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Introduction

RPS Dining is a department of Residential Programs and Services. Dining is here to provide an essential service to the students, faculty and staff on the Bloomington campus: healthy, nutritious food and a welcoming, comfortable environment in which to eat!

RPS Dining operates multiple locations across campus. Our hours of operation range from as early as 7:00am to as late as 2:30am.

At any given time Dining employs between eight hundred to a thousand part-time student workers!

Over 9500 students, faculty and staff purchased some type of meal plan for the 2014-2015 school year and over the course of that year we processed almost 850 000 transactions!

RPS Dining Mission Statement

We consider the service we provide to students, staff and faculty to be vital, and this belief is reflected in our mission statement:

Residential Dining Services supports the academic mission and promotes a strong sense of community by providing the students and campus with a wide variety of high quality nutritious foods in a clean and safe environment. We are committed to providing a positive atmosphere through friendly, efficient, responsive and convenient service.

Even if you don’t consider food service to be a long-term career, we hope that you come to value our mission as much as we do and take pride in offering the best possible food and service to our customers.

I’m so glad that you’re a part of our team and I look forward to seeing you this year!

Best,

[Signature]
# Who's Who

**Director of Dining**  
Sandra Fowler  
Direct Contact: [855-2417 or 855-1764]

**Associate Director, IT Systems**  
Robert Tegeler  
Contact Information: [855-2417 or 855-1764]

**Training Coordinator**  
Micah Lamb  
Contact Information: [855-2417 or 855-1764]

**Registered Dietitian**  
Rachel Noirot, M.S., R.D.  
Contact Information: [855-2417 or 855-1764]

**Dietetic Technician Registered**  
Susan Herr, D.T.R.  
Contact Information: [855-2417 or 855-1764]

**Associate Director, Operations**  
Corinne Nicholson  
Contact Information: [855-2417 or 855-1764]

**Associate Director, Production**  
Gema Powell  
Contact Information: [855-2417 or 855-1764]

**Area Manager**  
Teresa Spinks  
Contact Information: [855-2417 or 855-1764]

**Director of Dining**  
Derek Ramey  
Contact Information: [855-2417 or 855-1764]

**Associate Director, IT Systems**  
Ancil Drake, CEC  
Contact Information: [855-2417 or 855-1764]

**Associate Director, Production**  
Mark Winstead  
Contact Information: [855-2417 or 855-1764]

**Area Manager**  
Kent Rerko  
Contact Information: [855-2417 or 855-1764]

**Marketing Manager**  
Marcia Corbin, CEC  
Contact Information: [855-2417 or 855-1764]

**Project Manager**  
Brian Barker  
Contact Information: [855-2417 or 855-1764]

**Executive Sous Chef**  
Jianing Morris  
Contact Information: [855-2417 or 855-1764]

**Project Manager**  
Katie Melsheimer  
Contact Information: [855-2417 or 855-1764]

**Assistant Manager, Dining IT Systems**  
Patrick Davis  
Contact Information: [855-2417 or 855-1764]

**Special Services Coordinator**  
Jose Celis-Schmidt  
Contact Information: [855-2417 or 855-1764]

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**Tony Mangin, Manager**  
El Bistro  
Bistro Deli, Waffles & Staff, mesa mexicana, Cream & Crimson Creations, eMeal  
855-8776

**Dan Siddons, Manager**  
Willkie Hoosier Café & Store  
Home Court Pizza, Cream & Crimson Creations  
855-9506

**Linda Branstetter, Manager**  
Gresham Food Court, Crimson Creamery, Hoosier Den  
classic comfort, Buxo, eat right, Antonini’s, Pacific Rim, Erbert & Gerbert’s, Grab & Go, Flamingo’s, eMEAL, Cream & Crimson  
855-2212

**Donny Glass, Manager**  
Wright Food Court, Hoosier Café & Store  
Shawano, Stacks, Pacific Rim, classic comfort, eMEAL, store, Charley Biggs’ Chicken, eat right, mesa mexicana, and more  
855-2408; 856-5430

**Jeff Kutche, Manager**  
McNutt Hoosier Café & Store  
Presentations: Deli, Gourmet Salads, Special Themes  
Starbucks, Cream & Crimson Creations, C-Store, Grab & Go  
855-1047

**Sandy Porter, Manager**  
Edmondson Dining Room; Informatics Café  
All-You-Can-Eat Cafeteria (classic comfort)  
Hoosier Café, Collins Deli eMeal  
855-8740; 855-1012; 856-7941

**Jose Fajardo, Manager**  
Eigemann Hoosier Café & Store  
Convenience Store; Stacks Deli, Flamingo’s Grille  
Cool Beans (Starbucks, Cream & Crimson Creations)  
855-9057

**Drew Smith, Manager**  
Union Street Market, CIB Café  
Food Bar, Salad bar, Grab & Go  
Natural Grocery, Deli  
856-1023; 856-7050

**David Tallent, Manager and Chef**  
Traditions Catering  
855-7113

**Linda McCoy, Manager**  
The Restaurants at Woodland - Forest Quadrangle  
856-2951

**Sammi Floyd, Supervisor**  
Wells Library Café  
School of Music Café  
856-4511; 855-5598

**Marcie Covey, Assistant Manager**  
Ballantine Campus Café  
Jordan Hall Campus Café  
855-6363; 856-0325

**Sonya Harding, Manager**  
Bookmarket Eatery, Herman B. Wells Library  
856-5633; 856-8567; 855-4860

**Ylli Dema, Assistant Manager**  
SRSC Campus Café  
School of Education Campus Café, Cool Beans at Rose  
856-5633; 856-8567; 855-4860

**KSOB Undergraduate School Campus Café**  
KSOB Graduate School Campus Café  
855-1688; 856-5090

**Dan Bartlett, Assistant Manager**  
SPEA  
856-2388
At-Will Employment Relationship:
Indiana University is an “at-will” employer and does not promise continued employment, reserving the right to terminate employees at any time for any reason, so long as the reason is not “illegal.” Hourly employees are not offered a “contract” upon hire. Review reference for more details [http://stats.bls.gov/opub/mlr/2001/01/art1full.pdf](http://stats.bls.gov/opub/mlr/2001/01/art1full.pdf), 4/19/2013, 2:33 p.m. ET

Indiana University is an Equal Employment Opportunity/Affirmative Action employer.

Affirmative Action and Equal Employment Opportunity
IU pledges to continue its commitment to equal opportunity within the university and throughout American society as a whole. In this regard, IU will recruit, hire, promote, educate, and provide services to persons based upon their individual qualifications. IU prohibits discrimination based on arbitrary consideration of such characteristics as age, color, disability, ethnicity, gender, gender identity, marital status, national origin, race, religion, sexual orientation, or veteran status.
IU shall take affirmative action, positive and extraordinary, to overcome the discriminatory effects of traditional policies and procedures with regard to the disabled, minorities, women, and veterans.
An Affirmative Action office on each campus monitors the university’s policies and assists individuals who have questions or problems related to discrimination.

Americans with Disabilities Act (ADA) Rights
University policy and federal law forbid employment discrimination against qualified persons with physical and mental disabilities. A qualified person with a disability is someone with a disability who meets the necessary skill, work experience, education, training, licensing or certification, or other job-related requirements of a position. The ADA defines a person with a disability as an individual who:

- Has a physical or mental impairment that limits one or more major life activities (walking, speaking, seeing, hearing, etc.)
- Has a record of such impairment
- Is regarded as having such an impairment
IU is committed to ensuring equal employment opportunities for qualified persons with disabilities. The university will provide reasonable accommodations as provided in the law for employees protected by the ADA by making changes in the work environment or by changing certain practices and procedures. If you are an individual with a disability, and you meet the qualifications above, contact your supervisor or Human Resources to discuss your needs.

**Policy against Sexual Harassment**

The university policy against sexual harassment is designed to protect all members of the university community. It applies to relationships among peers and to superior/subordinate relationships. It also applies to all individuals regardless of their gender or sexual orientation.

Harassment on the basis of sex is a violation of federal and state law. IU does not tolerate sexual harassment of its faculty, staff, or students. Individuals, who believe they are victims of sexual harassment, and those who believe they have observed sexual harassment, are strongly urged to report such incidents promptly.

IU will investigate sexual harassment complaints in a timely manner and, when there is a finding of sexual harassment, take corrective action to stop the harassment and prevent the misconduct from recurring. The severity of the corrective action, up to and including discharge or expulsion of the offender, will depend on the circumstances of the particular case.

IU defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment or academic advancement;
- Submission to or rejection of such conduct by an individual is used as the basis for employment or academic decisions affecting such individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work or academic performance or creating an intimidating, hostile, or offensive working or learning environment.
Communications Use and Responsibilities

Information Technology
Access to IU information technology resources (computing, networking, phones, etc.) is a privilege granted to all university Academic and Staff employees and students. Secure, legal, and ethical usage accompanies that privilege. Your computer accounts, passwords, and other types of authorization are assigned to you. You are responsible for their security and you should never share them with others.

You are responsible for adhering to all of IU’s official IT policies at: https://protect.iu.edu/online-safety/acceptable-use.html.

Use of technology resources must be limited to support one’s studies, instruction, duties, official business with the university, and other university-related activities. However, “incidental personal use” is an accepted and appropriate benefit of being associated with IU’s rich technology environment. Such use must adhere to all university policies covering appropriate use. Also, senior managers have the right to disallow or define appropriate forms and levels of “incidental personal use” for their departments.

RPS limits the use of university-owned technology. Student-employees may not use technology while clocked-in/working unless specifically directed by the unit manager and then only for department business. Prohibited uses of technology include but are not limited to:

- Research, preparation, or any other form of academic work for IUB classes not related to the business of the unit.
- Personal communications such as email, instant messaging, chat, social web sites, etc.
- Personal entertainment such as games, web-surfing, online shopping, etc.
- Use of facsimile device to transmit personal documents, etc.

Unit managers have the discretion to allow or disallow student-employees the use of university-owned technology for personal business if the student-employee is clocked out, on break, etc. Use is allowed only insofar as it does not prevent other employees or management the use of the technology for actual business purposes.

Proprietary technology such as point-of-sale systems or devices used for time keeping purposes may not be used for any purpose outside of the department’s intended use.
Examples of “Incidental Personal Use”

- Use of e-mail to send personal messages to friends, family, or colleagues
- Use of the telephone to make a local doctor’s appointment.

Email
IU and RPS encourage you to use email as a tool to help you carry out your tasks more efficiently; and to use your IU email account as the primary email account for communication with the department and fellow employees for department business such as scheduling, arranging for substitutions, making appointments with management, etc. IU policy requires IU students to check and use their IU email accounts. See: http://uits.iu.edu/page/aozw. University policy prohibits sending messages or materials that are obscene, threatening, or otherwise violate the law, and imposes other limitations on technology resource usage. Under appropriate circumstances, university administration or IT personnel may access the content or non-content-based attributes (e.g., headers) of employee email messages. It is also possible that employee email may be obtained in the course of litigation or law enforcement activities. When using email, you should be discreet. Its contents should be considered no more private than that of a postcard.

Campus and U.S. Mail
The university handles two types of mail: Campus Mail and U.S. mail. The university is able to use its internal Campus Mail system free of charge for university business. Under federal rules and regulations, personal mail must first go through the U.S. mail system before Campus Mail can deliver it. Also, the university assumes that any mail delivered to a university address is university business. Authorized persons may open mail, even though it may be addressed to you. To avoid overloading the Campus Mail delivery system, do not have personal mail or packages sent from or delivered to the workplace.

Telephone and Other Communication Devices
Personal telephone calls or communication with a personal technology device such as a cell phone should be made outside of working hours such as before or after a work shift or during an authorized break. Personal communication devices should be turned off while clocked in and in pay status. Devices should be stored in a secure location; RPS dining
services is not responsible for the loss, theft, or damage to any personal items brought into the workplace.

Business phones are reserved for business calls. If a personal call is necessary, obtain permission from the unit manager or, if not available, the senior assistant manager on duty; make the call during a meal break or authorized break time. Calling 900 numbers or other long-distance numbers that result in charges to the university is not allowed. In most cases, phones are restricted from toll/long-distance service or require an access code. Use of an access code to make personal calls is prohibited. You must charge personal calls to your credit card or home/personal phone.

You may be authorized to make business-related long distance calls. If so, the university will give you an access code and instructions on how to use the university long distance system properly. Again, this access code is not to be used for making personal calls.

If you have questions about the use of telephones or telephone equipment, call a consultant at your campus phone services department.

All other forms of “Right to Know” information are posted on employee bulletin boards in the individual centers or may be found online at the IUB Human Resources web pages. Information posted includes Material Safety Data Sheets (MSDS) for chemicals found in the work sites, Fair Labor Standards Act (FLSA), and other mandated Department of Labor (DOL) postings.

Information and policies vary between the employment classifications of service maintenance (SM), support staff, (SS), professional staff (PA), and hourly employees (HS, HW, HR, and HP). Consult the appropriate IU staff books, standards, and policies for complete, accurate information.

As a student-employee, your job classification is HS, HW, or HR – respectively: IUB student, IUB work-study student, or student at another school (Ivy Tech, high school, etc.)
Getting Started

Before you can become an employee for RPS you must complete essential work-related forms including: tax information, validation of identity and authority to work in the U.S., and other important documents. Forms need to be filled in, fully and accurately, before you may begin working. This can be a quick process at the Hire Me Program welcome session, or at one of the centers anytime during the year if you bring:

1) **Unexpired IDs**: Driver’s license, military identification, or some other government issued picture/photo ID that includes your birth date
2) Social Security Card: **ORIGINAL DOCUMENT REQUIRED**
3) Passport/Visa – required for internationals; optional for U.S. citizens
4) Work Study documents if you qualify for that program (contact the office of Financial Aid for more details.)

International Students have a few additional steps to follow:

1) Unexpired passport, student-visa, I-20 and 1-94 are required
2) We’ll provide “intent to employ” letters to apply for Social Security Card and number
   a. International Services provides “enrollment verification” letters, if qualified: required for SSN and card applications
3) Must obtain a local or U.S. bank account; direct deposit will not be sent to banks outside of the United States

If you do not bring the identifying documents listed above, the hiring process will take longer. Management will help you complete the necessary hiring forms.

All tax and direct deposit information, for both US citizens and International students, is now completed online via [One.IU](https://www.oneiu.com)

**All positions require a criminal background check and sex-offender-registry check.**

Cashier and supervisor positions require specific training and annual compliance tutorials prior to engaging in financial activities, records-handling, or supervisory duties.
Hire-Me Program

HIRE ME is a recruiting program for IUB students interested in part-time employment within dining services. The program operates in different ways depending upon the time of year.

Late spring through the early summer months is when HIRE ME offers free “early arrival” (move-in to RPS), early training, and various incentives for the fall semester.

Early fall and winter are the periods for routine hiring.

Early spring is the period that will open up for Summer Employment, if available.

Students can sign-up using the Hire Me web portal.
Recording Your Hours

When you arrive at work you will begin recording your work-shift time by “clocking in” at your scheduled start-time using an electronic timekeeping system, either with an IU identification card swipe or keyboard entry of your university ID number.

Please do not clock in until your scheduled time.

Your TIME e-sheet may be edited by management to reflect your scheduled start or end time if you clock in or out without approval, forget to clock out, refuse to clock out, etc. Habitual failure to clock in or out as directed will result in progressive discipline, up to termination.

Your electronic timesheet is reviewed and processed every two weeks, following the actual work or pay period. Pay periods begin at Midnight on Sunday and run for two weeks through Saturday, 11:59 p.m.

We use an electronic time-keeping system called TIME. Your student identification card is used to “clock in” and “clock out.” Card reader failure may require that you clock in using the kiosk computer. Occasional use of a manual time clock system may be needed from time to time.

Irrespective of the method, be certain to clock in and out of your shift properly so you are paid accurately.

NOTE: do not clock in and then change into your work uniform. Hours on your time sheet should reflect the hours you actually worked.

Termination is the result of timekeeping fraud.
Starting and Ending Work

• Arrive at work in or with the proper uniform. Change into the proper uniform before clocking in for your shift (jewelry off, hair restraint on, correct shirt, proper shoes). Plan to arrive at work five (5) minutes before your scheduled work shift so the next shift and management know you are at work and to allow for last-minute, pre-work needs such as posting substitute requests, checking out the substitute board, etc.

• “Clock in” using your university identification card or number.

• Wash and scrub your hands at a designated hand-washing sink.

• Check the daily assignment schedule to see what job you are assigned to do; go directly to your assignment.

• Inform a supervisor when leaving the work area for rest breaks, meal breaks, restroom use, or when you leave for more than five minutes to gather supplies, etc.
  - Rest breaks are assigned by management for work periods of four hours or more; rest breaks are fifteen (15) minutes long and are unpaid (clock-out)
  - Meal breaks are agreed upon with management and are taken in the dining center (before, after, or during the shift)

• Clean, organize, and supply or re-stock your work area before leaving.

• Communicate information about the work area or events of the shift with the next shift and management (low supplies, customer or equipment issues, etc.).

• Remain at your work area until the next shift arrives. Inform management if the next shift hasn’t arrived within five minutes of the scheduled start time.

• NEVER “wait” for the time-clock to change before leaving: clock out when you have completed your shift and management has released you from work.
  - “Milking” the clock (getting extra time on your shift without working) is grounds for dismissal.
Work Attire

- Wear of jewelry at work is limited: facial jewelry may not be worn on duty (nose studs, eyebrow rings, etc.). See the Uniform SOP for all details. Watches and bracelets must be removed when working (Indiana Food Code).

- You will be given a uniform shirt, name tag, and hair restraint: hat or bandana. You will provide your own hair nets to restrain hair not covered by the hat or bandana or to wear in place of a hat. You will provide your own beard nets if you have a beard. Uniform components will be washed and turned in upon separation.

- Golf shirts and dress shirts are supposed to be tucked in to your pants or skirt. Cook shirts or cook coats are not tucked but worn loosely. Please wear shirts properly.

- Long hair is tied back and secured under hair restraints it doesn’t move freely. Hats and bandanas may not be enough: hairnets are required to cover long hair not covered and/or restrained by a hat or bandana.

- You may wear jeans or long slacks; not Capri's nor short skirts. Pants worn will have no holes or rips and will be clean. Low waists are not acceptable while working.

- Closed-toe and closed-heel shoes with good traction must be worn at all times. Sandals and similar shoes will not protect your feet or keep you safe in our kitchens.

- The Uniform SOP, handbook, and more are online at RPS Staff Page and RPS Intranet. http://www.rpsstaff.indiana.edu/index.cfm or https://www.sharepoint.iu.edu/sites/rps/SitePages/Home.aspx.

- You represent our department and the university. Even when you are not at work but are dressed in your uniform (travelling to work, on break, etc.), you represent yourself, dining services, RPS, and IU. Please follow uniform and grooming standards when dressed in uniform and conduct yourself in a professional manner.

- We enforce the standards. Please make life easier and comply with standards. We don’t like to “nag” and we’re sure you don’t like hearing it either.
**Personal Hygiene**

Proper personal hygiene is a must!

- Bathe daily

- Keep hands and fingernails clean by washing hands frequently; use a nail brush to clean under the ends and around the edges of nails, especially when you first start your work shift or return from a break.

- If you are sick, do not work directly with food. Let your shift manager know that you are sick right away. You have to stay home or go home if you are or have been:
  - Vomiting or throwing up
  - Sick with diarrhea or in the bathroom a lot
  - Sore throat with a fever
  - Jaundice
  - Have any illnesses that require reporting under federal law:

  | *Salmonella typhi* | *Salmonella spp.* |
  | *Hepatitis A virus* | *Shigella spp.* |
  | Norwalk or Norwalk-like viruses | |
  | *E. coli* (Enterohemmoragic or shiga toxin producing *E. coli*) | *Entamoeba histolytica* |

- There are rules that require you to tell us about sicknesses you have had; ask where to find the Food Employee Health Policy Questionnaire (usually on the employee bulletin board)

- Keep hands away from your nose, ears, eyes, hair, and mouth. If you accidentally touch any of these areas, remove your gloves, wash your hands, and put on a new pair of gloves.

- Change aprons often if handling messy projects or if you leave the kitchen areas (if you go to the restroom, outdoors, etc.). Clean, sanitized aprons are available for use. They protect the food you handle and may protect clothing from some stains.

Make sure your apron and hair restraints are in place before entering the food prep area. Wash your hands again.
Work Conduct

- Customers pay our bills so let’s make sure we serve them first. Homework questions, chatting, and general socializing can wait until breaks, slow times, or after work.

- Please don’t eat, chew gum or tobacco, drink, or smoke while on duty.

- If you need a break, ask a supervisor or full-time staff member who is responsible for your work duties before leaving the work area (restroom, drink of water, etc.).

- Fighting, “horse play,” vulgar language, display of obscene behavior or material, or the use or possession of drugs or alcohol will result in immediate termination.

- Serve customers in a kind manner with:
  - A friendly greeting
  - Attentiveness throughout the transaction
  - A pleasant farewell

- Ask: “Would I pay for and eat what I’m serving? Would I like the service?” If the answer is no then you need to act on the problem and make things right.

- We buy the highest quality foods; you are key to ensuring they remain that way:
  - **Hot food** is served *hot!* 140°F or higher (60° C)
  - **Cold food** is served *cold!* Below 40°F (4.4° C)
  - Presentation is appealing, attractive, and neat—never serve items with sauce or other food smeared, dripping, or hanging from the container or wrapper

- Pause routine job tasks when approached by a customer.

- Please avoid controversial topics while at work. The college years are a great time to flex your mental muscles, develop yourself, and engage in stimulating conversation; however, work is not the place to start arguments, debates, or make a scene. If you are involved in politics—campus, local, or national, we applaud you; we just ask that you avoid campaigning or active debate at work: you are representing IU.

- The customer’s not always right but we always treat them well. Don’t argue with customers. Get a manager to help with unhappy customers; we’ll do the dirty work.
• We want you to feel enabled to answer questions. Become knowledgeable about what we do; however, don’t feel like you have to answer questions you are unsure of and don’t make promises we can’t keep. We’re here to help you and our customers. Let’s make we give good answers and good help every time.

• Sometimes we hear “So-and-so told me I could.” The “general manager” and area managers from the central office are authorized to make exceptions to rules: fellow employees, supervisors, and assistant managers cannot grant exceptions to standards. Don’t say “I didn’t know the rules” or “somebody said so” – this is not acceptable.

• **YOU** control how our food will look and taste when it is served. Remember that fact. Your neighbors, roommates, and you rely on what you do to get great food! We start with great products prepared by great cooks. Make sure we serve it that way. We want every customer to leave as happy as or happier than when they came to see us.

• Finally, behavior – good and bad – is contagious. Perform your duties the best you can. Project a positive outlook. Even if you are unhappy or feel ill, it is possible to feel better simply by acting positively. Let’s make a good impact on everyone.

Visit and complete the IU Human Resources Customer Service Training site at:

http://www.indiana.edu/~uhrs/training/CustServ/index.htm

Learn more about food and safety laws at these links:

- Indiana Food Code
- US FDA Food Code
- OSHA’s Restaurant Safety
- OSHA
More of the Rules

Detailed policies are on IU web pages and in the RPS dining services SOP manual
Ask your manager where you can learn more about policy and standards

There are things we can and can’t do at work. Let’s look at a few basics:

You will be asked to do jobs different from what you normally do. Please do these things. *Every* job is everybody’s job. We appreciate your help and so will your co-workers!

**SUCCESS** – individual and collective – comes from *TEAMWORK*.

Look for and read concept operation manuals. The books contain photos and step-by-step instructions for setting up each concept, preparing the food, and how to serve items.

Check your schedule for changes. Work hours change occasionally. Holidays and academic calendars change our hours from time to time. Be ready for temporary changes or fewer hours.

Take meals when business is slow. Sometimes you can’t avoid a busy period, so, be ready to get up from a meal break if asked to do so. Supervisors will avoid asking if they can.

Smoking in “public places” is banned in the state of Indiana and on Indiana University campuses. There are no designated smoking areas at work; ask your manager for details.

Let us know if personal information changes, like phone numbers or your address.

Take nothing from the building, even empty boxes or buckets, unless the manager gives you *written* permission. You may be asked to open items as you leave the center. IUPD may ask to see written permission if they see you leaving with items.

Let us know about absences as soon as you can for every shift you will miss. If you are absent without notifying your supervisor, you can lose your job.

Remember that this is a business. Ask friends and family to call only if there is a *real* emergency. Don’t forget to turn off your phone. You can check messages on your break. Electronic communications (voice, text, etc.) are prohibited while clocked in at work.
Job Descriptions

You will work in most areas during the school year. We train students to perform different jobs. Job assignments may change daily. A few of the jobs around campus are described below to give you an idea about typical assignments. You are expected to perform duties assigned by management.

*Some of the jobs listed below may not exist at all foodservice sites.

“Not My Job” is not in our job descriptions

Counter Supplier
- Retrieve food from the kitchen and resupply the line when food is depleted or when fresh food is needed. Communicate food quantities to cooks such as how much is on the line or in the designated storage areas.
- Return used/dirty pans to the dish room or to the cooks, as directed

Kitchen Helper
- Assists full-time cooks with food preparation and kitchen clean-up
- Jobs might include cutting vegetables, mixing ingredients, or basic preparation and assembly

Stocker
- Stocks beverage cabinets, bins, display cabinets, and other service areas
- Keeps service areas neat, organized, and stocked at all times
- Assists with receiving and inventory of products delivered by vendors

Line Server
- Greets customers and makes them feel comfortable and valued
- Courteously takes customer orders; ensures the order is processed
- Assists with serving/preparation of food; labels items as needed
- Maintains cleanliness of serving line
- Ensures customers leave with a positive feeling and thanks for their patronage
Dining Room Custodian
- Stocks flatware, napkins, and condiments and ensures areas are well-kept
- Wipes and cleans tables and chairs
- Empties trash from bins and discards trash in main bin or dumpster
- Collects dirty trays and takes them to the dish room
- Sweeps and mops floors; performs occasional vacuuming tasks
- Helps ensure dining areas are neat, orderly, inviting, and comfortable
- May be required to clean restrooms

Salad/Dessert Bar Attendant
- Assists with the preparation of vegetables and desserts
- Maintains cleanliness of the salad and dessert bar areas
- Keeps salad and dessert bar stocked with fresh products; labels items
- Ensures temperatures are at the proper levels
- Rotates product for freshness

All Jobs Include:
- Clean-up of work areas, service areas, and dish room at the end of the shift
- Checking in with management at the beginning of the shift
- Checking with management before leaving work at the end of the shift

...And other duties as assigned — please be flexible and accept assignments as you receive them — it is an expectation.

Great customer service and excellent appearances – food, employees, dining center – are our collective and individual responsibilities. Help us look great!!!
Payday!

Pay is bi-weekly and deposited at approximately 12:00 a.m. on Fridays. Payments are made through direct deposit to your bank account; direct deposit is a condition of employment at IU.

Depending on when we receive the required paperwork and when you begin work in the pay period your first paycheck will be created 2-4 weeks after your first worked shift.

Pay starts at $9.00 per hour.

Pay raises are awarded based on longevity and merit, usually at the start of the fall or spring term. Attendance and performance must be satisfactory.

After each two-week pay period, your TIME e-sheet will be reviewed, approved (if accurate), and processed for pay. Once submitted, you’ll be paid for that time in about two weeks. Payday is every other Friday. See the Pay Date Calendar.

You will not receive physical pay stubs. You may view pay statements online at One.IU and proceed to “Employee Center.” You’ll find pay statements under “Payroll & Tax.” You can edit tax and direct deposit elections in the same place.

Your pay statement is visible about five days before payday. The money is not in your account until the listed pay date! Seeing your pay statement a few days before deposit helps you avoid surprises about money before payday.
Employee Meals

Work shifts of four (4) or more hours or an all-you-care-to-eat (AYCTE) shift make you eligible for an employee meal. Meals are eaten during, before, or after your shift.

Meals have a maximum value [CURRENTLY $8.95 IN A LA CARTE; ONE LUNCH OR DINNER AT COLLINS]; if you get more and go over, you must pay the difference. Abusing employee meals can result in a loss of meal privileges or loss of job.

Meal times are unpaid: you clock-out to eat meals. You may take up to 30 minutes for a meal. Always ask management for permission before taking a break of any kind.

There are restrictions to meals because we provide them as a “convenience to the employer” under IRS income-tax rules. Many retail items sold in c-stores or on display racks are not part of a meal; you can buy them full price but they are not part of the free meal. The retail items that are allowed on your employee meal may include the following:

- Yogurt
- Bowl packs of cereal
- Salad dressing packet
- Condiment Packages
- Fresh fruit
- Milk in ½ pints
- Saltine Cracker Packets
- Select, single-serve meal items (ask management)
- Small bags of potato chips (single serving)
- Hostess snacks, milk pints, bottled water, and other bottled beverages are not part of the meal. Check your center’s options.

Depending on where you work you may choose from the AYCTE menu or the various concepts. Homemade food and items at the concepts in your work site are part of employee-meals. Surcharges, usually $1.00, for special dinner events are your responsibility.

Your employee meal food can’t be taken out of the dining room.

Special permission for anything must be from the “general manager” or area manager from the central office; employees, supervisors, and assistants cannot grant exceptions to standards.
Shift Substitution, Tardiness & Absence

So, we’ve hired you and put you on the schedule. We’ve promised to pay you for the hours you work and to try and keep your hours as steady as we can. For your part, you’re responsible for the shifts we give you. Inevitably, something will cause you to miss work. If you can’t work, find a substitute – a “sub.” No matter what, tell management as soon as you can if you’ll be absent or late.

Senior managers were college students once. We know the trials and tribulations of college life. Most of us have supervised 3,000 – 10,000 individual student-employees during our careers. We’ve seen and heard nearly every reason why employees can’t come to work. Please show us some courtesy and respect if you have to miss work: tell us as early as you can and be honest about the problem. We’re forgiving and we understand. We’ll work with you if you’re straight with us.

ABSENCES –
Managers keep an employee attendance record. If you’re absent from work, management will mark a “cut” for each shift you miss – cuts are unexcused absences or poor performance. If you schedule back-to-back shifts and you are absent from work you’ll get two or more cuts: one cut for each shift missed.

TARDINESS –
If you are 7-29 minutes late for a shift, you’ll receive a “late.” Two “late” arrivals is equivalent to one “cut.” If you’re late 30 minutes or more, you’ll receive two “late” entries, equivalent to one “cut.”

SUBSTITUTIONS –
We encourage shift substitution among student-employees. Managers will share expectations for subs, e.g. cashier subs must be authorized/trained cashiers; franchises require specific training before working in the area.
A sub list is posted on the student-employee board. Sub requests are posted nearby. Students can request IU email addresses to send out sub requests.

If you find a sub to work for you, the two of you sign up on the “sub list” with a member of management. If management signed off on the sub and your sub fails to show up for work, your sub receives the cut; not you.

**CALLING IN and EXCUSES** –
If you can’t work or will be late, call the dining center and speak with a supervisor or manager. If you can’t reach an actual person, leave a message and call the central dining office to report your absence or tardiness: 812-855-2417. You may leave a message outside regular business hours but you must call back and speak with the manager as soon as you can.

Doctors’ statements may be required to validate sick calls. The statement may not excuse an absence unless the doctor says the student should have missed work. Statements must be on original, doctor’s office stationery, IU Health Center documents, or other local medical care provider stationery. Medical and personal information are not to be included on statements. Absences that will extend across four days or more or are related to chronic conditions may require submission of FMLA, doctor-certified paperwork; see manager for details but you must have worked 1,200 or more hours for IU in the preceding 12 months to qualify for FMLA.

If you have to be absent for an academic event you must provide a written note from the professor, not an AI, TA, etc. The note must tell if the event is mandatory or optional for all students in the course. The note must be turned in before the event. The absence may not be excused if notice isn’t given as soon as the date of the event is known. If the event is optional, it will not be excused unless adequate notice is given and unless you make meaningful attempts to find a sub.
You may receive “cuts” for unprofessional behavior. Management will explain this to you as part of the counseling process. An incident report or job warning report is usually written and a copy given to you as documentation of the conversation, consequences and required steps for improvement.

If you receive five (5) “cuts,” you will be dismissed immediately and cannot be re-hired by another dining center in RPS. Depending on a manager’s evaluation of performance, four (4) “cuts” can be cause for termination; four cuts will disqualify you from receiving a raise and may mean you will not be hired in another dining center. And, in some cases, management may fire you after three (3) cuts.

Three or more cuts can disqualify you from being rehired the next term and can disqualify you from receiving a pay raise for the next term.

If you have questions about your attendance, ask a supervisor.

Some centers allow “working off” late and cut marks but only if it is to the benefit of the dining center.

Working off cuts can help you to be re-hired the next term and can allow you to qualify for a pay raise if the manager thinks you have earned the raise in all other ways, i.e. performance when at work.

Cases to “work off” cuts are handled individually and are planned in advance (unless a manager needs help “right now” and you respond to the call for help).
Parking

If you park at your facility and don’t have a parking permit, you will get a parking ticket. Your vehicle may be towed away.

Parking tickets are aggravating, not to mention expensive. Don’t accumulate tickets: you may jeopardize your class-registration status, ability to get your transcript, and can face other headaches.

RPS residents qualify for a ‘CH’ permit. Inquire at your center’s desk to find out more. ‘CH’ permits are allocated by zone and are valid in specific lots.

You may purchase parking permits from IU Parking Operations. Permits may be returned to that department when you leave school for the year; a prorated refund may be given to you. ‘ST’ or ‘Evening’ permits are valid for use after 5:00 p.m. until 7:00 a.m. through the week or all day Saturday and Sunday in ‘A’ and ‘C’ zones that are not designated 24 hours. ‘ST’ permits allow you to park in the Athletic lots anytime except on game days.

Management will not appeal parking tickets for you.

RPS doesn’t guarantee parking and doesn’t provide parking permits.

Bloomington Transit and IU Bus operations provide free transit for all IU students; routes cover the entire campus and most of the city of Bloomington.

Save yourself the gas money, insurance, fighting traffic, vehicle break downs, accidents, license plates, and more. Be kind to the environment: ride the bus, ride a bike, walk to work, or commute with a friend.

Rising transportation costs and local crowding are adding to the huge list of reasons to consider remaining a resident and employee of RPS!
Hours of Operation and Holiday Closing Dates

We are normally open 7:00 a.m. through 2:00 a.m. Monday through Friday; weekend hours are 9:00 a.m. until 2:00 a.m., even if classes are cancelled due to bad weather. Specific hours vary by location and venue. See posted signs or view current hours of operation and holiday closings online:

http://www.rps.indiana.edu/menushours.cfml

Dining generally closes for all academic breaks (Thanksgiving, Winter/Semester Break, and Spring Break). Hours are reduced on the last days prior to a break.

We usually reduce hours around holidays when other events are taking place and students are not historically around campus. MLK Day and Easter are just two examples of such holidays.

Opening is limited after a break: shortened c-store hours on Sundays before classes resume; regular hours resume first thing on Mondays following breaks.

Your work schedule will be reflective of our operating schedules. You may be asked to work at times prior to the posted opening or times after the posted closing in order to help with preparation of the facility.

Ensure management knows from the time you are hired what limitations you have for work hours. And let them know when limitations change.

Be sure to ask your manager if you have questions about schedules or modified hours. Let them know if you want to work or if you prefer to be off. We will accommodate your schedule as much as we can if you give plenty of notice.
Student Employee Grievance Procedure

We hope disagreements or problems are handled by communicating with managers or senior administrators; we realize that’s not always possible.

If you have a disagreement with co-workers or supervisors at work and cannot resolve the matter through management then you may file a grievance and ask for assistance from human resources.

The formal process recognized by Indiana University can be found online at:

To file a grievance fill out the IUB non-union employee grievance form:

www.indiana.edu/~uhrs/pubs/forms/pagrievance.html

A detailed procedure on how to file a grievance can be found at:

www.indiana.edu/~uhrs/policies/nonunion/6.0/6.5.html
Employee Evaluations and Continued Employment

Student-employment is offered on a semester-by-semester basis. We do not guarantee continued employment, promotion, or specific assignments.

But, if there are no problems with performance, behavior, or attendance then we will usually continue your employment throughout the year.

A decline in business, facility closures, a change in direction or guidance from the university, and similar situations could result in earlier termination.

If you have reason to believe your continued employment in question or doubt, ask your manager. Don’t be afraid to ask “How am I doing?”

Employees who leave prior to the end of the semester may or may not be hired back; much depends on the quality of work, reason for leaving, and manner in which an employee gives notice and leaves the job.

Evaluations are given to students as a tool to provide feedback and to help you understand how you’re doing as a professional in a real work environment. Evaluations may be positive and congratulatory, coaching, or disciplinary in nature. Evaluations are also used to help with job references, inquiries for graduate school reference requests, and so forth.

We will do what we can to help you improve and grow as an employee and to gain valuable experiences that help you with future endeavors.

Welcome to the IU RPS dining services team!
Student Evaluation Form

Student’s Name ___________________________________ Date ____________________________

Issued by ____________________________________________

O= Outstanding; MS= More than Satisfactory; SAT= Satisfactory; NI= Needs Improvement; U= Unsatisfactory

<table>
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<th>Analytical Skills/Problem Solving</th>
<th>O</th>
<th>MS</th>
<th>SAT</th>
<th>NI</th>
<th>U</th>
<th>Unable to Evaluate</th>
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<td>Interpersonal Skills</td>
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<td>Peers/Co-Workers</td>
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<td>Supervisors</td>
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<td>Leadership Potential</td>
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<td>Initiative/Motivation</td>
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<td>Punctuality</td>
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<td>Adaptability</td>
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<td>Reaction to Stress</td>
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<td>Perseverance</td>
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<td>Responsibility/Maturity</td>
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<td>Organizational Skills</td>
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<td>Works Independently</td>
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<td>Overall Potential</td>
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Comments:

How long have you known applicant? __________________________________________________________

How long did the applicant work for IU? _____________________________________________________

Do You: Highly Recommend Recommend Not Recommend

(Check appropriate box.)
Receipt of Employee Handbook

Virtual Employee-Handbook Receipt

I have been informed of the location of the RPS Dining Services Student-Employee Handbook; that it is an online resource available to me at http://www.rpsstaff.indiana.edu/documents/diningstudentstaffhandbook.pdf. I do understand that access to the web site simply requires the use of my Indiana University username and passphrase.

Additionally, I have been informed that a paper copy of the employee handbook is available either on the employee bulletin board in my facility or in the dining facility office and that I may review the copy in the center, during normal business hours.

I further agree to read the employee handbook, understand the contents, and/or ask for clarification of any rules, standards, and policies that I do not understand.

I am responsible for knowing, understanding, and adhering to the standards described within the handbook and all material referenced within as well as those found outside of the handbook.

Printed Name: ______________________________
Signature: ________________________________
University Identification Number: ____________ Date of Issue/Update: ___________

Office File Copy

Employee Copy
Uniform Receipt and Charge Schedule

<table>
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<tr>
<th>Uniform Receipt</th>
<th>Size Issued</th>
<th>Quantity Issued</th>
<th>Cost</th>
<th>Extended Cost</th>
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<td>Regular Shirt</td>
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<td>$15.00</td>
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<tr>
<td>Bandana</td>
<td>One Size</td>
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<tr>
<td>Name Badge</td>
<td>One Size</td>
<td></td>
<td>$5.00</td>
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</table>

I have received the items listed above. I further agree to launder and return the items in good repair upon termination of my employment. I understand that failure to return the items will result in a Bursar billing for the values listed for each unreturned item.

Printed Name: __________________________________________
Signature: ____________________________________________
University Identification Number: ________________________ Date of Issue/Update: ____________

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