



Food Service Employee Handbook

2004-2005



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UNIVERSITY OF MINNESOTA DULUTH FOOD SERVICE EMPLOYEE WORK RULES

The information in this handbook has been prepared as a guide to explain the department policies and facts you should know when you accept employment; it is expected that you will comply with the regulations.

Because students and full-time employees may work in more than one food service area, policy administration will be determined by the manager/supervisor in each area. There may be some questions concerning your job that this booklet does not cover. If so, your manager/supervisor will be happy to help you.

It is our hope that you will realize the importance of your role in the food service operation. As an employee in the Food Service Department, you are a goodwill ambassador. You are in the service business and if you have the desire and ability to serve others well, you will enjoy your work here. We expect you and the management staff to carry on your work properly and conscientiously. Be courteous and friendly to students and fellow workers.

OBJECTIVES OF THE FOOD SERVICE DEPARTMENT

1. To provide balanced, attractively served, well-prepared meals with good variety.
2. To give good, courteous and friendly service.
3. To meet high sanitary standards.
4. To be receptive to students' ideas and suggestions.
5. To strive for improvement.
6. To provide the best possible working conditions.

To accomplish these objectives requires that each person do his/her part. No matter how small each job may seem, it is an important part of the overall operation. We hope you become a partner in our efforts to serve our customers in an efficient and attractive manner.

All employees are expected to perform the tasks assigned to them by their managers/supervisors in accordance with work standards established by administrators and to develop work and personal habits that contribute to the performance of work and do not involve the University in loss of time, money, property or reputation.

IN ADDITION, AS AN EMPLOYEE IN THE FOOD SERVICE DEPARTMENT, WE EXPECT YOU TO:

1. Have an active interest in your job and in the success of the operation.
2. Give your job your best effort.
3. Keep in mind that the future of the Food Service depends on how well the customer is pleased.
4. Be on time and to notify us a minimum of two hours in advance if it is impossible for you to report for work.
5. Strive to improve yourself in your job.
6. Cooperate in a friendly and "team spirit" way with the other employees and your manager/supervisor.
7. Learn your job and do it well.
8. Be pleasant, polite and courteous at all times.
9. Have a sense of pride in your employment with Food Service.
10. Use your initiative, make improvement suggestions and work quietly and skillfully.
11. Take problems concerning your work to your manager/supervisor. It is his/her job to help you solve them.
12. Help where needed as requested.
13. Refrain from visiting with other employees or friends on your shift.
14. Know, understand and follow the rules in this handbook.

WHO AND WHEN TO CALL WHEN PROBLEMS OCCUR

The following information is to assist you in determining who and when to call if you have a problem performing your normal duties. Following this policy will 1) ensure that the proper person is notified and 2) ensure that you are making contact with the manager who is best able to assist you.

Upon reporting for work, please check to see that you have everything available that you will need during your shift — this includes items such as recipes, equipment, printouts, change orders, keys, and the like. Any missing component should be addressed immediately. If you are not able to resolve the problem, you may call your manager/supervisor or, in his or her absence, the person in charge of your area. You should do so before 11 p.m. or after 5 a.m. only. Do not call staff members other than your manager/supervisor.

If the above situation occurs during a weekend, you should call the manager/supervisor on duty that weekend. The name of the weekend manager/supervisor on duty will be posted at the time clock in each area.

ILLNESS/CANNOT COME TO WORK

If you are ill or cannot come to work, call and speak to your supervisor or manager at least two hours (or more) in advance of your work shift. If your shift begins at or before 6 a.m., the two-hour minimum notification requirement is now waived — call your manager at 5 a.m. For all other shifts, the two-hour advance notice for sick calls remains as printed in this Handbook.

In addition, while you are on sick leave, you must call your manager/supervisor every day by 2:30 p.m. to provide an update on your condition unless your manager/supervisor has authorized a specified number of days. At your orientation session, the manager/supervisor of your area will inform you if you may leave a voice mail message or if you must speak to someone in person about your situation.

My supervisor's number is: _____

Backup number to call is: _____

Alternate number to call: _____

Auxiliary Services office: 726-7175 (Monday-Friday, 8-4:30)

ASSIGNMENT OF PART-TIME EMPLOYEES

Part-time employees are hired for ONE SEMESTER at a time. If you wish to be considered for employment in a subsequent semester, you must complete a new application which you can use to update your phone number, address, and other relevant information including your class schedule. Watch for the posted signs directing you to future applications and the time frame by which you must apply. Job assignments are made before the beginning of each semester according to:

1. Your class schedule
2. Departmental needs
3. Job availability
4. Meal plan — where applicable

Student employees may work a maximum of 20 hours/week on a permanent schedule. However, students may exceed 20 hours/week by signing for temporary/fill-in shifts as those opportunities periodically become available; these additional shifts require managerial approval and are limited to an additional 10 hours/week. Exceptions to both work hour limits may occur but will require prior approval by your manager. You will be expected to work assigned weekends and through the last day of final exams each semester. Make plans accordingly.

BREAK AND MEAL PERIODS

Full-time Employees: You are permitted two fifteen-minute break periods during an eight-hour work day. Take them at the assigned time unless

special permission is given by your manager/supervisor. Do not split the break periods. Take care of your personal business during these breaks. In case of emergencies, let your manager/supervisor know what you are doing. In addition, you are permitted a thirty-minute meal period. Take this at the assigned time unless other permission is granted. During your Orientation your manager will explain the Departmental meal policy.

Part-time Employees: You are permitted a fifteen-minute break during each four **consecutive** hours of work. TIME OF BREAK is to be determined by your manager/supervisor.

PUNCHING THE TIME CLOCK

When starting work, punch in at your assigned time and go directly to your work station. Do not punch in until you are ready for work. At the end of your shift, punch out when you leave your work station.

Punch only your own card in the proper manner so you get credit for all of your time. If an error in punching your card occurs, have it corrected and initialed immediately by your manager/supervisor. Improperly punched cards and/or punching the wrong card may result in disciplinary action/dismissal.

Do not leave your work station or the building while on duty unless permission is granted by your manager/supervisor. When you leave the building, you may be requested to divulge the contents of parcels or bags.

You must sign your time card before submitting it to your manager/supervisor for processing by the Payroll Department.

OVERTIME

Overtime is never authorized without prior approval of your manager/supervisor.

RESIGNATION

A student employee may resign by presenting his/her resignation in writing to the supervisor. To resign in good standing, an employee must give his/her manager/supervisor at least ten University work days notice. The employer may waive this requirement.

PERSONAL APPEARANCE AND SANITATION

Employees should be in good health when reporting to work. Your personal appearance is also important. The following are required:

1. Clean, unwrinkled uniform.
2. A clean and neat personal appearance. Practice good personal hygiene and hair control. All male employees are expected to report for their shift clean shaven. (See the end of this handbook for the Environmental Health and Safety Department's hair control policy.)

3. Keep fingernails clean and well trimmed. Avoid using all kinds, types and shades of nail polish. Press-on nails are not allowed.
4. Wash hands with soap and water before returning to work after using the toilet, coughing, sneezing, blowing your nose, touching your face or running your fingers through your hair, etc.
5. Report colds, illness, skin infections and the like to your supervisor. Sores, cuts and abrasions on your hands, arms, face or neck must be covered with a bandage and gloves must be worn if you handle food products.
6. Handle all foods with proper utensils; do this in the food preparation area, too. Pick up glasses by the base, cups by the handles, and plates by the rim.
7. Do not lick your fingers and do not put fingers in food for tasting.
8. Keep your work area clean and neat at all times.
9. No costume, nose, or other excessive jewelry, including bracelets, may be worn. Ear piercing is acceptable while facial piercing, including tongue, is not allowed.
10. The use of tobacco products is prohibited.
11. Strong perfume or body odor is not allowed in food production and serving areas.

SAFETY PROCEDURES

We wish to maintain good safety, and we hope that you will help us. You should watch for temporarily unsafe conditions such as greasy and wet floors. Be careful while using the equipment and be sure you understand thoroughly how each piece operates before you use it. If you become injured, notify your supervisor or manager who will advise you on proper treatment/procedures to follow.

The following safety rules apply to minimize the number of accidents on the job:

1. Be careful. Use common sense. Most accidents are caused by unsafe acts and unsafe conditions. Don't think that you will be the exception to the rule.
2. If glass or china is broken near the food, feel personally responsible for seeing that none of the food is used which might be contaminated. Inform your manager/supervisor of the accident so that he/she can make the final decision.
3. Report any injury, however slight, to your manager/supervisor — he/she will take the necessary steps to see that you get the proper treatment. All injuries will be treated at the Health Service. If an injury occurs at night or weekends, contact your manager/supervisor or the manager on duty.
4. Do not run in any food service area.
5. Concentrate on your work — do not disturb others.

6. Keep your work area clean and neat. Pick up small particles of food, utensils, silverware, etc., which have been dropped. Then wash hands.
7. Use a dry hot pad or mitt to pick up hot pans.
8. Head phones are not permitted.
9. Use proper equipment when cleaning fryers.
10. Before moving a push cart of any size into a walk-in cooler or freezer, make a visual inspection of the area to ensure that the floor is not ice/water covered, no electrical cords are hanging loose and that all boxes/ crates/pans/buckets in the area will not be disturbed by the materials you are moving in.
11. When pushing hot carts up ramps, make sure the cart doors are facing (uphill) away from you; don't push double hot carts on ramps if you are alone. Note the ramp angles and pay special attention to them.
12. When transporting carts on elevators, back into the elevator with the cart. It works best to pull the cart into the elevator from an angled position vs. straight on to minimize the chances of the wheels falling into the opening between the elevator and the shaft. In addition, be aware of load capacities of elevators around campus if you are transporting food or supplies. Overloads have occurred, causing automatic braking systems to deploy.

KNOW YOUR LOAD WEIGHT

Campus Center 4500#
 Dining Center 4000#
 Kirby Freight 3500#
 Kirby Plaza 3500#
 Darland Admin 3000#

Campus Elevator Capacities

Bohannon Hall 2500#
 Montague Hall 2500#
 Kirby Passenger 2000#
 Cina Hall 1200#

13. Know the location of fire extinguishers and alarm pull stations in your work area.

UNIFORMS AND EQUIPMENT

Uniforms are supplied by the Food Service Department and maintained by the individual.

The complete uniform will be worn at all times or the employee will not be allowed to work. The Food Service supplied name tag is the only button allowed to be worn with your uniform — it is to be worn on the left apron strap, at the point where the strap attaches to the apron. Food Service hats and visors must be worn in the normal, front-facing position. In extremely cold weather, a light colored sweater may be worn, provided it is close fitting, tightly knit, and clean.

Wear sensible shoes — closed toes and heels. No clogs or sandals are allowed. Rubber or crepe soles are recommended.

No shorts, skirts, bib overalls, cut-offs, patched, worn, faded or "holey" jeans, pants, or sweat pants are allowed to be worn while working. It is your responsibility to return a clean uniform at the end of your employment. Failure to do so will result in your being charged the replacement cost of the uniform and a hold placed on your records.

LOCKERS

Whenever possible, a locker is provided; however, you may have to share the locker with one or more employees. Keep your locker locked at all times for your own protection.

No personal belongings should be stored in the Production Kitchen or serving areas.

REASONS FOR DISCIPLINARY ACTION AND/OR DISMISSAL

Violation of one or more of the following is (are) just cause for progressive disciplinary action and/or immediate dismissal from employment:

1. Any minus in the TIP book.
2. Unsatisfactory work.
3. Failure to comply with a proper order or request of/by a supervisor.
4. Horseplay.
5. Disruptive demonstrations.
6. Theft and/or property damage.
7. Punching the time card of another employee or other card punching violations.
8. Unexcused absences: first=written warning; second=dismissal.
9. Tardiness: first=oral warning; second=written warning; third=dismissal.
10. Lacking complete uniform: first=written warning; second=dismissal.
11. Eating/drinking while on duty.
12. Chewing gum while on duty.
13. Studying or having visitors while on duty.
14. Falsification: providing supervisors or others false, misleading or incomplete information.
15. Keys: possession, making or causing to be made any key to operate locks or locking mechanisms without proper authorization or using or giving to another a key for which there has been no proper authorization.
16. University Rules: violating other University, Department, or Union regulations which have been posted or publicized. Provisions contained in University contracts with students, including this handbook and the

Student Employee Guidelines, shall be deemed "University Rules".

GENERAL INSTRUCTIONS

No personal phone calls during working hours unless there is an emergency. Cell and other personal calls may be made during break and meal periods, unless other permission is granted by your manager/supervisor.

Be cooperative and pleasant with your fellow workers and carry your share of the work load.

Since our work load fluctuates at times, we may need to change work assignments and work hours to meet the need of related work as required. Please help us in this area.

Smile, it's contagious!

UNIVERSITY OF MINNESOTA DEPT. OF ENVIRONMENTAL HEALTH AND SAFETY REVISED POLICY ON HAIR CONTROL FOR FOOD EMPLOYEES, MARCH, 2003

POLICY: Food employees shall wear clean hair restraints (hat, hair covering, net or other hair restraint and clothing that covers body hair) to prevent the contamination of food, utensils, equipment, linens, and unwrapped, single-service and single-use articles.

A food employee is defined as an individual working in a food establishment who engages in food preparation or service, works with unpackaged food, food equipment or utensils or food contact surfaces. Daily enforcement of this policy is the responsibility of the Food Service Managers and Supervisors.

ADDITIONAL REQUIREMENTS:

- Pigtails and/or ponytails are permitted, provided they are in a bun hairstyle or other effective hair restraint.
- Wigs and hairpieces will be treated as natural hair and shall comply with the above.
- A mustache is permitted, provided it is well trimmed, above the top lip, and not over the corners of the mouth.
- Sideburns are permitted, provided they are above the lower lobe of the ear and well trimmed.
- Full facial hair (beards) are not permitted, for any employee hired after the date of 1/1/89. An exception to this guideline is for medical reasons (verified by a physician) if the food employee cannot shave. Facial hair restraints (beard bags) are required for all employees when approved exceptions to this guideline is granted.
- Hairspray, hair gel, etc. are not acceptable hair restraints.



UMD FOOD SERVICE HANDBOOK

I certify that I have read and fully understand the rules, regulations, policies and procedures listed in the Food Service Employee Handbook.

Signature of Employee

Date

Signature of manager/supervisor

Date

This page is part of the Food Service Employee Handbook. After signing it, remove and return it to your manager/supervisor.