

Student Employee Guidebook

Appalachian Campus Dining

Topics to Cover

- Intro to Appalachian Campus Dining
- Dress code
- Work conduct
- Attendance
- Adverse Weather Policy
- Pay
- Disciplinary action
- Drop and Add Policy
- Health and Safety Regulations
- Student Resources

Our Primary Goal:

To provide quality service to our customers, which include students, faculty, and staff of Appalachian State University

- Campus Dining is the largest student employer on campus .
- As a part of Appalachian State University, we acknowledge the importance of student education.
- In order to maintain a positive work/school balance it is the responsibility of students to commit to a work schedule that ensures all-around success.

Appalachian Campus Dining is excited to have you join our team!

Dress Code

Students must show up to work in attire that adheres to the following guidelines

- No tank tops or sleeveless shirts
- Closed toed shoes (eg. tennis shoes, hiking or work boots)
- Shorts must hit the thigh at fingertip length
- An Appalachian Food Services Hat
- A beard guard is required for facial hair
- Watches and bracelets are not permitted. A simple wedding band is permitted, but no other rings are allowed.

Student who work at **either McAlister's** are required to fulfill franchise uniform requirements

- Khaki pants or shorts
- A belt
- Shirt and hat provided by supervisor
- Closed toe shoes



Yosef-Approved Work Clothing



T-Shirts (appropriate and professional)	✓
Jeans	✓
Sweaters	✓
Wedding Band	✓
Food Services Hat or Hair Net	✓
Jeans with holes	✗
Cutoff Shirts	✗
Bracelets/Watches/Fitbits	✗
Open-toed shoes (sandals, Crocs)	✗
High-Heeled shoes	✗
A personal hat	✗
Shorts or dresses more than 6 in above the knee	✗

Successful Conduct

- Arrive on time, and clock in and out to keep your paycheck accurate.
- Respect employees and customers.
- Communicate clearly and respectfully with co-workers and supervisors (no profanity).
- Keep your workstation clean.
- Only use cell phones or listening devices and headphones during assigned breaks.
- Be an example to others.
- Use downtime to help your supervisor with additional assigned tasks.

Unsuccessful Conduct

- Coming to work drunk or under the influence of drugs (immediate dismissal)
- Stealing food, bottled drinks, milk, or juice (immediate dismissal)
- Eating any food that has not been purchased
- Chewing gum
- Using your phone while on shift
- Doing Homework
- Wearing headphones during your shift



***Doing the above results in disciplinary action.**

Important Dos and Don'ts of customer service

NEVER	ALWAYS
Say "no"	Focus on what you CAN do
Point	Show them
Say "no problem"	Say "my pleasure, certainly, absolutely"
Over share	Take Care of it
Make the customer wrong	Make it right
Show frustration	Be a duck
Say "I don't know"	Say "let me find out"
Criticize team members, competitors, or make excuses	Own it or resolve it

If something starts to ruffle your feathers, remember to "be a duck." A duck is someone who maintains a calm, cool, collected demeanor while working vigorously underwater but glides on the surface.



Remember the 5 E's

Be
Become



Mountaineer
Family



EYE
CONTACT



ENTHUSIASTIC
GREETING



EAR 2 EAR
SMILE



ENGAGE



EDUCATE

Attendance

- Calling out sick/unable to attend
 - It is the student's responsibility to find another student employee from the same unit to work the shift
 - Use the GroupMe or other methods to find a suitable replacement
 - Notify supervisors 12 hours in advance of the shift
 - Students accepting sub positions are bound by "no show" rules
- Unit phone numbers can be found next to unit names on AsULearn
- Unsatisfactory attendance, reporting late, and leaving early without permission are grounds for disciplinary action and/or immediate dismissal

Disciplinary Policies

Oral Warning: First Warning

- Call out without a sub (Call/No Show)
- Minor infractions (eg. showing up late, not adhering to dress code, phone or ipod usage)
- Unauthorized break

Written Warnings: Second Warning

- Failure to show up for work (No Call/No Show)
- Failure to comply with first Oral Warning
- Student forfeits raise
- Two Written Warnings will result in a TNH (Temporary No Hire) from your unit

Grounds For Immediate Dismissal:

- Two No Call/ No Shows
- Stealing
- Coming to work under the influence of drugs or alcohol
- Creating a hostile or disrespectful work environment

***The first 30 days of employment is a probationary period in which students may be terminated at the discretion of management**

Adverse Weather Policy

Campus Dining is an essential department and remains open during inclement weather, therefore students are expected to report as scheduled.

If students do not feel they can safely arrive at their work location, they should contact their supervisor as soon as possible to allow for adequate notice of their absence.

Unit contact information is listed on AsULearn

Breaks

If you have a shift that lasts **4 hours or more**, you are eligible* for a 15 minute break on the clock

If you have a shift that lasts **6 hours or more**, you are eligible* for a 30 minute break off the clock

These breaks are given at the discretion of the supervisor.

*Breaks are not guaranteed, but are given when possible

Payroll Procedures

- Students are paid twice per month
- Paydays are on the 15th of the month and the last day of the month. If these dates fall on a weekend, payment is issued on the preceding Friday
- If a student does not have direct deposit the check will be sent to the student coordinators office and then your listed local address. If no address is listed, the paycheck will be sent to the campus Auxiliary Office

To Enroll in Direct Deposit

1. Log in to Appalnet
2. Click "Student Tab"
3. Click "Direct Deposit Enrollment"
4. Enter bank Routing and Account information

This may take up to three weeks to take effect. In the interim, students can expect a paycheck to be sent to either their listed campus address or the campus Auxiliary Office

Questions can be directed to the
Student Coordinator's Office at 828-262-6145

Tiered Pay Rate System

Student employee pay is determined by position worked and experience.

Tier 1: Entry Level

- \$7.75 hourly plus raises
- Positions: FSA, BSA

Tier 2: Mid-Level

- \$8 hourly plus raises
- One semester experience in Tier 1 required
- Positions: McAlister's, Power Bar, baristas, markets, cashiers, and kitchen aids, and floaters

Tier 3: Advanced

- \$9 hourly plus raises
- Two semesters experience required
- Positions: Student Managers and Administrative Assistants

Catering

- \$10 hourly
- Two semesters experience in Tier 2 required or supervisor approval

Semester Raises

Campus Dining offers a \$0.25/hour raise each semester worked for students who uphold all attendance and personal conduct guidelines!

In order to receive a service raise, employees must:

- Work a minimum of **ten** consecutive weeks per semester
- Work a minimum of **nine** hours per week
- Completed manager evaluation meeting
- Not have **any** written warnings
- Not have dropped **more than one** shift in a semester
(with the exception of class conflict and medical reasons)

Drop and Add Policy

Dropping a Shift

- Shifts are claimed for an entire semester
- Students are allotted **one shift drop per semester** without penalty
- A two-week notice is required for every dropped shift
- Shift drops due to a class schedule conflict or medical reasons are the only exceptions for not working a notice
- Drops beyond the one allotted will result in the forfeit of a semester raise

Adding a Shift

- Adds are welcome throughout the entire semester
- Once claimed, the shift is yours for the entire semester
- Switching shifts is technically a drop. A notice will have to be worked before new shifts are added
- If you become aware of an open shift that you would like to claim, please call the Student Coordinator's Office immediately

Health and Safety Regulations



Washing Your Hands is the most effective way to stop the spread of germs! Wash them:

- When you start your shift
- After handling food, especially raw meats
- After using the bathroom
- After touching your face, hair, phone, etc.



If you are showing signs of illness such as:

- Vomiting
- Diarrhea
- Fever and sore throat
- Infected wounds or cuts

If you have been diagnosed or exposed to:

- Norovirus
- E.Coli
- Hepatitis A
- Strep Throat or any type of Flu

... please inform your supervisor!

Tips for a Safe Workplace

- Always be aware of your surroundings; don't rush!
- If something spills, or glass/dishes are broken, clean it up immediately. Don't put others in harm's way!
- When food prepping with knives:
 - Make sure to use proper techniques. Ask a full-timer if you need assistance
 - Pay attention and avoid distractions
 - Don't rush
- Handle hot items with extra care
- If you see an injury or safety concern, notify your supervisor immediately
- Keep pathways clear of carts or other objects, and make sure walk-in coolers and freezer floors are clean and uncluttered
- Use equipment properly. If you are unsure of anything, ask a full-timer or supervisor.
- Use caution and care when using cleaners, sanitizers, and chemicals. If you have a spill of bleach or degreaser, contact a supervisor or full-time employee.

Equal Opportunity Employment

Appalachian State University is an Affirmative Action/Equal Opportunity Employer. The University does not discriminate in access to its educational programs and activities, or with respect to hiring or the terms and conditions of employment, on the basis of race, color, national origin, religion, sex, gender identity and expression, political affiliation, age, disability, veteran status, genetic information, or sexual orientation.

For any concerns regarding your experiences working in Food Services:

- Talk with your Supervisor or Student Manager
- Call or meet with Student Coordinators
- Call or meet with University Ombuds OR Student Employment Office

Student Resources

At Campus Dining, we employ students! We realize that balancing a work life, social life, and school can be hard. If you need support, here are some helpful resources our campus offers:

Student Learning Center

The Student Learning Center aims to provide students the insights they need to navigate their college environment successfully. Two of the six Core Services for all students are:

- University Tutorial Services
- Academic Strategy Instruction
- studentlearningcenter.appstate.edu
- 828-262-2291

Counseling Center

The Counseling Center provides resources for students experiencing life transition complications, mental health issues, emergency issues, relationships issues, and more.

- counseling.appstate.edu
- 828-262-3182

Who To Contact with Questions

Unit Supervisors

For questions involving:

- Training
- Unit and assigned tasks
- Sanitation and safety standards
- Calling out & finding substitutes
- University breaks
- Weekends

Refer to AsULearn or shift schedule for phone numbers
Or foodservices.appstate.edu/about/directory

The Student Coordinators Office

For questions involving:

- Work schedule changes
 - Dropping and adding shifts
- Pay information
- Resignations (submitting a two- week notice)

Phone: (828) 262-6145

Email: fsstudentcoordinator@appstate.edu

Office Hours: 8 am- 5 pm Monday-Friday

**Review the Knife Safety Handout
and PCI Training video,
then proceed to the
Training Quiz on AsULearn.**

And don't forget to finish the Pre-work checklist!

*Policies are subject to change without notice, it is the responsibility of the student to stay informed of current policies set forth by the Student Coordinator's office and approved by Campus Dining