This handbook is intended to give all student employees an overview of information and guidelines, but is not intended to be comprehensive or to address all possible applications of, or exceptions to, information contained within. Because of the changing nature of our business, this information is under consistent review and changes may occur with, or without, notice based on business or employee needs.
Welcome to Washington State University Dining Services!

We are the largest employer of students on the Washington State University campus. We hire service-oriented individuals who enjoy working with other people. Our student employees have many opportunities for advancement and our facilities provide skills to assist employees in furthering their career objectives. We offer a wide variety of positions from which to choose, with flexible schedules to work around your personal needs. Our facilities promote interaction with other students, providing employees the opportunity to make new friends.

The information provided in this handbook is essential for your success in Dining Services. After reading this information, please sign the Handbook Receipt page indicating you have read and understand the material presented within. Turn this page into your Supervisor. On the last page, you will also have the opportunity to choose whether or not to allow Washington State University to release any information about your employment with us.

On behalf of the entire staff and management team, I would like to thank you for choosing Dining Services as your place of employment while at Washington State University.

Sincerely,

Gary Coyle  
Director of Dining Services

Sarah Larson  
Associate Director of Dining Services

Adam Koerner  
Assistant Director of Culinary

Brian Keithley  
Assistant Director of Resident Dining

Sean Greene  
Director of The Compton Union Building

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NUTRITION QUESTIONS

When guests have questions regarding allergens in a product or other special dietary requirements, have a manager assist in answering their questions so that Dining Services provides accurate information. If guests have concerns regarding finding menu items to meet their special dietary needs, refer them to the dietitian.

Alice Ma, MS, RD  
Registered Dietician  
alice.ma@wsu.edu  
(509)335-4785

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OUR MISSION

Washington State University Dining Services is a team of experienced culinary and hospitality professionals dedicated to supporting academic development and success by providing world class food and service. To achieve this, we have a clear commitment to culinary excellence, sustainably sourced products, well-being, customer service, and fiscal responsibility.
CUSTOMER SERVICE

AUTHENTIC SERVICE
What makes a visit to a dining hall, a café, a coffee shop, or a market an extraordinary experience? Receiving good tasting quality product? Yes! Getting in and out in a timely fashion? Of course! Enjoying your meal in a comfortable and clean environment? Definitely! But are these elements the makings of an extraordinary experience or are we just meeting a guest’s basic expectation?

To move beyond a pleasant experience to an extraordinary experience requires each member of the team working together. Providing authentic service for all of our guests every time that they visit one of our locations is at the heart of Dining Services’ mission. So how do we do this? You need to:

Be Here Now. Be present both physically and mentally.
Be Prepared. Be presentable and ready to serve.
Be Consistent. Building a connection with every guest, every time.
Be Appreciative. Convey gratitude for your role within the University and the guests who choose your location.
Be Personable. Be true to you and serve with a style and a smile.
REWARDS & BENEFITS

STUDENT AWARD RECOGNITION SYSTEM (STARS)
The STARS program recognizes employees who exceed our expectations and benefit Dining Services with their actions and attitudes. Look in your employing dining facility for more specific information. Be a STAR.

EARNED MEALS
You can earn the benefit of getting a free meal for working 4 hours or more in one day, at one unit. An Earned Meal Slip can only be issued and used after the employee has worked 4 hours in a given day. The cashier will not process the sale without an Earned Meal Slip. After ringing up the sale, the cashier will have you sign the Earned Meal Slip and your receipt. Any food purchased with an Earned Meal Slip must be consumed on the premises and only by the employee using the slip. You cannot use a to-go container for food eaten with an Earned Meal Slip. You must use your Earned Meal Slip at the facility you work. The Earned Meal Slip is never allowed to be used in the Market.

TRAINING
You will receive on-the-job training for your core duties, as well as guidelines in safety and sanitation at the beginning of your employment. We want you to be successful and feel comfortable with your job duties. Our training programs, job descriptions, and one-on-one instruction will help you learn to do your job successfully and efficiently. Please ask questions if you feel you need more training on any tasks you are assigned to perform.

ADVANCEMENT AND MANAGEMENT EXPERIENCE
Our Goal is to create an extraordinary student experience, with a focus on supporting learning and growth through developmental opportunities. Students are encouraged to be active partners in their professional and personal development. Take the initiative to ask questions, volunteer for projects, set a positive example for others, and ask supervisors about opportunities for improvement and additional training, including advancement opportunities to Work Area Lead and Student Manager.

Our Student Manager training program prepares selected students to be leaders and problem solvers in the Dining Services facilities. The experience is valuable for your personal growth, compensation and future employability. Anyone interested should ask a Manager or a Student Manager for details.

JOB REFERENCE
Your work information will be kept on file so you can use your Dining Services experience on your resume. We must have your signature on file in order to release your information to prospective employers. See reference page 19.
TIMEKEEPING & PAYROLL

PAY SCALES
Pay scales and skill level information are available in each unit.

TIME CLOCK
Each unit has a time clock system that uses your Cougar Card. Your manager will familiarize you with this process at the beginning of your first shift. Failure to consistently punch in and out appropriately will result in disciplinary action. Employees are to be ready to work upon clocking in.

If you do not have a time clock at your work location you will need to write your start and end times on your designated Daily Activity Report.

TIME SHEETS
Please review your Time Sheet or Daily Activity Reports at the end of each pay period. By signing them you agree to their accuracy.

PAYCHECKS
Washington State University pays its employees twice a month, on the 10th and 25th. The first pay period of every month is from the first day to the fifteenth. The second pay period is from the sixteenth to the last day of each month. It may take as long as six weeks to receive your first paycheck depending on when you were hired and when you turned in your paperwork. Your checks will be mailed to you unless you sign up for direct deposit.

• You can request a direct deposit form from your manager or find it at this link: http://payroll.wsu.edu/pdf/dep200.pdf
• If you want to change your address, change of address forms are available at the Payroll Office, or at: www.wsu.edu/payroll or my.wsu.

WORK STUDY
Work study will be granted on first come, first serve basis. You must check the appropriate box on the application to ensure that you may receive work study. When your work study award is exhausted, you will remain employed and receive student wages according to the student wage scale.
MAXIMUM HOURS
We understand that school is your first priority while at WSU, so we at Dining Services have created a policy that you can only work a maximum of 19.5 hours per week.

If you are a WSU student (enrolled for six or more credit hours): Your employment is limited to 516 hours (including overtime) in six consecutive months, excluding vacation periods unless your work is in your major field of study, in a student body office, a news staff position, or in an approved WSU internship (WAC 357-40-040, which you can view at: http://apps.leg.wa.gov/wac/). State work study employment is limited to 19.5 hours per week. This total will be exceeded if weekly work time exceeds 19.5 hours per school week. Exceptions are made for students employed in certain major or minor fields of study.
• Hospitality Business Management majors and minors are exempt from the 19.5 hour work week rule. A written certification from advisor of major or minor is required to be on file. See your supervisor for majors and minors that qualify.

OVERTIME
Overtime, while not encouraged, is allowed during certain parts of the school year. Overtime must be pre-approved by management on an individual basis when work exceeds a 40-hour week in accordance with WAC 251-09-020, which you can view at: http://apps.leg.wa.gov/wac/ . Violations of this policy may result in termination.

BREAK ALLOWANCES (see WAC 296-126-092)

<table>
<thead>
<tr>
<th>IF YOU WORK CONTINUOUSLY FOR:</th>
<th>YOU ARE ENTITLED TO:</th>
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<tbody>
<tr>
<td>Less than 3 hours</td>
<td>No Break</td>
</tr>
<tr>
<td>3 hours or more</td>
<td>One 10-minute paid break</td>
</tr>
<tr>
<td>*5 hours to 6.5 hours</td>
<td>One 10-minute paid break, and one 30-minute unpaid break</td>
</tr>
<tr>
<td>6.5 hours or more</td>
<td>Two 10-minute paid breaks, and one 30-minute unpaid break</td>
</tr>
</tbody>
</table>

*If you are scheduled for more than five consecutive hours, a 30-minute unpaid break is mandatory and must be taken before 5 hours have been worked.
ATTENDANCE & SUBSTITUTIONS

ASSIGNED SHIFTS
When hired, you will be assigned shifts by management according to your availability. You are responsible for these shifts for the entire semester including the last day of your unit’s operation. If you choose to drop a shift or resign, you must submit a written notice. You are responsible for the schedule change for the next two weeks or until the schedule has been filled.

Beginning on the first Saturday of November and spring break, we will no longer accept a two-week resignation notice.

Note: Management has the right to reassign duties and/or work locations within your assigned work schedule, based on operational needs.

SUBSTITUTION POLICY
If you cannot work your shift for any reason other than being sick, you are responsible for finding a substitute. A substitute is an employee currently employed in your unit and who is able to work your designated shift. You must put your shift up for trade/drop on WhenToWork. The employee who wants the shift must log into their WhenToWork account and accept the offer of work. The shift is still considered yours until a Manager has approved the trade on WhenToWork. If your shift is left unattended, and you have not previously been excused by your Manager you will receive an unexcused absence. You can access employee’s phone numbers on WhenToWork to call and find substitutes.

FINALS WEEK SCHEDULING
You must work at least the same number of shifts and/or hours during finals week that you are regularly scheduled during the semester. The procedures for finals week scheduling may vary from unit to unit. Each unit will post a finals week substitution schedule sheet. If you are unable to work a scheduled shift, due to a final, you may place your name on the finals week schedule sheet. In exchange, you will be required to work for someone else needing a substitute.
ATTENDANCE & SUBSTITUTIONS

CALL OUTS & RETURN TO WORK PROCEDURES
Dining Services does not expect you to come to work if you are seriously ill or have been involved in an accident. However, in order to meet operational needs and maintain quality customer service, we require that you:
1. Call the unit in which you are employed and inform them of your illness or accident at least 30 minutes prior to your scheduled shift.
2. Follow the substitution policy, making every attempt to find your own substitute.
3. If you call out for any reason other than being sick for a shift, you are required to fill in for an open shift posted on WhenToWork when you are able to return to work. You will have 2 weeks to complete this requirement. If you are absent for more than 1 day, it is up to the discretion of the unit’s management as to how many sub shifts you are required to take.

Note: Southside, Northside, Hillside, CPU, Catering, Starbucks, Global Scholars Market, Einstein Bagels, Carlita’s, Cub Market and Espresso Bars have a voicemail recording for messages when no one is available to answer the phone. Please leave a message if no one answers the phone and call back until you speak with someone directly. For other units reference your manager.

Under certain circumstances, you may be required to provide a doctor’s release before you are allowed to return to work.

If it is brought to a Manager’s attention, either by observation or notification that an employee’s health is such that they are intending to work or working while ill, the Manager has the right and responsibility to restrict or exclude the employee from work.

PERSONAL EMERGENCIES
If an emergency comes up that requires you to be away from work for an extended period of time, contact a Manager or Student Manager via their work phone numbers as soon as you know about it and continue until you reach someone personally. The following qualify as emergencies: death, family crisis, and hospitalization.
PERSONAL ATTIRE

DRESS CODE
In accordance with safety and sanitation concerns, shoes and clothing must be appropriate for the job. Any exception to the uniform policy must be approved by the manager of the Dining Services unit where the employee works.

UNIFORM
Everyone must wear a Dining Services shirt, blue jeans, apron, name tag and hat at all times. Check with your manager for specific requirements.

You will be issued a Dining Services hat (see page 19). You are required to wear the hat with the bill forward when you are at work. Hair that touches the collar must be pulled back securely. See the Dining Services Policies and Procedure Manual for Student Manager, Student Supervisor, Markets, Espresso Bars, and Special Events dress code.

Please adhere to the following attire prior to punching in:
- Dining Services shirts will be worn at all times while working with the exception of Cougar Fridays in which you can wear Cougar shirts and WSU hats.
- Blue jeans will be worn around waist at all times.
- Your clothing must be clean and free of holes, rips or tears.
- Dining Services hats will be worn at all times with bill pointing forward.
- Wear shoes with soft, slip-resistant soles that completely cover the foot.
- Shoes with open-weave fabric, sandals, shoes with open heels, flip-flops, and slippers are not allowed.
- Shorts may be worn at picnics. Shorts must be two inches above the knee or longer.
- Washington Administrative Code 246-215-031 (1) “Unless wearing intact Single-use Gloves in good repair, a food employee may not wear fingernail polish or artificial fingernails while preparing food.” (2) “While preparing food, food employees may not wear watches or jewelry on their arms or hands. This section does not apply to a wedding or engagement ring covered by a glove in good repair.”

Note: In violation of the dress code you will be sent home to change.

Note: Some Dining Service facilities may have dress code different than the above. Check with your Manager to see if this applies to you.

PERSONAL BELONGINGS
Lockers are available at all units but you will need to provide your own lock. If you do not have access to lockers, find out where management suggests you put your belongings. We strongly encourage that you leave your personal belongings at home to insure they are protected from theft. You will not be allowed to keep your personal belongings in the work area. Personal cell phones are not allowed in the work area.
PERSONAL SANITATION
Wash your hands thoroughly before beginning work, after using the restroom, after covering a cough or a sneeze, after touching your face or hair, and after picking up anything from the floor. This is the single most important thing that you can do to prevent the outbreak of foodborne illness.

Single-use gloves can help keep food safe by creating a barrier between hands and food. NEVER use gloves in place of hand washing. Hands must be washed before putting on gloves and when changing to a new pair.

We suggest that all employees shower and brush their teeth at least once a day!

HAND WASHING
Proper hand washing is the number one combatant of foodborne illness. You must wash your hands properly after:

- Touching any area of your body (e.g. ears, mouth, nose, hair, or clothing)
- Handling money
- Making contact with unclean equipment and work surfaces
- Smoking
- Handling raw food—particularly meat and poultry
- Clearing away and scraping dishes and utensils
- Eating
- Using the restroom
- Using gloves
- Any other condition where cross-contamination may occur, such as front-of-house duties like trash, sweeping or wiping tables

PROPER HANDWASHING PROCEDURE
1. Wet your hands with HOT running water.
2. Apply approved antimicrobial soap and lather for at least 20 seconds.
3. Clean under fingernails and between fingers.
4. Rinse hands thoroughly under running water.
5. Dry your hands with a fresh, disposable paper towel.

USING GLOVES
Gloves are not a replacement for proper hand washing and must be worn when serving or handling food items. Gloves are always single-use and must be changed when you are changing tasks. 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.

Change your gloves when:

- They become soiled, discolored, or torn
- Before beginning a different task
- At least every four hours during continual use
- After handling raw meat, fish, or poultry and before handling cooked or ready-to-eat food

As a further health precaution, chewing gum is prohibited anytime while you are on the clock.
SAFETY EXPECTATIONS

FOOD SAFETY
We follow HACCP (Hazard Analysis and Critical Control Points) procedures for food-safe handling in our operations. HACCP is a management system in which food safety is addressed through the analysis and control of hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product. This includes frequency checking and recording temperatures and taking appropriate actions if food items are deemed potentially unsafe (in the danger zone of 41-135°F for more than 2 hours).

Other precautions include:
- Do not store raw meats above other food items
- First received, first used
- ALL items stored at least 6” off the floor
- Cover, date, label and store all food in containers at proper temperatures

CHEMICAL SAFETY
Chemicals are used in our facilities for the purpose of sanitizing and cleaning. An SDS (Safety Data Sheet) Book is available at each location that outlines these chemicals, with proper use. Please be sure to familiarize yourself with these procedures for safe handling for everyone’s safety.

Always:
- Read the label and instructions
- Use no more of a chemical than recommended by the manufacturer
- Observe safety precautions
- Ask questions if directions are unclear
- Properly dispose of empty containers

Never:
- Mix different chemicals
- Store chemicals near or above food storage, preparation or serving areas
- Store chemicals in unmarked containers
- Leave containers uncovered
- Store aerosols near heat or use near eyes or in the vicinity of an open flame
- Transfer solutions containing chemicals prepared by one employee to another employee
ENDING YOUR EMPLOYMENT

In the event that you must leave your position, we ask that you provide at least two weeks notice. This will assist your manager in replacing your position and is a professional courtesy. Students who do not provide us with this advance notice and/or fail to work their remaining shifts may not be eligible for future employment in our department.

While student employment has many benefits, it also comes with responsibilities. Students who are terminated for cause, or otherwise violate our policies, may be ineligible for future employment opportunities in our department. Students in this situation are not automatically discouraged from submitting employment applications; however, any received will be reviewed based on past behavior.
PERSONAL CONDUCT EXPECTATIONS

POLICIES (NOT LIMITED TO THE FOLLOWING)

- You are required to swipe your CougarCARD to clock in at your assigned time (not before) in uniform and ready to work. Clock out before changing out of uniform using your CougarCARD.
- Notify your immediate supervisor before you leave your work area.
- Check out with your immediate supervisor at the end of your shift.
- Poor customer service will not be tolerated.
- Off-duty employees are not to be in any work area or closed facilities.
- Excessive visiting with friends while on duty, whether they are working or not, is not allowed.
- Personal calls will not be made or taken on Dining Services phones except in cases of emergency or to call Women’s Transit.
- Theft of food, equipment, etc., will solicit disciplinary and possible legal action.
- Unauthorized or unpaid consumption of food, including leftovers, will be treated as theft.
- Studying or reading while on duty is not allowed.
- Eating, chewing gum or tobacco, or smoking is not allowed on the job.
- Head phones or cell phones may not be used while working.
- Horseplay or roughhousing while on duty will not be tolerated.
- Use of obscene language is prohibited.
- Working under the influence of drugs or alcohol will not be tolerated.
- Insubordination will not be tolerated.
- Record falsification, i.e., timesheets, schedules, etc., will be treated as theft.
- All offices are for official Dining Services business at all times.

All WSU equipment, such as a copier, computer, or fax machine, are business use only, never for personal use.

Awareness and responsibility to report these issues are part of each employee’s duties. If you witness any type of inappropriate Personal Conduct, contact Management immediately.
PERSONAL CONDUCT EXPECTATIONS

HARASSMENT
The administrators of Washington State University reaffirm that harassment will not be tolerated at the University. This stand is consistent with the Equal Employment Opportunity Commission (EEOC) guidelines and the definition of harassment contained therein. In compliance with this, University policy requires that all employees maintain professional relationships with students and supervisors.

We will not tolerate any type of abusive or harassing behavior (whether intended or perceived to be intimidating, hostile or offensive) including but not limited to the following:

- **Telling jokes of racial, sexist, or sexual nature**
- **Making racial, ethnic, or sexual slurs**
- **Any communication, whether spoken, written, nonverbal, or pictorial, made for the purpose of intimidation or humiliation**
- **Sexual contact of any nature**
- **Abusive and foul language**
- **Displaying or posting pictures which could be offensive to others**

If you feel you have been harassed, please contact your supervisor, Ombudsman or Center for Human Rights. For more information, see the University’s Sexual Harassment Policy: [http://safetyplan.wsu.edu/sexualharassment.html](http://safetyplan.wsu.edu/sexualharassment.html)

Every effort will be made to maintain confidentiality as permitted by law and to protect the rights of both the complainant and the respondent.

A formal, on-campus investigation can be requested by contacting the Center for Human Rights. More information may be obtained from the following:

**University Ombudsman**
2 Wilson Hall
Washington State University
Pullman, WA 99164-4002
(509) 335-1195

**Office for Equal Opportunity**
223 French Administration Bldg.
Washington State University
Pullman, WA 99164-1022
(509) 335-8288
IDENTIFYING CUSTOMER MISUSE OF MEAL CARDS
Dining Services offers a reward system to employees who help identify theft or card misuse. Bring it to the attention of Management and receive two meal passes that may be used in the Dining Center that you work at.

WORK PERFORMANCE: FRIENDLY REMINDER
When your work performance is unsatisfactory:
A Manager, Student Manager, or Supervisor will issue you a “Friendly Reminder” and will explain to you the expectations of your performance and/or the consequences of continued problems. Our expectations of you will be discussed.

When you are issued the form, you will be asked to sign it. This signature indicates that you were given a counseling session along with the form. You do not necessarily have to agree with the action, but you will be asked to sign the form.

DISCIPLINARY ACTION: FORM B
When serious infractions of Dining Services expectations or personal conduct policies have occurred:
A Manager, Student Manager, or Supervisor will issue a disciplinary Form B and will explain the seriousness and/or the consequences of continued problems. Our expectations of you will be discussed.

When you are issued the form, you will be asked to sign it. This signature indicates that you were given a counseling session along with the form. You do not necessarily have to agree with the action, but you will be asked to sign the form.

LAYOFF/TERMINATION: FORM C
- FORM C—Layoff
  Will be removed from all shifts. May be rescheduled to any available open shifts when all work requirements are met. This form will be issued for reasons such as:
  - Food Handler’s Card
- FORM C—Level 1
  Will be terminated from the issuing unit. Can be rehired one year from the infraction date. A Manager, Supervisor, or Student Manager/Supervisor can issue a Form C. This form will be issued for reasons such as:
  - Insubordination—refusal to follow Management directive.
- FORM C—Level 2
  Will be immediately terminated from all Dining Service units where presently employed. Can be rehired after five years from the infraction date. Only a Manager or Supervisor can give a Level 2 Form C. This form will be issued for violations such as:
  - Theft: meals, food items, equipment, etc.
  - Conduct: Possession or use of illegal drugs or alcohol (immediately before or during your shift); inappropriate conduct.
  - Record Falsification: Falsifying time sheets or Daily Activity Reports.
  - Threats, Verbal and Physical Abuse

Disciplinary action need not follow the sequence above. Disciplinary action may begin at any point in the sequence. Disciplinary guidelines are listed on the following pages.
At the discretion of a Supervisor or Manager a Form B or Form C may be issued as a result of unacceptable behavior or performance. 

Note: Reminder = Friendly Reminder

<table>
<thead>
<tr>
<th>REASON</th>
<th>1st OFFENSE</th>
<th>2nd OFFENSE</th>
<th>3rd OFFENSE</th>
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<tbody>
<tr>
<td>Failure to produce Food Worker’s Card within 14 days of employment</td>
<td>Removal from shifts</td>
<td></td>
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<tr>
<td>(May be followed by a Form C)</td>
<td>(Layoff)</td>
<td></td>
<td></td>
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<tr>
<td>Improper use of work time</td>
<td>Reminder or Form B</td>
<td>Form C</td>
<td></td>
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<tr>
<td>Using a cell phone while on the clock</td>
<td>Reminder</td>
<td>Form B</td>
<td>Form C</td>
</tr>
<tr>
<td>Engaging in horseplay</td>
<td>Reminder or Form B</td>
<td>Form C</td>
<td></td>
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<tr>
<td>Insubordination</td>
<td>Form C</td>
<td></td>
<td></td>
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<tr>
<td>Smoking of any substance or consuming intoxicants while on duty or</td>
<td>Form C</td>
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<td>being on the property during working hours while intoxicated (or</td>
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<td>similar behavior involving narcotic, psychedelic, or illegal use of</td>
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<td>drugs of any type)</td>
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<td>Provoking or instigating a fight or fighting during work hours;</td>
<td>Form C</td>
<td></td>
<td></td>
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<tr>
<td>threatening, intimidating, coercing, or interfering with fellow</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>employees or guests</td>
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<tr>
<td>Unauthorized use of University vehicle</td>
<td>Form C</td>
<td></td>
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<tr>
<td>Unauthorized use of University property and resources; unauthorized</td>
<td>Form C</td>
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<tr>
<td>use of other employee’s property</td>
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<tr>
<td>Willfully misusing, destroying, or damaging any University or Dining</td>
<td>Form C</td>
<td></td>
<td></td>
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<tr>
<td>Services property or property of any employee or student</td>
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<td></td>
<td></td>
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<tr>
<td>Violation of Dress Code/Hygiene Policy</td>
<td>Reminder</td>
<td>Form B</td>
<td>Form C</td>
</tr>
<tr>
<td>Deliberately contributing to unsanitary or unhealthful conditions</td>
<td>Form C</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Storing of personal belongings in a non-designated area</td>
<td>Reminder</td>
<td>Form B</td>
<td>Form C</td>
</tr>
</tbody>
</table>
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<th>3rd OFFENSE</th>
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</thead>
<tbody>
<tr>
<td>Cashiers-Long/Short (1% or more) or incomplete paperwork</td>
<td>Reminder</td>
<td>Form B and removal from all Cashiering shifts</td>
<td></td>
</tr>
<tr>
<td>Causing waste of materials, supplies, or food</td>
<td>Reminder or Form B</td>
<td>Form C</td>
<td></td>
</tr>
<tr>
<td>Prolonged illness—beyond 3 shifts missed (may be requested to present a doctor’s release to return to work.)</td>
<td>Removal from shifts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unexcused tardiness—15 minutes or more</td>
<td>Reminder</td>
<td>Form B</td>
<td>Form C</td>
</tr>
<tr>
<td>Unexcused missed shift</td>
<td>Form B</td>
<td></td>
<td>Form C</td>
</tr>
<tr>
<td>Working more than 40 hours in a single work week without management approval</td>
<td>Reminder</td>
<td>Form B</td>
<td>Form C</td>
</tr>
<tr>
<td>Taking a break or leaving the job without first checking with immediate Supervisor</td>
<td>Reminder</td>
<td>Form B</td>
<td>Form C</td>
</tr>
<tr>
<td>Leaving work early without permission of immediate Supervisor</td>
<td>Form B or Form C</td>
<td></td>
<td>Form C</td>
</tr>
<tr>
<td>Using an Earned Meal Slip before working 4 hours</td>
<td>Reminder</td>
<td>Form B</td>
<td>Form C</td>
</tr>
<tr>
<td>Failure to comply with Substitution Policy</td>
<td>Reminder</td>
<td>Form B</td>
<td>Form C</td>
</tr>
<tr>
<td>Falsifying of time card, any University forms or documents, or forging another’s signature to benefit himself/herself or another through fraud</td>
<td>Form C</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receive 2 or more missed punches on the time clock</td>
<td>Reminder &amp; Retraining</td>
<td>Form B</td>
<td>Form C</td>
</tr>
</tbody>
</table>
DISCIPLINARY GUIDELINES

DISCIPLINARY APPEALS PROCEDURE
If you do not agree that a disciplinary Form C was warranted, you may appeal it. A Form B and Friendly Reminder cannot be appealed. You have five working days, from receiving the form, to complete steps 1 through 3.

**STEP 1** Discuss the form with whoever issued it. Student Manager or Manager.

**STEP 2** If the Manager was not contacted in Step 1, contact the Manager.

**STEP 3** If still dissatisfied, contact the General Manager within 5 working days of receiving the form and notify them that you are appealing the decision.

The General Manager will discuss concerns with you. The General Manager will then consult with the Associate Manager if applicable. The decision that is made will be communicated to the employee both verbally and in writing. A copy of this response will also be sent directly to the Associate Director of Dining Services.

**STEP 4** If you are dissatisfied with the outcome of Step 3, you may write a formal appeal within five working days after you received your written answer from Step 3. A formal appeal consists of a letter representing your point of view along with a copy of the discipline form and a copy of the unit’s answer. Send your formal appeal and accompanying documents to:

Attention: Associate Director of Dining Services
Washington State University
Dining Services
PO Box 646005
Pullman, WA 99164-6005

Failure to comply with these specific procedures in the time frames outlined above will result in the denial of your appeal.

The Associate Director will review the appeal and circumstances surrounding discipline. The Associate Director may propose an alternative outcome for the student. If this outcome is acceptable to the student, the solution will be documented verbally and in writing.

If no alternative outcome is proposed, the Appeals Board will meet in a timely manner and all information will be kept confidential as permitted by law.

**The Appeals Board Hearing Format:**
When all are present, the Chairperson will read the letter of complaint. Then the response statement from the General Manager involved will be read. Every party involved and each of their witnesses will be asked to make a statement. The committee will have the opportunity to ask questions after statements are given. The Appeals Board must make its decision within three working days. Fairness is guaranteed by the diversity and impartiality of the Appeals Board. All decisions made by the Appeals Board are final within Dining Services.

The Appeals Board decision is communicated to the General Manager who issued the original appealed form. A written response signed by both the Manager and the Appeals Board Chairperson is given to the employee within five days of the decision.

**The Appeals Board shall consist of:**

| 1. Associate Director of Dining Services, Chair | 4. Student Employee |
| 2. Manager | 5. Student Employee |
| 3. Student Manager |
You are working for a diverse organization. Dining Services employs 61 full-time staff members and well over 650 student employees in 14 separate operations in 10 different buildings on campus.

**RESIDENCE DINING FACILITIES**

**HILLSIDE CAFÉ (509) 335-3050 and (509) 335-4355**
Hillside Café is located on the ground floor of the Wilmer-Davis residence hall.

**NORTHSIDE CAFÉ (509) 335-3881 and (509) 335-3082**
Northside Café is located in the Regents residence hall.

**SOUTHSIDE CAFÉ (509) 335-0119 and (509) 335-3372**
Southside Café is located in the Stanton J. Hall Rotunda building.

**RETAIL OPERATIONS**

**CARLITA’S MEXICAN GRILL and FRESHENS (509) 335-8595** is located on the main floor of the Compton Union Building

**FLIX MARKET and CAFÉ (509) 335-2741** is located on the ground floor of the Stanton J. Hall Rotunda Building

**HILLSIDE MARKET (509) 335-1593** is located in the Hillside Café

**STARBUCKS (509) 335-1522** is located in the SPARK building

**THE MARKET and EINSTEIN’S BAGELS (509) 335-1381** are located in Global Scholar’s Hall

**TOWERS MARKET (509) 335-1484** is located in Stephenson Complex

**ESPRESSO BARS**

**CUE CAFÉ (509) 335-3497** Located in the south end of the CUE (Center for Undergraduate Education)

**LIGHTY (509) 335-8791** Located in the Lighty Student Services Building (French Admin)

**SUPPORT OPERATIONS**

**ADMINISTRATIVE OFFICES (509) 335-5498**
Located in Rogers Hall 131.

**CENTRAL PRODUCTION BAKESHOP (509) 335-5037**
Bakery items for use in all Dining Services units and is located on the ground floor of the Stephenson Center Complex.

**UNIVERSITY CATERING (509) 335-7230** Off-sight and on-sight catering operations for WSU; on the ground floor of the Stephenson Center Complex.
EMPLOYEE HAT POLICY & AGREEMENT

Print Name

Employee Signature

Date

EMPLOYEE HAT POLICY AND AGREEMENT

Your Dining Service’s issued baseball hat is to be worn at all times while at work. Anyone not wearing the appropriate baseball hat will not be allowed to work. Each temporary employee will be issued one baseball hat prior to their first assigned work shift. You will be required to keep this cap in your possession at all times. Do not leave your hat at work at the end of your shift, as it could disappear. Please take proper care of your hat and bring it to work with you every day. If you lose your hat, you will have to pay the current rate set forth by Dining Administration.

I have read and understand the above policy.

______________________________

______________________________

Print Name

Employee Signature

Date

HANDBOOK RECEIPT

By my signature below, I indicate that I have read and understand the Student Employee Handbook and the reference authorization. I had the opportunity to ask questions about the Handbook, and any questions I had were answered satisfactorily. I understand that my continuing employment with Dining Services depends upon my compliance with the policies in this Handbook.

Print Name

Employee Signature

Date

REFERENCES

I may apply for other jobs in the future.
I authorize Dining Services to release my dates of employment, wage, and position title to prospective employers.

_____Yes     _____No

Employee Signature

Date

I further authorize Dining Services to release any information regarding my employment to prospective employers who contact Dining Services.

_____Yes     _____No

Employee Signature

Date

I understand if Dining Services releases any of my written student employment records to prospective employers, the records must contain a printed statement indicating the records cannot be released to any other parties without my consent.

WSU DINING T-SHIRT AGREEMENT

The undersigned employee has received the required uniform T-shirt(s). The employee agrees to maintain the uniform T-shirt(s) in a clean and well-kept condition. The employee will replace any damaged or lost uniform items at their own expense. The employee is responsible for these articles and must come to work in the uniform that was issued to them. If you lose your T-shirt(s), you will have to pay the current rate set forth by Dining Administration.

The uniform T-shirt(s) are considered property of WSUS Dining Services and must be returned upon termination of employment.

ITEM ISSUED    QUANTITY    SIZE    DATE ISSUED    DATE RETURNED

Dining T-Shirt

_____________________________        _____________________________

Employee Name

Employee Signature

Date

Issuer Name

Issuer Signature

Date