubs after each pay period. It is the student employees’ responsibility to ensure they are receiving the proper compensation for their work. However, employees that are not students of the UW System cannot view their pay stubs online.

PAY STUB INSTRUCTIONS

1. Select My UW-System (Employee Portal) under campus resources "M"

2. Choose University of Wisconsin-Platteville and press select

3. Sign in with your username and password

4. Scroll down to teh "PAYROLL INFORMATION" and select the earning statements pay date
Section 4: Disciplinary Actions

Dining Services utilizes a weighted punitive score for policy violations. Infractions are scaled by the degree of the violation. All student employees are authorized a combination of four disciplinary points in one calendar year. Student employees may receive disciplinary points for poor attendance, improper uniform, cell phone use, insubordination, customer disrespect, etc.

In the event a student employee breaks policy, the student employee’s supervisor will issue a written notice documenting the date and connected point value. One year after the violation, the received points will fall off the student employee’s record. If a student employee receives more than four points within the same calendar year from his/her first infringement he/she will be terminated.

<table>
<thead>
<tr>
<th>Violation</th>
<th>Points</th>
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<tbody>
<tr>
<td>Tardy (1–30 minutes late)</td>
<td>1</td>
</tr>
<tr>
<td>Late Arrival (30-60 minutes late)</td>
<td>2</td>
</tr>
<tr>
<td>Call-In ( 1-2 hr. of shift )</td>
<td>1</td>
</tr>
<tr>
<td>Call-In ( 45-30 min. of shift )</td>
<td>2</td>
</tr>
<tr>
<td>Five Call Ins/Year</td>
<td>3</td>
</tr>
<tr>
<td>Absence/No Show No Call</td>
<td>3</td>
</tr>
<tr>
<td>Cell Phone/Media Device</td>
<td>1</td>
</tr>
<tr>
<td>Improper Uniform</td>
<td>1</td>
</tr>
<tr>
<td>Unpaid Meals</td>
<td>3 to 5</td>
</tr>
<tr>
<td>Customer Disrespect</td>
<td>1 to 5</td>
</tr>
<tr>
<td>Insubordination</td>
<td>1 to 5</td>
</tr>
<tr>
<td>Theft</td>
<td>5</td>
</tr>
<tr>
<td>Falsifying Time Clock</td>
<td>5</td>
</tr>
</tbody>
</table>

This is an example and may be subject to change. Other circumstances may be unique and subject to their own point deductions.

* Managers will establish a point total for insubordination, customer disrespect, and unpaid meals based on the severity of the incident.
Section 5: Time Clock Procedures

Clocking in procedures are done using My UW System (Employee Portal) Punch Clock. In order to be paid, student employees must clock in and out using the computers located in Glenview Commons, The Markee Pioneer Student Center, Kristine’s Kafé, Stations, or Ullsvik Hall in the designated areas for Dining Services. Besides clocking in, all employees must clock out at the end of their scheduled shift. Students may not clock out until their work has been inspected and approved by their student manager. Employees must inform a student manager immediately if a punch is missed so the error can be corrected. Employees that are not students of the UW System cannot clock in using this system. All employees must clock out prior to picking up their personal belongings. Clocking in and out for another employee, using an undesignated time clock, or falsifying time worked will be grounds for immediate termination and you could be required to pay back the University any falsely claimed wages.
INSTRUCTIONS FOR CLOCKING IN

1. Select the UW Web Clock Icon
2. Choose University of Wisconsin-Platteville and press select
3. Sign in with your username and password
4. Select the appropriate job title
5. Select "In" on the Punch Type drop down menu and press "Enter Punch." Select "Sign Out" in the upper right corner
6. Sign out and close the web browser
Section 6: Breaks

All employees are entitled to take a **15 minute paid break** for every **four hours** of continuous work. In order for employees to be paid for their break, they must take their break within the department confines. An employee who is scheduled for a four hour shift will be clocked in for four hours and 15 minutes. Breaks will not be taken during times of high production and should be rotated amongst all workers. Students who work for less than four hours and want to take a break are able to do so, **provided they first clock out**, and they will not be paid for the time they are on break.

Employees who work a consecutive **eight hour shift** are authorized **two 15 minute paid breaks** and are required to take a **30 minute unpaid break**. All employees must clock out for all unpaid breaks. An employee who is scheduled for an eight hour shift will be clocked in for eight hours with a 30 minute gap for their break. Employees who work an eight hour shift are expected to be at their Dining Services department for eight hours and 30 minutes. While on break it is acceptable to use cell phones, eat, or smoke in approved locations. Using tobacco products can only be permitted on fifteen minute breaks or thirty minute breaks in designated smoking areas outside of the building.

Student employees who take breaks and eat meals must pay for their meals. Student employees are governed by the same rules and policies as customers when purchasing a meal. It is stealing when employees do not use a meal plan, dining dollars, passport funds, credit cards, or cash to obtain their meal. All student employees who eat before, during, or after a scheduled shift are required to place their transaction receipt on their tray or purchased item. If a student employee is discovered taking unpaid meals he/she will receive a **three to five point policy violation**.
Section 7: Attendance

Dining Services employees are expected to arrive, clock in, and be prepared for work prior to the start of their scheduled shift. In order to have proper attendance, all employees must be at their assigned work stations in the correct uniform. An employee that does not meet the attendance standard will be subject for disciplinary actions.

TARDY (1 POINT)

Student employees who arrive late but within 30 minutes of their scheduled start time without reasonable prior notification to their supervisor will be counted as tardy.

LATE ARRIVAL (2 POINTS)

Student employees who arrive late at their work station between 30 and 60 minutes after their scheduled start time without reasonable prior notification to their supervisor will be counted as a late arrival.

ABSENCE-NO SHOW/NO CALL (3 POINTS)

Student employees who fail to arrive within 60 minutes of when they were scheduled to work without notifying their supervisor will be counted as an absence-no show/no call.

CALL-IN / ILLNESS

A call-in is when an employee calls Dining Services because he/she must miss a scheduled shift. Student employees must notify their supervisor at least two hours prior to any shift even if it is class related. Each student will be allotted four call-ins within one calendar year without any repercussions. Each call-in after four without proper verification of a physician’s or instructor’s note will result in a three point policy violation
In the event an employee has to call-in for the fifth shift; he/she must provide a note from a licensed doctor confirming his/her illness. A copy of their course syllabus or email from the instructor requesting the student’s attendance outside the normal course schedule, is also acceptable. Dining Services’ Management has no intention to punish employees for becoming sick. Any call-in that is coupled with a note from a doctor will not count against an employee’s annual total. In the event an employee becomes exceedingly ill he/she must provide a release from his/her doctor stating he/she are eligible to return to work.

**WMx – SCHEDULING SOFTWARE**

WMx policy violations will be determined and communicated with staff. Any changes/updates will begin on Sundays.

**Availability** - It is the student’s responsibility to maintain and keep their availability updated as much as possible. If a request is in pending statues you need to contact the office for more details. You are responsible for your username and password 1 week after your first shift. if you need help working TMx you will need to meet with an office manager.

Website: [http://platteville.tmxenterprise.com/MyTMx/](http://platteville.tmxenterprise.com/MyTMx/)

You will obtain your username and password from your office manager.

*WMx does not apply to all Dining locations. Contact your supervisor for additional information regarding the WMx software.*
Section 8: Work Schedules

Dining Services utilizes multiple types of schedules. The majority of Dining Services departments use a fixed schedule. A fixed schedule is the same schedule applied every week. Other specific departments within Dining Services utilize a variable schedule. A variable work schedule is different from week to week. Dining Services will place a student employee in a schedule that is suitable for both the individual and Dining Services. Student employees have a responsibility to ensure their work requirement does not disrupt their class curriculum.

Changes to the schedule may occur based on conflicts such as: class schedule, repeating exams, etc. Student employees must communicate a necessary change with management and office staff at least two weeks before the change will remain permanent. It is ultimately the employee’s responsibility to cover the shift. The office staff will work as quickly as possible to find a replacement for your shift. The employee is responsible for the shift for at least two weeks or until a replacement is found, whichever happens first.

In the event a student has a conflict (grandma’s 90th birthday, funeral, etc.) with a single shift, he/she must notify management as early as possible and fill out a substitution slip. It is ultimately the employee’s responsibility to cover the shift. If a replacement is not found and the shift goes unfilled, the scheduled employee will receive an Absence-No Show/No Call (3 Points). If the employee is able, a call-in may also be used as long as it falls within the call-in policy. Please refer to Section 8 for call-in policy and additional details.

BLACK OUT DAYS

During certain times of the year Dining Services experiences an increase need for student employees. Management will determine these periods as black out days on the calendar. Examples of black out days include graduation, finals testing week, New Student Registration, etc. Prior to black out days, students will have an opportunity to notify their manager what times they are capable of working.
Once the schedule has been determined, student employees will not be able to change the schedule. In the event an employee breaks standard attendance policy, the punitive disciplinary violation will be worth double. Call-ins are not permitted during black out days. A call in will be considered a no call no show. Employees utilizing the WMx software: all requests will be denied on Blackout Days. All missed shifts during black out days due to illness must be accompanied with a doctor’s note or it will be considered an absence (4 Points).
Section 9: Uniform

Dining Services’ uniforms are designed to be functional and professional and to represent Dining Services. Dining Services’ employees are expected to wear their prescribed uniform for the entire duration of their shift. Student employees are not allowed to wear their student uniforms in social settings. Student employee uniforms must be clean, proper fitting, presentable, and without holes, rips, or frays.

Hats and hair restraints are a mandatory piece of the uniform and must be worn correctly in order to full-fill their purpose. Collar length hair or longer must be pulled back, and excessive facial hair may need to be restrained by a hair net. Head pieces and undershirts must appropriately match the color of the prescribed uniform (Acceptable Colors: white, black or gray). Uniform pants will be worn around the top of the hips and cover all areas between the waist and the ankles. Pants are required to be on the outside of boots at all times. Employee must wear shoes and socks that enclose the entire foot. Employees are highly encouraged to purchase shoes that are slip resistant. Slip resistant shoes can be reasonably purchased at any discount department store. Employee name tags must be worn on the front of their shirt so to be easily read. Examples of improper attire are sweat pants, athletic clothing, shorts, leggings (including jeggings), Crocs with holes, Clogs, ballet shoes, moccasins, Ugg boots etc. Student employees not conforming to the uniform standard will be sent home to change and will receive a one point policy violation.

STUDENT EMPLOYEE UNIFORM DISTRIBUTION

<table>
<thead>
<tr>
<th>Student Managers</th>
<th>1 Polo and 2 T-Shirts or 2 Polos</th>
<th>1 Hat</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Chefs</td>
<td>1 Chef Coat and 2 T-Shirts or 3 T-Shirts</td>
<td>1 Hat</td>
</tr>
<tr>
<td>Student Employees</td>
<td>2 T-Shirts</td>
<td>1 Hat</td>
</tr>
<tr>
<td>Catering</td>
<td>2 Polos</td>
<td></td>
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</tbody>
</table>

Students will be eligible for one new t-shirt, hat, or polo each year on their employment anniversary.

* See department manager for prescribed uniform specifics
**Catering Uniform**

Setup/clean-up/ dishroom

**Dining Services Uniform**

FSW1

FISH
SMIT/Student Chef

(Student Manager in Training)

Black and White

SMOD
(Student Manager)
Section 10: Personal Hygiene

Student employees must come to work clean, hygienic, and bathed. As a food service provider, it is Dining Services’ intention to provide a sanitary environment to serve its customers. Employees that do not perform adequate personal hygiene will be sent home with a sanitation violation and receive a one point policy violation.

All employees are required to wash their hands with soap and warm water at the beginning of their shift after clocking in. In addition employees are expected to wash their hands when shifting from one job to another, touching different foods, after sneezing, coughing, or touching any body part, and when returning from break.

Employees’ finger nails must be within a reasonable length. It is acceptable for employees to have finger nail polish that is fitting to the uniform; however, nail polish must be removed as soon as it begins chipping or flaking.

Wearing dangling jewelry is not acceptable while working for Dining Services. Earrings and rings, both of which must be smaller than the size of a dime, must be in good taste and appropriate for the uniform. Bracelets and necklaces are acceptable although they must be worn under the uniform and concealed.
Section 11: Insubordination

Insubordination is considered refusing to obey orders or submit to authority. Employees who act rebellious or disobedient will be immediately terminated. Examples of insubordination are stealing, profanity, disrespecting customers/employees/managers, insufficient customer service, coming to work under the influence of drugs or alcohol, purchasing or consuming alcohol on shift, using tobacco (including e-cigs, coffee pouches, etc.) while clocked in, misusing the PA system, inappropriately using internal communication equipment, using obscene/foul/racially offensive language, anything resembles the use of tobacco or alcohol products, etc.

Student employees are not authorized to complete homework or recreational reading at work. Books, puzzles, and word games are not allowed under any circumstance. While on the clock, student employees are expected to conduct tasks that benefit dining services. Students who continue to use unauthorized literature will be subject to a one point policy violation.

While on shift, student employees are not allowed to use cellular telephones, ear buds, tablet computers, portable media players, gaming devices, etc. Using electronic devices during working hours is distracting, improper, and unprofessional. Insisting on using unauthorized gadgets will result in one-five point policy violation.

Dining Services provides an important service to its customers and expects every employee to provide incredible customer service. Under no circumstances is it acceptable to argue with a customer while working for Dining Services.

<table>
<thead>
<tr>
<th>Customer Disrespect</th>
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<tbody>
<tr>
<td>Failing to properly greet</td>
<td>1</td>
</tr>
<tr>
<td>Improper customer service</td>
<td>3</td>
</tr>
<tr>
<td>Vulgar profanity</td>
<td>5</td>
</tr>
</tbody>
</table>

This is an example and may be subject to change. Other circumstances may be unique and subject to their own point deductions.

* Managers reserve the right to establish a punitive point scale on any insubordination infractions to include immediate termination based on the severity of the occurrence.
Section 12: Drug Free Work Place

In order to receive federal grants and contracts, UW-Platteville must be compliant with the responsibilities given to it by the federal government through the 1988 Federal Drug-Free Act. Pursuant to the federal requirements and in keeping with current university policy, all UW-Platteville student employees are reminded that university rules, policies, and practices prohibit the unlawful manufacturing, distributing, dispensing, possessing, and/or using of controlled substances on all university property and worksites. Student employees who engage in any of these actions on university property or worksite during work time may be referred to counseling or treatment and may be subject to disciplinary action up to and including loss of their jobs.

Students who have problems with controlled substances are encouraged to contact the Student Assistance Program Coordinator for referral to counseling or treatment programs. Voluntary contacts with the Student Assistance Program Coordinator may remain confidential. The UW-Platteville Student Assistance Program Coordinator may be contacted by calling the Student Affairs Office at 342-1854.

If a student employee is convicted of any criminal drug statute violation while employed at the university, he/she must notify his/her university supervisor within five days of the conviction.
Section 13: Safety

Student employees must:

- Report all accidents to their supervisor immediately regardless of the severity of the incident. Employees must know the location of the worker’s compensation book, first aid kit, and automated external defibrillator.

- Report all equipment that is not functioning properly. Student employees must not attempt to repair equipment. Broken kitchen equipment must be brought up with the Student Manager on Duty. Cash register employees must notify the Meal Access Office (342-1404) about malfunctioning cash registers.

- Clean equipment after each use. Keep work area clean, neat, and tidy.

- Clean up all spills immediately. Post appropriate notifying signs (i.e. “Wet Floor”).

- Cutting gloves are required for all knife use on UW-Platteville campus.

- Wash knives by hand. Knives must be washed in sinks designated for knife washing and put away immediately. **Knives will never go to the Dish room.**

- Sweep up broken glass immediately. Dispose of broken glass in the appropriate containers. Broken glass must not be placed in a garbage can.

Student employees are not allowed in the building by themselves before, during, or after their scheduled shift. At the conclusion of an evening shift, student employees are encouraged to leave the building in no less than groups of three. In the event that a student employee must leave the building at night alone, he/she is strongly encouraged to contact the Safe Walk program sponsored by Campus Police (342-1584) for an escort.
Section 14: Student Employee Responsibilities

- Student employees have a responsibility to earn the appropriate grades in order to stay academically eligible for employment. Working for dining services is a portion of a student’s educational experience. Dining Services’ Management has interest in their employees’ classroom performance and wishes for every student employee’s success.

- Student employees have a responsibility to secure their personal valuables (cash, laptop, cell phone, etc.). **Dining Services is not responsible for any lost or stolen items.**

- Student employees have a responsibility to report seeing any improper activities to a superior. Effective communication is crucial to the success of Dining Services. Employees should notify their supervisors if they question anything that looks wrong.

- Student employees have a responsibility to verify that their time sheets are accurate. It is unacceptable for student employees to receive less compensation than they rightfully deserve. In addition it is unfair to Dining Services for employees to be rewarded with unearned salary.

- Student employees have a responsibility to treat everyone with respect. All employees deserve a protected, welcoming, and pleasant working environment. Employees who disrupt the anticipated work atmosphere will receive severe corrective disciplinary actions.

- Student employees have a responsibility to refrain from excessive socializing. Employees are expected to be cordial to all customers but not to be distracted from their duties while at work. Off-duty employees, friends, or classmates are not to loiter in work areas.

- Student employees have a responsibility to wear task appropriate gloves in accordance with the training guidelines.

- Student employees have a responsibility to use low cost portioning. Deliberately overproducing beyond the expected forecast or unreasonably preparing extra portions so as to have leftovers is considered theft, intolerable, and unethical. Corrective action will be taken.

- Student employees are not allowed to consume or take non-purchased food items home.

- Student employees have a responsibility to represent the University of Wisconsin-Platteville with dignity and respect.
Section 15: Student Manager Responsibilities

- **Enforce Dining Services policies and procedures**
  - All employees are expected to follow all Dining Services policies.
    - As leaders and role models – if you follow the rules, so will your employees.

- **Strive for the highest in customer satisfaction**
  - Customer satisfaction is our number one priority.
    - Student Managers are responsible for instilling this goal into all of our employees.

- **Understand how important relationships are with staff**
  - Be friendly, encourage teamwork and communication between all employees.
  - Appreciate your employees, for without them you would be suffering.
  - You are a role model.
    - If you work hard so will your employees.
    - If you are lazy your employees will be lazy too.
  - **Never argue** with a fellow employee in front of customers or other fellow employees.

- **Understand all positions**
  - Know who your Dining Service leaders are.
  - Student Managers are leaders for all employees and should know how to work all positions in dining area.

- **Understand our campus Meal Plans**
  - Traditional Plans vs. Block Plans
  - Dining Dollars vs. Passport Funds
  - Cash Equivalency Rates
  - Student Managers are the Public Relations unit within Dining Services. Each Student Manager should have knowledge on how the meal plan programs work across campus to they can educate our customers(students, staff and community members)

- **Mandatory attendance**
  - A SMOD must be on time for their shift. On time = showing up 10-15 minutes prior to your scheduled shift. This time is needed to “organize” your shift and make sure you have the proper information before your staff arrives.
  - If a SMOD is unable to work their shift they must find another SMOD to work for them and not call-in.

- **Follow Uniform Policies**
  - A SMOD must follow uniform policies and set an example for employees.
  - They must also enforce the policies.

- **Honest and Hard work is what makes a great student manager**
- **If you feel like your Student Manager is not following these responsibilities please contact your direct manager**