Authentic Service

Extraordinary Food
# Table of Contents

3 Welcome  
4 Mission  
5 Values  
6 Goals and Expectations  
7 Corrective Action Points  
8 Attendance Policies  
9 Timekeeping and Pay  
10 Schedule Management  
12 Pay Information  
13 Uniform / Employee Standards  
15 Guest Service  
17 Rewards and Recognition  
18 Sanitation and Safety  
19 Illness  
20 Chemical Safety  
21 Hand Washing  
22 Using Gloves  
23 Food Allergies  
24 General Workplace Safety  
26 Key and Keywatcher  
26 Robbery / Theft  
27 Safety Committee / Harrassment  
28 Community and Engagement Programming / E.A.T. (Early Arrival Team)  
29 General Onboarding  
30 Dismissal Info  
31 Directory  
32 Appendix
Welcome!

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

As a division of The Office of Student Life, we fully embrace the idea of engage, learn and thrive at The Ohio State University. As a part of our team, you help keep our operations running smoothly by delivering excellence, accountability and great customer service. These three principles are the foundation of Dining Services and are applicable to your everyday life in and out of the classroom. For instance, customer service at its core is just being nice, and excellence is the drive for progress that all students should seek beyond their collegiate career.

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

We know that it’s important for you to maintain a balance between school, work, and your social life. We want your experience to help you meet your personal and academic growth – whether through the development of time management skills, leadership development or even fostering an appreciation of a diverse workforce. Please do not hesitate to ask questions of your managers or provide suggestions for future improvements.

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

Sincerely,

ZIA AHMED
Senior Director, Dining Service
Mission

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

1. Culinary
   Culinary quality, innovation and a diverse menu offering

2. Culture
   A culture of inclusion, 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.

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.

<table>
<thead>
<tr>
<th>Points</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 POINT</td>
<td>TARDY POINT</td>
<td>Clocking in after the start of your scheduled shift.</td>
</tr>
<tr>
<td>2 POINTS</td>
<td>ABSENCES</td>
<td>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.</td>
</tr>
<tr>
<td>4 POINTS</td>
<td>NO CALL/NO SHOW</td>
<td>No prior notice given for a missed shift.</td>
</tr>
<tr>
<td>1-10 POINTS</td>
<td>BEHAVIORAL</td>
<td>This includes uniform infractions, concern for safety (including food safety), 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 and may not be eligible for future employment in our department.</td>
</tr>
<tr>
<td>10+ POINTS</td>
<td>TERMINATION</td>
<td>Ten or more corrective action points will result in termination. A point is removed 6 months from date assigned. All points removed when hired or promoted into a new dining employment position.</td>
</tr>
</tbody>
</table>
Attendance Policies

Call off
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.

Find a Replacement
It is each employee’s responsibility to find a replacement for a shift they plan on missing. For planned absences, employee may seek guidance from scheduling manager no later than 1 week from 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.

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.
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.

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.

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.

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 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.**

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.

Name tag worn on shirt, right chest (opposite logo)

Your BuckID (for clocking in/out)

Dining issued hat (or hair net)

Clean unit-issued shirt, tucked in as appropriate (please see your location manager for details)

Dining issued apron

Jewelry is limited to plain wedding bands and small stud earrings

Full-length pants (no shorts, capris, leggings or athletic and yoga pants of any kind)

Pants must be clean and free of holes or tears

Closed-toe, low-heeled shoes. Entire foot must be covered without holes.

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 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:

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:

- 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 even our department newsletter.

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 a 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
- COVID-19
- Cryptosporidium
- Cyclospora
- Entamoeba histolytica
- Enterohemorrhagic or Shiga toxin-producing Escherichia coli
- Giardia
- Hepatitis A
- Norovirus
- Salmonella spp
- Salmonella Typhi
- Shigella
- Virbrio 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.

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:

• 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 8 most common food allergens; peanuts, tree nuts, eggs, dairy, wheat, soy, fish and shellfish. Detailed ingredient and allergen information can be referenced on Net Nutrition.

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 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, 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:

- **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

During the day, CABS On-Demand provides transportation between areas west of Olentangy River and three campus bus stops: RPAC, Baker Systems and Watts Hall. Overnight, CABS On-Demand provides transportation between campus buildings.

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 well-being 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.
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.

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

Corrective Action

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

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.

Thief 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

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. Sexual Harassment or assault incidents can also be reported through the OSU Title IX website [www.titleix.osu.edu](http://www.titleix.osu.edu).
Community and Engagement Programming

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, engaged, and inclusive community within a dining operation. Throughout the academic year, these student leaders educate their peers on the importance of wellness, diversity, 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, diversity and inclusion, 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.

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. 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 or attainment of professional references.

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           614-292-8279
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              614-247-8128
Union Market                 614-292-4308
Woody’s Tavern               614-292-4308
CPK (Central Production Kitchen) 614-292-4626
Mansfield Campus Café and Cyber 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
Campus Grind at VetMed        614-247-7256
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

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.

Additional Uniform Guidance
OSU Dining fleece jackets and sweatshirts are permitted during colder months. A solid, neutral colored long sleeved shirt can be worn underneath uniform shirt. Aprons provided and laundered by the operation.

Courtside Café and Juice 2

Premium Dates
OSU home football games

CPK

Premium Dates None

Additional Uniform Guidance
Ohio Department of Agriculture standards: including hair restraint, long pants, provided lab coat, closed toed shoes, and no jewelry of any kind.

Kennedy Traditions

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

Marketplace on Neil

Premium Dates None

Additional Uniform Guidance
A solid, neutral colored long sleeved shirt can be worn underneath uniform shirt.

Mirror Lake Eatery

Premium Dates None

Morrill Traditions

Premium Dates None

Additional Uniform Guidance
Jackets of a plain, neutral color (red, black or gray) are allowed to be worn in the winter, especially for shift worked at the cashier station.

Newark Campus Dining

Premium Dates

Additional Uniform Guidance
Plain OSU branded T-shirt (black, gray, red, white color). Aprons provided and laundered by the operation.

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

Premium Dates None

Scott Traditions

Premium Dates None

Additional Uniform Guidance
In winter months, a solid red or gray colored, long sleeved shirt can be worn underneath uniform shirt. Cashiers are approved to wear a plain, solid colored jacket or sweater in the cold months, as long as the uniform shirt is also worn underneath.

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).