This handbook is intended to give all student employees an overview of information and guidelines pertaining to Dining Services. It contains general 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.
MISSION AND VALUES

Our mission is to support students’ and the university community’s educational experience by consistently delivering authentic service and extraordinary food. We are committed to:

- Culinary quality, innovation, and a diverse menu offering
- A culture of inclusion, attentiveness, learning, and development
- Safe, sustainable, and responsible practices in all facets of our business
- Intentional relationships and partnerships that drive academic, health and wellness initiatives

GOALS AND EXPECTATIONS

We look forward to a mutually beneficial relationship with you. 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
ATTENDANCE POLICY
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:

Excused Absence | 0 points
Any absence related to medical issues or family emergency. Documentation, such as a doctor’s note or obituary, must be presented within three days to your Operations Manager.

No Call/No Show | 3 points
No prior notice given for a shift that is missed.

Unexcused Absences | 2 points
Absences not related to medical issues or family emergencies. Also 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.

Tardy Point | 1 point
7 minutes or more late to your scheduled shift

Behavioral Write Up | 2-6 points
This includes insubordination, 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.

Six or more attendance violation points in a 400 hour period will result in termination. All points are reset to zero after a student receives their 400 hour evaluation, unless permanent points have been accrued.

- To call off for a shift, you must call your operation at least two hours before the start of your shift and speak to a manager on duty or leave a voicemail with your name, phone number and shift time. Numbers for each operation are included in this document.
- It is each employee’s responsibility to find a replacement for a shift they plan on missing. Individual operations may have different procedures for filling shifts; make sure you become familiar with yours.
- A replacement for a shift pickup must be able to perform the same duties as the student employee they are replacing.
- While you are a student first, studying for exams is not an excuse to call off a shift. Plan accordingly based on your assigned work schedule and semester syllabus.
- There are Special Events, Sporting Events and University Holidays that 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.
ATTENDANCE / 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. Employees are to be ready to work upon clocking in.

Please follow links and familiarize yourself with how to use time clocks:

How to clock in and out:

How to clock in when assigned multiple sub numbers:

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.

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).

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.

BREAKS AND MEALS
If you work a shift of more than 8 hours, you must have a \( \frac{1}{2} \) 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 meal privileges. 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
- 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.
- 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; until then, your check will be mailed to the address on your w-4.
- You can view your pay stub and update your address and other personal information under Employee Self Service on the HR Website.
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. At a minimum, uniform requirements while on the job include:

- Clean Dining unit-issued shirt, tucked in as appropriate (please see your location manager for details)
- Your BuckID (for clocking in/out)
- Dining issued hat (or hair net) and apron
- Name tag worn on shirt, right chest (opposite logo)
- Jewelry is limited to plain wedding bands and small stud earrings
- Long pants (no shorts, capris, leggings or athletic pants of any kind). Pants must be clean and free of holes or tears.
- 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

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. Your role in doing so includes following these simple rules:

- Always restrain your hair properly with uniform hat or hairnet. Hair and bangs should be fully under the hat or hairnet
- Neatly groom facial hair. Food handlers must wear beard guards
- Notify your manager of any illnesses you might have.
- Cover open cuts, sores, and lesions with proper bandaging.
- Do not eat, drink, chew gum, smoke or chew tobacco in food preparation or service areas.

PERSONAL CONDUCT/APPEARANCE

ELECTRONIC DEVICES / 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.
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. 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.

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, 400 hour merit evaluations, and other department reviews. Dining Services measures Authentic Service in the following ways:

- 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.
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 even our department newsletter.

EVALUATIONS
Student employees are evaluated by their management team after every 400 hours of service, based on key behavioral areas including guest service, communication, teamwork, 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 after 400 hours of service in the new position.

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 manager and/or student leads.
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. You should not come into work if you have lesions containing pus on hands, wrists or exposed body parts. You are also not permitted to work if you are experiencing flu-like symptoms, fever, vomiting, diarrhea, constant sneezing or coughing, or have been diagnosed with the following by a healthcare provider: Campylobacter, Cryptosporidium, Cyclospora, Entamoeba histolytica, Enterohemorrhagic or Shiga toxin-producing Escherichia coli, Giardia, Hepatitis A, Norovirus, Salmonella spp, Salmonella Typhi, Shigella, Vibrio Cholerae, Yersinia

In the event of an illness, follow the procedure in calling off outlined on page 3 of this manual. To return to work, you must be clear of symptoms for at least 24 hours or have a written release from a medical practitioner. An excused absence requires a Doctors note as documentation of the related medical issue. Per Ohio Revised Food Code, failure to report the above listed illnesses, symptoms, or diagnosis could result in ramifications by the local health authority.

CHEMICAL SAFETY
Chemicals are used in our facilities for the purpose of sanitizing and cleaning. An MSDS (Material 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.
HAND-WASHING
Proper hand washing is the number one combatant of food borne 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.

The proper hand-washing procedure is to:

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 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

As a further health precaution, chewing gum is prohibited anytime while you are on the clock.
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 8 most common food allergens: peanuts, tree nuts, eggs, dairy, wheat, soy, fish, and shellfish. 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 8 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 Dietitian and labeled with the following icons depending on the allergens present and other specific dietary traits:

- **CONTAINS DAIRY** (D): Items contain milk protein, or are made on shared equipment.
- **VEGETARIAN** (Vg): Items do not contain meat, poultry, or fish, but may contain dairy and/or egg.
- **CONTAINS NUTS** (N): Items contain peanuts or tree nuts, or are made on shared equipment.
- **VEGAN** (V): Items do not contain any animal derivatives, including meat, poultry, fish, dairy, eggs or honey.
- **NO GLUTEN INGREDIENTS** (G): 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** (!): Items have not yet been reviewed by the dining services dietitian, therefore we are unable to label these items and verify the presence of any potential allergens.
- **HEALTHY BUCKEYE CHOICE** (HBC): Entrees contain less than 600 calories and 800 mg sodium. Sides contain less than 250 calories and 325 mg sodium. All items contain less than 10% total calories from saturated fat, and zero trans fats.

For additional allergen or ingredient information, please visit www.dining.osu.edu or email us at dining@osu.edu.
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:

• 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/unmoving 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 required to wear a cut glove while using knives.

STUDENT SAFETY SERVICE

The OSU Student Safety Service provides safe transportation to student workers from their unit to campus buildings and nearby off-campus addresses during the evening and late night hours. Schedule by calling (614)292-3322. You are not entitled to leave your shift early if your transportation has arrived; it is your responsibility to plan accordingly.

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.

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.

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.
ROBBERY / THEFT
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. 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.

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

HARASSMENT
All employees are expected to treat other employees, students, and guests with courtesy and respect. 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 intimidating or humiliating
• 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, a human resource professional, or higher level administrator. For more information, see the university’s Sexual Harassment Policy.
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.


TRANSFERRING
If you are interested in switching to another work location in Dining Services, you can apply online. 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 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.
DIRECTORY

12TH AVENUE BREAD COMPANY ................................................................. 614-292-2322
COURTSIDE CAFÉ AND JUICE 2 .............................................................. 614-292-3419
ESPRESS-OH ......................................................................................... 614-292-4308
CURL MARKET ...................................................................................... 614-292-7942
CONNECTING GROUNDS ................................................................. 614-247-8279
OXLEY’S BY THE NUMBERS ............................................................... 614-688-8509
SLOOPY’S DINER .................................................................................. 614-247-6723

THE CAMPUS CAFES AND COFFEE SHOPS
Berry Café at the Thompson Library .................................................. 614-292-1441
Campus Grind at McPherson Lab ...................................................... 614-247-6771
Campus Grind at VetMed ................................................................. 614-247-7256
KSA Café at Knowlton School of Architecture ................................. 614-247-6213
Terra Byte Café at the Science and Engineering Library .................. 614-247-8211
The Caffeine Element at the Prior Health Sciences Library .............. 614-247-6863
Thyme & Change Food Truck ............................................................ 614-247-6211
Crane Café .......................................................................................... 614-688-1371
CFAES Café .........................................................................................

THE MARKETPLACE / STREETSTREATS .................................................. 614-247-8466

THE PAD ................................................................................................. 614-247-8756

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

UNION MARKET .................................................................................. 614-292-4308

WOODY’S TAVERN ................................................................................ 614-292-4308

CPK ........................................................................................................ 614-292-8204

MANSFIELD CAMPUS CAFÉ AND CYBER CAFE ............................... 419-755-4290
NEWARK CYBER CAFÉ ........................................................................ 740-366-9215
WOOSTER CAFÉ CARMEN ................................................................. 330-287-0121
CATERING FRONT OF HOUSE .......................................................... 740-506-3759

CATERING CULINARY .......................................................................... 614-292-8379