

# Authentic Service



# Extraordinary Food





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# Welcome!

Congratulations on receiving employment with Dining Services. We're happy that you've chosen us as your employer.



The year was 1993. I had just finished my freshman year at Ohio State and was hired as a Student Assistant at the Fawcett Center. I was working for their dining operations, clearing and setting up rooms for conferences and banquets. I was where you are now, starting my journey in employment at The Ohio State University! Little did I know that I would eventually be asked to take on the role of Interim Senior Director of Dining Services and have an opportunity to welcome student employees as they start their employment journey.

The Office of Student Life is committed to helping you engage, learn and thrive at Ohio State. I can attest to the benefits

of that commitment. The more I was engaged in my employment as a student, and learned more about the hospitality industry, more doors were open to me to advance and succeed not only as a student but as a professional in the hospitality industry.

As a part of our Dining Services team, you help keep our operations running smoothly by delivering excellence, accountability and great customer service. These principles are the foundation of Dining Services and will be applicable to your everyday life in and out of the classroom. Our goal is to provide our student employees with



EXCELLENCE



ACCOUNTABILITY



SERVICE

skills to be used throughout your lifetime no matter where your journey takes you after graduation.

We understand the importance of balancing school, work and your social life. We want your experience to benefit your personal and academic growth whether through the development of time management skills, leadership development or fostering an appreciation of a diverse workforce. Please do not hesitate to ask questions of your managers or provide suggestions for future improvements.

This essential handbook is designed to familiarize you with our policies and expectations during your employment with us as well as providing you with tips for success. You will receive on-the-job training and information to supplement this manual.

Thank you in advance for your dedication and commitment to the continued improvement of our department.

Sincerely,

*Abby Hertzfeld*

Abby Hertzfeld

Interim Senior Director, Student Life Dining Services





# Mission

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Our mission is to support students' and the university community's educational experience by consistently delivering authentic service and extraordinary food.

# Commitments



1

## Culinary

Culinary quality, innovation and a diverse menu offering

2

## Culture

A culture of belonging, attentiveness, learning and development

3

## Practices

Safe, sustainable and responsible practices in all facets of our business

4

## Relationships

Intentional relationships and partnerships that drive academic, health and wellness initiatives

## We look forward to a mutually beneficial relationship with you.

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### In this regard, we will:

- Provide each employee with training to perform their job duties, as well as development and advancement opportunities
- Provide a structured and safe work environment
- Offer competitive wages and scheduling flexibility
- Treat everyone with respect

### In return, we expect you to:

- Have a positive attitude and active interest in your job and the success of your operation
- Be respectful, professional and courteous at all times to both coworkers and guests
- Demonstrate teamwork and adaptability, offering assistance where necessary
- Be honest and conduct yourself with integrity

# Performance Improvement Plans and Corrective Action

## Corrective Action Policy

Your Student Employment experience is a wonderful opportunity to gain relevant work experience and prepare yourself for a career after graduation. Supervisors are ready to support you in learning from work performance throughout your time with Dining Services. To best manage expectations and not negatively impact the business and fellow staff, we do have a corrective action point structure. Managers are solution focused when coaching students when they are assigned a correction action point. Our goal is to minimize and resolve performance issues in a supportive space where students can learn from mistakes and continue to thrive in their employment role.

Employees are required to arrive on time and ready to perform their job duties. An unscheduled absence from work affects the unit's ability to meet guests' needs. A point system is used to manage this accountability, yet give allowance to some unavoidable absences.

A commitment to clear communication with supervisors and peer leaders is critical for your employment success and prevents avoidable point acquisition.

**1  
POINT**

**ILLNESS ABSENCE** A call off due to illness will result in one point per illness occurrence. Student is removed from schedule until permitted to return. To return, employee must be clear of symptoms for at least 24 hours or have a written release from a medical practitioner. Doctor notes do not excuse an illness absence for zero points

**1  
POINTS**

**ABSENCES** Includes shifts called-off in advance for which a replacement has not been found or when you are more than an hour late for your scheduled shift.

**4  
POINTS**

**NO CALL/NO SHOW** Three consecutive no call/no show occurrences will be considered job abandonment, and manager will move forward with termination.

**1  
POINTS**

**BEHAVIORAL** This includes uniform infractions, concern for safety (including food safety), insubordination, excessive tardiness, neglect of duty and any other behavioral related incidents that necessitate documentation. As temporary employees, employment status is at-will; if behavior is deemed extreme; you can, and will be terminated and may not be eligible for future employment in our department.

**10+  
POINTS**

**TERMINATION** Ten or more corrective action points is grounds for termination. A point is removed 6 months from date assigned. All points removed when hired or promoted into a new dining employment position. There are no permanent point assignments

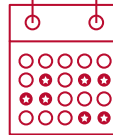


# Attendance Policies



## Plan Ahead

Plan accordingly based on your assigned work schedule and semester syllabus. While you are a student first, studying for exams is not an excuse to call off a shift.



## Premium Dates

Any large, university sanctioned events affecting the operation are classified as “premium dates,” when allowed absences are limited. Points accrued during these instances will be doubled. Your management team will communicate the department identified premium dates with ample notice.



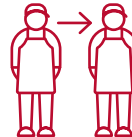
## Points Forgiveness

Full time management team may “forgive” up to 4 points a semester once a student works a pre-approved, unit identified critical shifts. One shift would remove one point. Talk to a full time manager for more information and approval.



## Call off and Late Arrival Communication

If you are not able to work or arrive on time to your schedule shift, it is professional courtesy to notify your manager in a timely manner. To give our team enough time to adjust for your absence or late arrival, a 2-hour notice prior to the start of your shift is most ideal. Failure to provide adequate notice may result in corrective action points. Please confirm what call off method of communication is preferred with your management team.



## Find a Replacement

It is each employee’s responsibility to find a replacement for a shift they plan on missing. For planned absences that are a challenge to get covered, Employees are encouraged to seek guidance from a scheduling manager. Scheduling conflicts should be resolved no later than 1 week from the conflict date.



## Trained Shift Pickup

A replacement for a shift pickup must be able to perform the same duties as the student employee they are replacing.



# Timekeeping and Pay

## Timeclocks

Time worked must match your assigned work schedule and you cannot clock in/out early without the approval of a supervisor prior to the occurrence.

To clock in and out, swipe your BuckID at your units' timekeeping clock. Failure to consistently do so appropriately will result in disciplinary action or delay of pay. Employees are to be ready to work upon clocking in.

## Timeclock Training

Review [training documents and videos](#) to familiarize yourself with how to use time clocks.

### University Closure

In the event of a university closure due to severe weather or other conditions, Dining Services remains open, as we provide essential services to maintain the health and well being of over 10,000 students and guests. You are expected to report to work (in some situations, you may be asked to work at another operation). In the event that you do not need to come to work, you will be notified by the management team of your operation. Students employed at Regional Campus should contact supervisor in the event of a Regional Campus closure.

# Schedule Management



**SubItUp is a cloud-based employee scheduling software used by several departments within The Ohio State University Office of Student Life.** Unit managers will use SubItUp to create employee schedules and assign shifts, and employees can use the software to view their work schedules, as well as request shift changes and trades.

As an employee at a unit that uses SubItUp, you already have an account. When you visit the SubItUp page or use the mobile app, log in using the SSO (Single Sign On) link and provide your university name.# and password when prompted.

### If you have a disability

If you rely on a screen reader or the keyboard for access to your computer, you will experience difficulty using this system. As the University works with SubItUp to improve accessibility, please contact your direct manager for information about accommodations, or write to [dining@osu.edu](mailto:dining@osu.edu) for assistance in navigating and using this system. A member of our team will respond within 2 business days to assist you.



## Credit Hours /Maximum Hours Per week

It is necessary to maintain full-time status as a student of The Ohio State University to be employed with Dining Services. Failure to do so could result in termination. If you are retained and fall below the required credit hours, you will be required to pay into Ohio Public Employees Retirement System (OPERS).

- **Domestic students are restricted to a maximum of 28 hours of work per week during academic terms.**
- **International students are only allowed to work a maximum of 20 hours per week.**

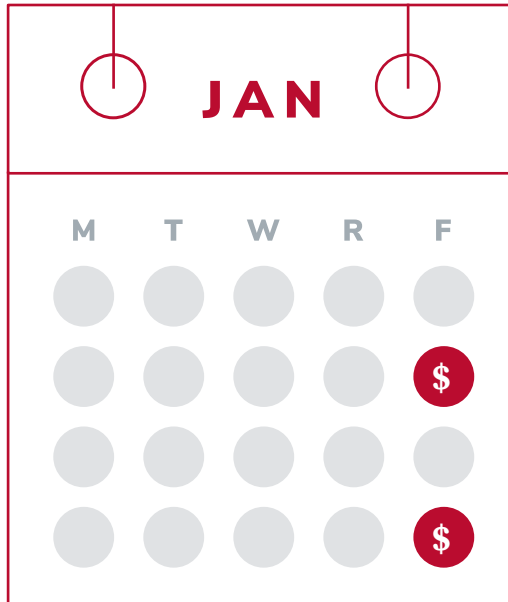
Please reference the [University policy](#) on student employment for full terms of employment details.

## Breaks and Meals

If you work a shift of more than 8 hours, you must have a ½ hour break off the clock. Clock out for your break, and clock back in when you return to duty. Breaks may be available for students that work less than 8 hours, however are at the discretion of management and approved if business allows.

Student employees working a shift are eligible to receive a free meal. This equivalency may vary by operation. This meal is to be eaten prior to or after the employee's scheduled shift (the employee must be clocked out). The meal will be prepared by another employee and a manager on duty will ring the employee meal into the register and process payment using the location's meal swipe card.

# Pay Information



## Pay Schedule

Employees are paid bi-weekly, every other Friday according to the pay calendar.

Provided all necessary forms are complete, you should receive your first paycheck no later than 26 days after the day you start working. Paystubs can be reviewed in Workday.

## Direct Deposit

Students should enroll in direct deposit as soon as possible after their first day of employment for automatic deposit to your bank account at 12 am on payday.

In certain circumstances, it can take up to 8 weeks for activation.

## Paycard

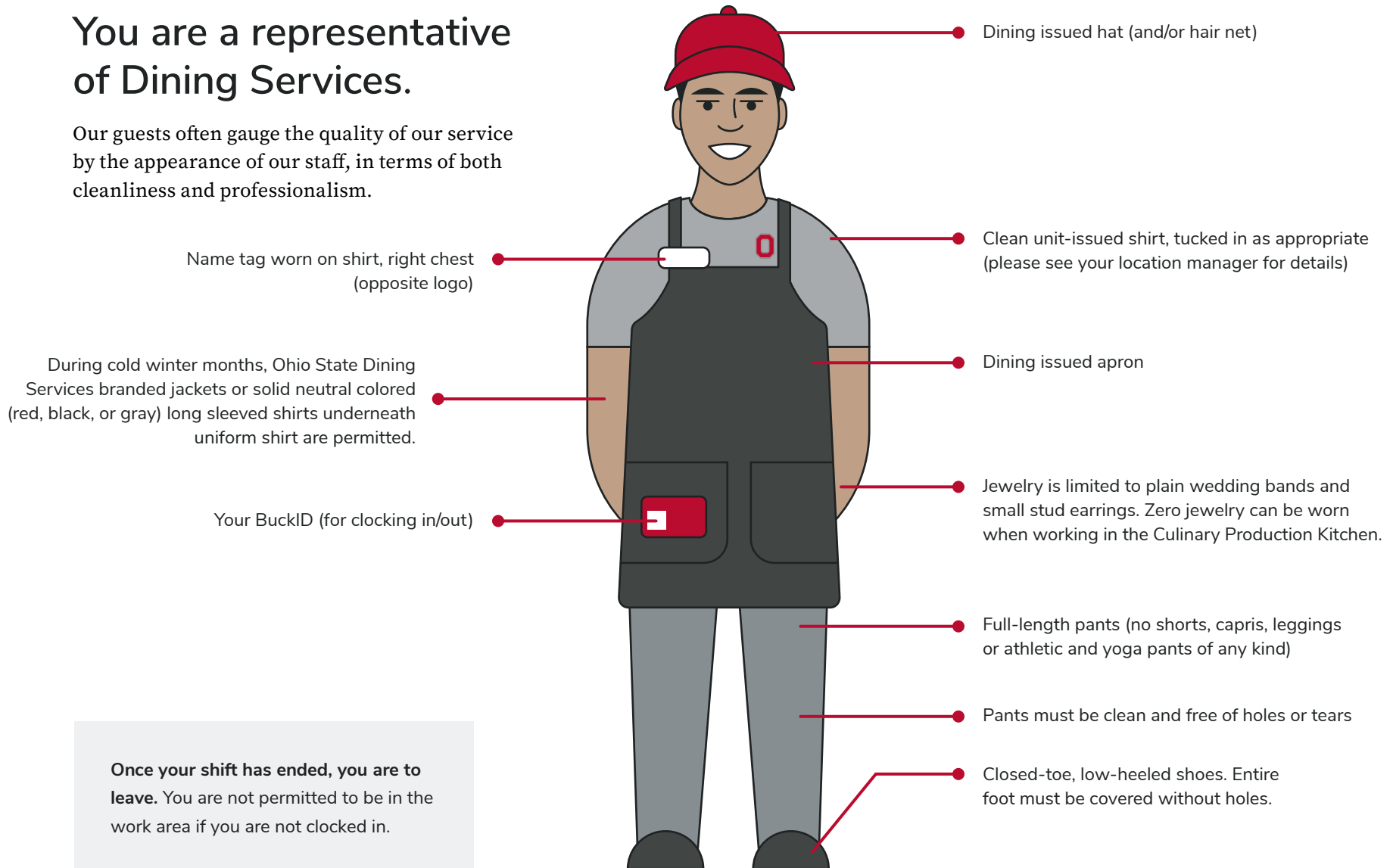
Ohio State employees may receive pay through direct deposit to a paycard. The paycard is accepted at millions of ATMs and anywhere Visa is accepted.



# Uniform / Employee Standards

## You are a representative of Dining Services.

Our guests often gauge the quality of our service by the appearance of our staff, in terms of both cleanliness and professionalism.



**Once your shift has ended, you are to leave.** You are not permitted to be in the work area if you are not clocked in.

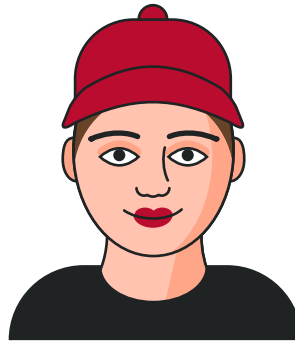
# Hygiene and Sanitation

Additionally, hygiene and sanitation are essential to the job: a safe food handler is critical to the prevention of food-borne illnesses, which can spread in a number of ways. Proper procedures must be followed to ensure customers have a positive, sanitary experience.

## Electronic Devices and Homework

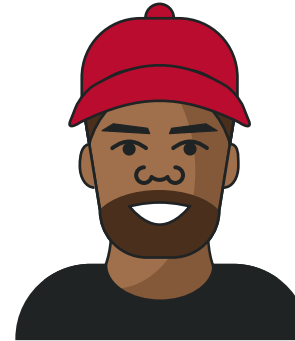
Use of cell phones, other entertainment devices, and doing homework are not permitted while on duty because they reduce our focus on the customer and ability to provide quality service. Cell phone use is strictly prohibited in areas with direct food handling or in guest view. You may use these while on a scheduled break. Some locations provide music and video entertainment for our patrons; the volume and content must be kept appropriate.

Your role in doing so includes following these simple rules:



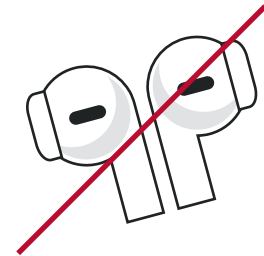
### HAIR

Always restrain your hair properly with uniform hat or hairnet. Hair and bangs should be fully under the hat or hair net.



### FACIAL HAIR

Neatly groomed facial hair. Food handlers must wear beard guards.



### NO HEADPHONES OR EARBUDS

Wearing personal headphones or earbuds is prohibited anytime while you are on the clock.



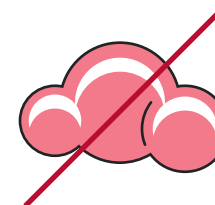
### INJURY

Cover open cuts, sores and lesions with proper bandaging.



### FOOD / DRINKS

Do not eat, drink, smoke or chew tobacco in food preparation or service areas.



### CHEWING GUM

Chewing gum is prohibited anytime while you are on the clock.



### ILLNESS

Notify your manager of any illnesses you might have.



# Guest Service

## Consistent Authentic Service

What makes a visit to a dining hall, a café, a coffee shop, or a diner an extraordinary experience? Receiving a 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?

A large percentage of our guests are students. This is their home, we are their kitchen. True hospitality requires not only treating guests the way that we ourselves wish to be treated but prioritizing guests' desires ahead of our own preferences. It is up to us to accommodate their needs and make them comfortable. This means that you are 100% invested and enthusiastic in providing service 100% of the time.

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 the Dining Services' mission.

## How to provide Authentic Service:

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### 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.



## Dining Services holds the commitment to Authentic Service as a top priority.

Throughout the duration of your employment, feedback about your commitment to Authentic Service will be provided by your management team, from customer service snapshots, annual merit evaluations and other department reviews.

## Dining Services measures Authentic Service in the following ways:

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- At every guest interaction, staff will convey a sense of urgency to **Smile, Greet and make Eye Contact**.
- Staff will be responsible to keep service and work areas **Neat, Clean and Organized** at all times.
- At all times, staff remains **Positive, Busy and Attentive**.
- Every guest experience is **Unique and Personalized** to satisfy all needs.
- All interactions will end with an **Authentic and Appreciative** farewell.



### Authentic (adj.)

not false, genuine, real, trustworthy; true to one's personality, spirit or character.



# Rewards and Recognition

## Department-Wide Recognition

Dining Services hosts an annual Student Appreciation Banquet. Our most notable student employees from across campus are nominated to attend and mingle in a fun, informal atmosphere so we can show just how much we truly value your service.

Each of our Operations Managers is responsible for sending one employee to serve as the representative voice of his or her co-workers on the departmental Student Employee Council. The Senior Director, and often other leadership team members, meet regularly with this group to solicit feedback on many topics, including potential new products, general operational procedures, and ideas for continuous improvement.

Dining Services utilizes feedback from our guests, an annual customer satisfaction survey, and a panel of secret shoppers, to determine how well we're doing in serving our guests. In instances where employees are called out for outstanding service, we make every effort to publicly promote this good news – via bulletin board postings, word-of-mouth, and formal department communication.

## Evaluations

Student employees are evaluated by their management team once every academic year, based on key behavioral areas including guest service, communication, team-work, job knowledge, dependability, and quality of work. Evaluations help measure each student's progress and commitment to their job and could potentially lead to a merit pay increase. If/when you receive a promotion, the next evaluation will be reflective of the new position.

Students who receive promotion will be eligible for an evaluation in that role the following academic year.

## Opportunities for Advancement

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 student leads and/or student managers.



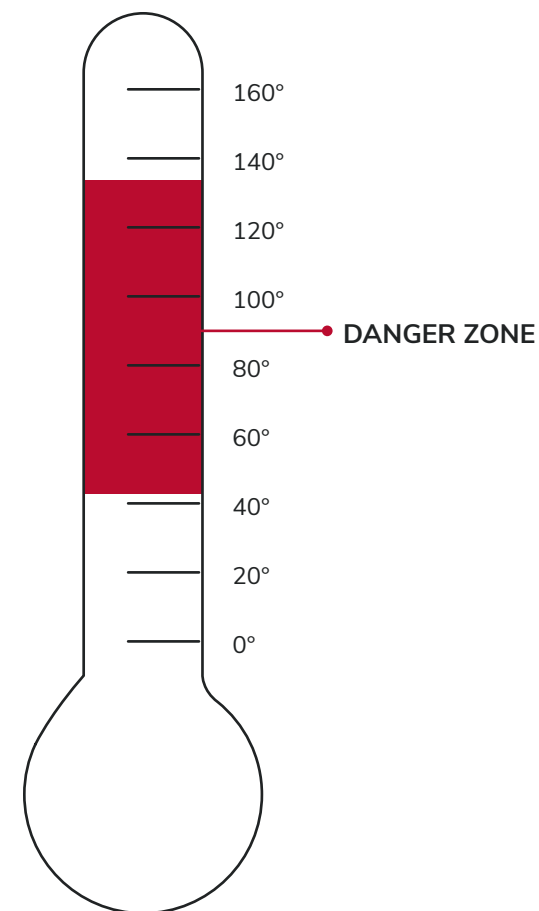
# Sanitation and Safety

## 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 frequently 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 in First Out (FIFO)
- ALL items stored at least 6" off the floor
- Cover, date, label and store all food in containers at proper temperatures





# Illness

In order to control the spread of disease to staff, guests and food, you are encouraged to report any illness to your supervisor. Depending on your symptoms, a manager will restrict you from handling food or exclude you from coming into work altogether.

In the event of an illness, follow the procedure in calling off outlined in this manual. To return to work, you must have been clear of symptoms for at least 24 hours or have a written release from a medical practitioner. Per Ohio Revised Food Code, failure to report the listed illnesses, symptoms or diagnosis could result in ramifications by the local health authority.



## You should not come in to work if:

**You have lesions containing pus on hands, wrists or exposed body parts.**

**You are experiencing flu-like symptoms:**

- fever
- vomiting
- diarrhea
- constant sneezing and/or coughing

**You have been diagnosed with following by a healthcare provider:**

- Campulobacter
- Cryptosporidium
- Cyclospora
- Entamoeba histolytica
- Enterohemorrhagic or Shiga toxin-producing Escherichia coli
- Giardia
- Hepatitis A
- Norovirus
- Salmonella spp
- Salmonella Typhi
- Shigella
- Vibrio Cholerae
- Yersinia

# Chemical Safety

Chemicals are used in our facilities for the purpose of sanitizing and cleaning. A 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.

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## 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.

# Hand Washing

Proper hand washing is the number one combatant of food borne illness.

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## 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.

## The proper hand-washing procedure is to:

- Wet your hands with HOT running water.
- Apply approved antimicrobial soap and lather for at least 20 seconds.
- Clean under fingernails and between fingers.
- Rinse hands thoroughly under running water.
- Dry your hands with a fresh, disposable paper towel.



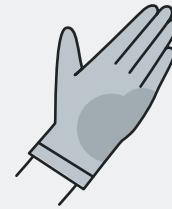


# Using Gloves

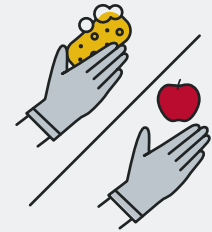
Gloves are not a replacement for proper hand washing and must be worn when serving or handling any unpackaged food items. Gloves are always single-use and must be changed when you are changing tasks. Remember, once you are wearing gloves, you must not touch your hair, face, clothing or other parts of 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

# Food Allergies

Keeping guests with food allergies safe in our dining locations is a responsibility shared by all employees within dining services. Ninety percent of all allergic reactions are linked to the 9 most common food allergens; peanuts, tree nuts, eggs, dairy, wheat, soy, fish, shellfish, and sesame. Detailed ingredient and allergen information can be referenced on the [Dining Website](#).

You will be responsible for following the 5 steps in allergen risk reduction:

- 1** Be able to distinguish differences between a food allergy and a food intolerance, as well as recognize the symptoms associated with each.
- 2** Identify the 9 most common food allergens and how to locate information on food labels and menus.
- 3** Show respect to special requests and take each seriously.
- 4** Recognize the dangers of cross contact and how to prevent it.
- 5** Be prepared to respond to an allergen emergency.

All menu items are reviewed by the Dining Service's Registered Dietitians and labeled with the following icons depending on the allergens present and other specific dietary traits:



## CONTAINS DAIRY

Items contain milk protein, or are made on shared equipment.



## CONTAINS NUTS

Items contain peanuts or tree nuts, or are made on shared equipment.



## VEGAN

Items do not contain any animal derivatives, including meat, poultry, fish, dairy, eggs or honey.



## VEGETARIAN

Items do not contain meat, poultry, or fish, but may contain dairy and/or egg.



## NO GLUTEN INGREDIENTS

Items do not contain barley, wheat, rye or non gluten free oats. Items are not certified Gluten Free, as we cannot guarantee less than 20 ppm gluten.



## NOT REVIEWED

These items have not yet been reviewed by the dining services dietitian or are not prepared by Dining Services, therefore we are unable to label these items and verify the presence of any potential allergens.

# General Workplace Safety

Safety in the workplace is everyone's responsibility. Instruction will be provided for you if you work in a specific area in our restaurants that has additional safety procedures (i.e. working with knives, operating the dish machine, scraping plates and dishes, etc). Simply being AWARE (Always Watching And Recording your Environment) often identifies occupational hazards, which prescribes that general guidelines apply to everyone:

**A** Always  
**W** Watching  
**A** And  
**R** Recording your  
**E** Environment



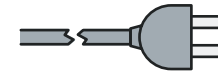
**WIPE UP SPILLS**, pick up any objects lying on any floor and keep work areas clear of blockages/clutter.



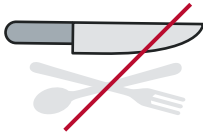
**DO NOT OPERATE EQUIPMENT** or use chemicals without the proper training and safety precautions in place. Refer to the Material Safety Data Sheet (MSDS) for chemical use.



**ENSURE EQUIPMENT IS OFF**, not moving and disconnect equipment before cleaning or adjusting it.



**IMMEDIATELY REPORT** to your manager any unsafe equipment, loose or cut cords, bad plugs, etc.



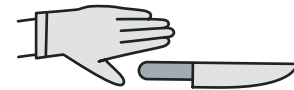
**DO NOT PUT KNIVES** in a sink full of water or mix with other utensils.



**KNOW THE LOCATIONS** of fire extinguishers, fire pull stations and hood pull stations.



**COMMUNICATE** with one another. Put up "wet floor" signs, alert those around you if you're moving hot items from one area to another, and be careful when opening doors, etc.



**ALL STUDENT STAFF** are required to wear a cut glove while using knives.



## CABS On-Demand/Tripshot

The free CABS On-Demand provides daytime transportation between areas west of Olentangy River and six campus bus stops. Overnight, the service provides transportation between campus buildings.

Students, faculty and staff can download the [“TripShot” app](#) for scheduling and real-time tracking **and allow push notifications to receive real-time updates about service delays**. Estimated travel times may change based on traffic, so riders should allow additional time for travel.

Assistive technology users may experience difficulty using the TripShot application. For assistance scheduling rides Monday - Friday from 7 a.m. - 6 p.m., please call 1-614-292-6202. After hours, on weekends and university holidays when CABS service runs, please call 1-614-202-2058.

## Lyft Ride Smart

The OSU Lyft Ride Smart provides discounted, safe transportation to student workers from their unit to campus buildings and nearby off-campus addresses from 9 p.m.–7 a.m.. You are not entitled to leave your shift early if your transportation has arrived; it is your responsibility to plan accordingly.

## Rave Guardian

Rave Guardian allows you to select friends or family as a virtual guardian to follow you via GPS tracking, using a destination-based timer. If time expires, your virtual guardian will be alerted and encouraged to make appropriate follow-up. Rave Guardian also includes faster delivery of Buckeye Alerts and safety notices via push-notifications. Download today by searching "Rave Guardian" inside the [Ohio State app](#).

## Ohio State is Tobacco Free

In support of the health and wellbeing of all students, faculty, staff and visitors of the university, Ohio State is a tobacco free campus. This applies to all campus owned, leased and managed properties, including regional campuses and medical care centers. You have a responsibility to comply with the policy as well as promote compliance among all students, faculty, staff and visitors of Ohio State.

## Work Related Injuries

Should you be injured on the job, you must notify your supervisor immediately and document the situation by completing an employee accident report. If you require medical attention, the document details the process for receiving treatment at University Health Services in McCampbell Hall. For life threatening emergencies, your supervisor should aid you in seeking treatment from an emergency room.

For other incidents that require documentation, such as theft, physical altercations, etc., your operation should have a designated form for doing so. Ensure you describe all facts regarding the situation and document any relevant eyewitness accounts.

## Drug-free Workplace Policy

Per the Federal Drug-Free Workplace Act of 1988, if an employee encounters a co-worker buying, selling, manufacturing or using illegal drugs or alcohol in the workplace, he/she is to report this information to his/her supervisor immediately. Drug/alcohol testing of employees may be conducted if there is reasonable suspicion of working under the influence of alcohol or drugs. See [policy](#).

# Key and Keywatcher

Read more information in the [Student Life Employment Policy Guidebook: Building and Mechanical Services](#).

Student employees may be given access to Student Life facilities and/or use of keys/cards from the keywatcher system. It is a shared responsibility to protect the personal safety of residents, guests, employees, facilities and property. Access to keys/cards require adherence to all policies outlined in the “Responsibilities for Keys, Access Cards and Locks” form.

## Corrective Action

Individuals who lose, misplace or misuse keys or the key watcher system may be subject to corrective action.



The policies include, but are not limited to:

- Must return keys back to appropriate key box or key watcher daily
- Duty keys are never taken home.
- Never tamper with the ring and fob provided by Student Life
- Never remove keys/cards for someone or lend keys to anyone
- Must immediately report to supervisor and the access control coordinator if observed problems with any Student Life keys/cards or locks
- Stolen, lost or misplaced keys/cards
- Found keys
- Damage to keys or fobs

# Robbery / Theft

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## If a person is committing a theft:

- DO NOT physically try to stop or interfere with the theft.
- Call campus police at 614-292-2121 or regional campus security as soon as possible if a theft is suspected. If the theft is in progress, make sure to tell the police that the thief is still at the scene.
- Record as much descriptive information as possible about the person and the item that is being taken. Be prepared to give information to the first officer who responds.
- DO NOT resist or interfere. Provide any cash or property asked for, but do not offer anything the robber has not requested.
- As soon as it is safe to do so, hit the emergency distress alarm or call the police at 9-1-1. Explain exactly where you are, what has taken place, if a weapon has been seen or a threat made, and the direction of travel of the robber. Be specific and provide as much descriptive information about the robber as possible.
- Do not try to follow the robber or place yourself or others in danger.
- Close operations and preserve any evidence.
- Go to a secure place and await the police. Do not discuss the event with ANYONE until the police arrive.

**Theft** is depriving the owner of property or services without permission; for example, stealing a sandwich.

**Robbery** is committing or attempting theft while using force or the threat of force or harm.



## Safety Committee

A group of dining representatives assembled regularly to discuss safety issues and create initiatives to improve safety practices within Dining Services.



## Harassment

**Office of Civil Rights Compliance.** [Discrimination, Harassment, and Sexual Misconduct](#)

The Ohio State University is committed to preventing and responding to all forms of harassment, discrimination, and sexual misconduct. The university's Office of Civil Rights Compliance was created to coordinate the university's response to all complaints of harassment, discrimination, and sexual misconduct. Any student, faculty, staff, or covered third party subjected to harassment, discrimination, or sexual misconduct, may report the incident to the Civil Rights Compliance Office using the reporting form or the anonymous option at [www.civilrights.osu.edu](http://www.civilrights.osu.edu), emailing [civilrights@osu.edu](mailto:civilrights@osu.edu), [titleix@osu.edu](mailto:titleix@osu.edu), or by calling 614-247-5838.

**As a university employee, you have a duty to report.**

## Community and Engagement Programing

Community and sense of belonging are key drivers for a student's academic and social success. Student employment is a great outlet for this engagement! Dining Services recognizes that student employment is not just a means to a paycheck and work experience, but an opportunity to connect with others while contributing to the greater community. Many of our locations participate in our community building programing lead by student leaders aptly named Student Community Leaders.

Student Community Leaders serve to create and cultivate a respectful and engaged community within a dining operation. Throughout the academic year, these student leaders educate their peers on the importance of wellness and sense of belonging through one on one conversation and variety of participatory programing events. These engagement events will be communicated throughout the year and we look forward to your participation. Opportunities to become a student community leader are regularly available. Ask your management team for details.

## E.A.T (Early Arrival Team) with Dining Services

Each fall semester, Dining student employees are given the unique opportunity to arrive early to campus (at no additional housing cost for on campus residents) and participate in paid professional development sessions centered around leadership, wellness,

and career development. This program also includes social events and teambuilding activities with fellow student employees. It's a great way to meet new students at both your operation and across Dining Services. This program creates a smoother transition back to work for the Fall Semester before classes start. Information pertaining to registration is communicated each spring semester and over the summer sessions.

## Student Employment Experience (SEE)

As an employee within the Office of Student Life, you will be participating in the Student Employment Experience or SEE.

The program is made up of the following three experiential components:

1. A learning-centric employment role.
2. OSU GROW reflection conversation. Adapted from IOWA GROW® Used with permission from ©The University of Iowa
3. Training and Development Opportunities. Both the students and managers will be active participants to support the growth and development of all student employees.

# General Onboarding



## Training and Orientation

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. Supplemental coursework is contingent upon your job description, and may include Knife Skills Training, Basic Customer Service and/or First Aid. These classes are held throughout the academic year and will be scheduled with you through your management team.

## Self Disclosure of Convictions

Per university policy, all current employees are required to self-disclose any criminal convictions within three business days of the conviction. Employees that fail to disclose criminal convictions or fail to provide accurate details will be subject to corrective action, up to and including termination.

<https://extension.osu.edu/policy-and-procedures-handbook/iii-faculty-and-staff/background-check>

# Dismissal Info

## Transferring

If you are interested in switching to another work location in Dining Services, you can apply online or email [dining@osu.edu](mailto:dining@osu.edu). You should indicate that you currently work for our department and the manager will contact you if they are interested in conducting an interview. Because we request two weeks notice, you should make this requirement known in your interview and give notice to your current manager immediately if offered the position. If you do not adequately give or fulfill this notice, you may be subject to disciplinary action.

## Ending your Employment

In the event 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 jeopardize future employment in Dining Services or the attainment of professional references.

While student employment has many benefits, it also comes with responsibilities. Students who are terminated for cause, or otherwise violate policies, may be ineligible for future employment. Students in this situation are not automatically discouraged from submitting employment applications; however, past student conduct may be reviewed during the selection process.





# Directory

12th Avenue Bread Company	614-292-2322
Courtside Café and Juice 2	614-292-3419
Espress-OH	614-292-4308
Café Carmenton	614-292-3885
Curl Market	614-292-7942
Connecting Grounds	614-292-8279
Oxley's By the Numbers and Oxley's To Go	614-688-8509
Sloopy's Diner	614-247-6723
Thyme and Change Food Truck	614-292-4626
Mirror Lake Eatery	614-292-5342
The Marketplace on Neil	614-247-8128
Union Market	614-292-4308
Woody's Tavern	614-292-4308
CPK (Central Production Kitchen)	614-292-4626
Mansfield Campus and Scarlet and Gray Café	419-755-4290
Newark Cyber Café	740-366-9215
Wooster Café Carmen	330-287-0121
Marion Campus	419-755-4290
University Catering	614-688-3562

## The Campus Cafés and Coffee Shops

Berry Café	614-247-1441
Campus Grind at McPherson Lab	614-247-6771
Coffey Road Café	see management
KSA Café	614-247-6213
Terra Byte Café	614-247-8211
The Caffeine Element	614-247-6863
Crane Café	614-688-1371
CFAES Café	614-292-7700
Postle Café	614-247-4362
Parker Café	see management
Hamilton Café	see management

## Traditions Dining

Traditions at Kennedy	614-292-2322
Traditions at Scott	614-247-8271
Traditions at Morrill	614-292-5091

# Appendix

## Campus Cafés and Coffee Shops

**Premium Dates** OSU home football games, shifts scheduled Friday through Sunday of a Monday holiday weekend, and the last scheduled day before a break period.

## Courtside Café and Juice 2

**Premium Dates** None

## CPK

**Premium Dates** None

## Kennedy Traditions

**Premium Dates**

Fall break, OSU home football games and OSU football playoff games.

## Mirror Lake Eatery

**Premium Dates** Light up the Lake

## Morrill Traditions

**Premium Dates** None

## Newark Campus Dining

**Premium Dates** Martin Luther King Day, Independence Day, Labor Day, Veterans Day, Memorial Day, Columbus Day and Presidents Day.

## Oxley's by the Numbers and Oxley's to Go

**Premium Dates** None

## Scott Traditions

**Premium Dates** OSU Football games

## University Catering

**Premium Dates**

Homecoming weekend, OSU home football games, special events, first Saturday in June, and other large event dates as determined.

**Additional Uniform Guidance**

Event staff requirements: black long pants/slacks that cover the ankles, black belt if pants have loops, polo style uniform shirt or black button-down logo uniform shirt, solid black shoes that cover entire foot (leather and no slip preferable).