

STUDENT

EMPLOYEE HAND BOOK



STUDENT AFFAIRS
DINING SERVICES
VIRGINIA TECH.

_____ This Handbook belongs to: _____

_____ My Top Five Strengths: _____

1. _____

2. _____

3. _____

4. _____

5. _____

Discover your strengths at experience.vt.edu/strengths.

_____ If found, please contact _____

_____ @vt.edu

WELCOME

TO DINING SERVICES!

VALUE STATEMENT

I value every individual's right to have a quality experience.

GUIDING PRINCIPLES

Rules of conduct through which we govern the organization and ourselves.

- 1. Sanitation and Safety are paramount.**
2. Always treat people with dignity.
3. Provide excellence in product and service.
4. Be 100% responsive. Take 100% personal responsibility.
5. Professional behavior at all times.
6. Find opportunities to recognize accomplishments and provide personal growth.
7. Promote a sustainable dining and food system at Virginia Tech and therefore the greater community.

INTRODUCTION

All employees are held responsible for the information in this book. Please take the time to read it thoroughly. If you have any further questions, ask your manager or assistant director.

Food service at Virginia Tech continues to be an integral part of students' lives. Virginia Tech's Dining Services serves over 7 million meals per year in 10 dining facilities with a total budget of more than \$70 million.

DISCLAIMER STATEMENT

This manual does not create any rights or benefits. The policies and statements are subject to change at any time. Anyone with questions about the information provided or needing further clarification should contact the Assistant Director of Operations Development for Dining Services in New Hall West at (540) 231-9205. This manual is provided as a resource for the employees of Dining Services at Virginia Tech. This manual is not a contract, nor is it an invitation to contract.

Employees can request to view full policies at their dining center.

POLICIES & PROCEDURES

EMPLOYMENT

Employees are responsible for informing their manager of any changes of address, telephone, class schedule, or academic standing.

HOURS, OVERTIME, & RATES

Student employees are not allowed to exceed 40 hours per week, unless instructed by their supervisor to do so. Exceeding 40 hours in one week without approval is grounds for disciplinary action. **DO NOT EXCEED 40** hours. It is the employee's responsibility to avoid going over 40 hours.

International students are limited to a 20 hour work week. The work week begins on Saturday at 12:00 A.M. and ends on Friday at 11:59 P.M.

Student employees are limited to working 1,450 hours per year. The year begins on May 1st and ends on April 30th. 1,450 is the maximum regardless of how many departments within the university, or state-wide, in which an employee works during the time period.

WORK STUDY

Dining Services is an approved Work Study employer. If you have accepted Federal Work Study financial aid, please inform your Student General Manager so they can update your record.

STANDARDS

Dining Services strives to provide the highest-quality work environment possible for its staff. These standards are designed to protect the well-being and rights of all employees, to assure safe and efficient operations, and to assure compliance with federal and state laws of health and safety regulations.

Employees are to be courteous to all guests and all fellow workers, treating them with respect and dignity. It is the responsibility of all employees to maintain policies, procedures, and management standards. Abusive or vulgar language and horseplay will not be tolerated.

POLICIES & PROCEDURES

UNIFORMS

- Service unit logo hat/cap or hairnet if necessary *
- Face mask *
- Aprons (in retail and production/utility areas) *
- Name tag *

*These items are
provided by
Dining Services **

NO PAID TIME IS ALLOTTED FOR CHANGING CLOTHING AT THE BEGINNING OR ENDING OF SHIFTS.

- Employees must return their uniforms at the end of each school year regardless of whether or not they are returning in the fall.
- The shoe should be either a low top or high top black slip-resistant shoe.
- Uniforms will include a shirt, one cap, one name tag, and a face mask.
- The condition of the uniform and the laundering of the shirts are the employee's responsibility.
- If your employment is terminated for any reason prior to the end of the semester, you must return the shirts, name tag, and hat, or pay for them.

TYPES OF UNIFORMS

All uniforms need to be clean, neat, and in good repair and worn in a professional manner.

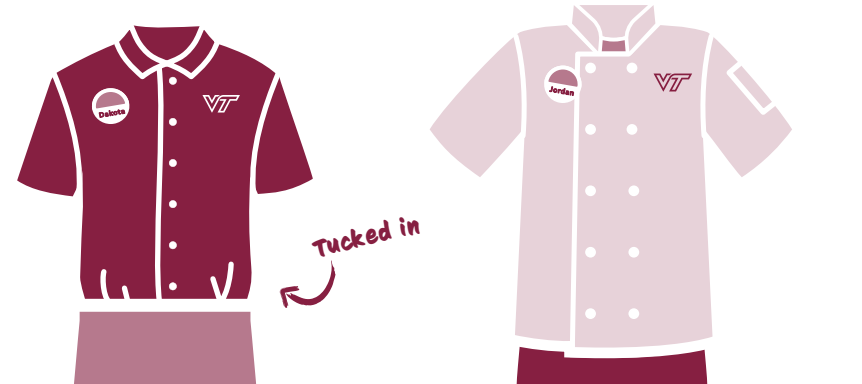
BUTTON UP

Shirts need to be tucked in, name tag should be visible, and a hat needs to be worn.

CHEF JACKET

Jackets need to be buttoned all the way to the top and an undershirt should be worn. Hats need to be on straight and name tags need to be visible.

Chef Jackets are the *ONLY* uniforms in Dining Services that do not need to be tucked in.



TYPES OF UNIFORMS

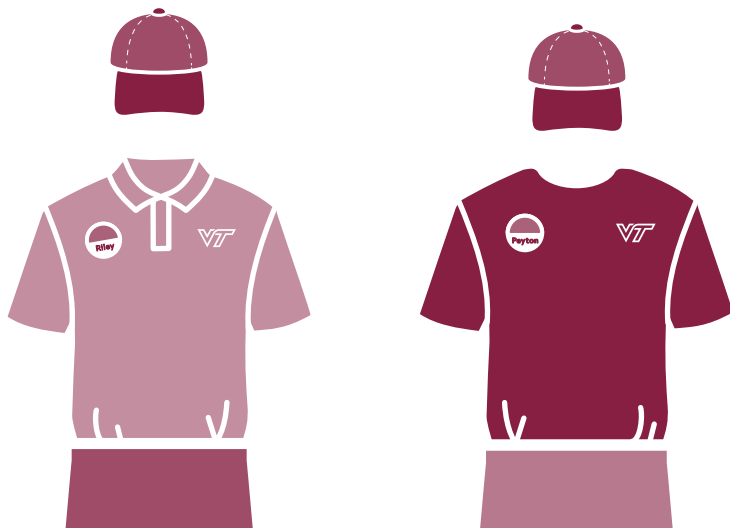
All uniforms need to be clean, neat, and in good repair and worn in a professional manner.

POLO

Polos need to be tucked in, hat should be on straight, and name tag needs to be visible.

T-SHIRT

Shirts need to be tucked in, hat should be on straight, and name tag needs to be visible.



UNIFORM STANDARDS

PANTS

Clean black slacks or skirts that are properly hemmed, cover the employee's entire leg and have no exposed skin (no holes or any capri type pants). Jeans, leggings, miniskirts, shorts, athletic clothing, and sweatpants are not permitted.

Khaki pants can be worn at certain Dining locations. Management will inform employees what color pants are used at their location.

NON-SLIP SHOES

Shoes should be black, low-heeled, closed-toe, good condition, and have slip-resistant soles. Sandals, clogs, and "Croc-style" shoes are not permitted. Only chefs and kitchen staff are allowed to wear clog-style shoes.

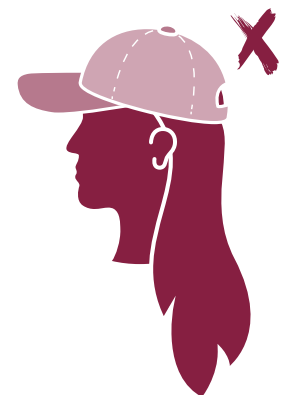
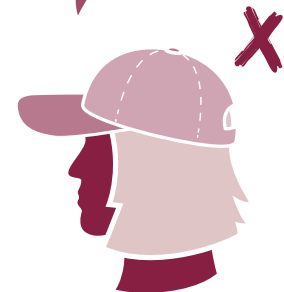
Socks or stockings (hose) always need to be worn.



UNIFORM STANDARDS

HAIR

Hair must be clean, well groomed, and under restraint so it cannot come into contact with any food or food contact surfaces. Long hair must be secured behind shoulders, and a cap or hairnet must be worn while handling food. Managers will address any employee whose hair (including body hair) is in contact with exposed food; cleaned equipment, utensils, and linens; and/or unwrapped single- service and single-use articles. If the cap is considered part of the uniform, both caps and hairnets may be required. Hair does not need to be under restraint if it does not extend past the employee's shoulders.



UNIFORM STANDARDS

BEARDS

Clean shaven is preferred but short beards are permitted as long as they look professional, are clean, maintained and neatly trimmed. Beard guards are required regardless of length and/or size (this includes stubble) for the entirety of the shift. If your beard does not fit into a beard guard, the beard will not be permitted until it can fit into the beard guard. If an employee's beard does not meet these guidelines, the employee may be sent home to address the issue.

Detailed guidelines for facial hair are as follows:

- Short is defined as hair up to one-half inch in length (#4 standard trimmer guard).
- Neatly trimmed means there is a defined line where hair ends. For example, with a beard, hair should end generally where the jawline meets the neck (above the Adam's apple).
- No undefined lines, shaving, carvings, designs or extreme styles are permitted (like chinstraps, chops, or handlebars).
- Mustaches must be well groomed with preference to not extend beyond the corners of the mouth unless otherwise connected to a beard. Sideburns may not extend below the bottom of the earlobe or be more than an inch wide unless otherwise connected to a beard.
- While a Team Member is growing facial hair, the acceptable facial hair guidelines still must be followed. Team Members should not work with unclear lines or patchy, inconsistent hair growth.

FACE MASK

When University, local, or state guidelines require the use of face masks in food service establishments, employees who are not fully vaccinated will be required to wear a face mask at all times while in a dining facility. Those who are fully vaccinated are not required to wear a face mask, but are allowed to wear them if so desired.



WASH YOUR
HANDS FIRST



PLACE BEHIND
YOUR EARS AND
UNDER YOUR CHIN



SECURE OVER
YOUR NOSE



FIT SNUGLY ON
THE SIDES OF
YOUR FACE

* WASH HANDS AGAIN

UNIFORM STANDARDS

FINGERNAILS

Fingernails are to be short, clean and free of nail polish and false nails.

JEWELRY

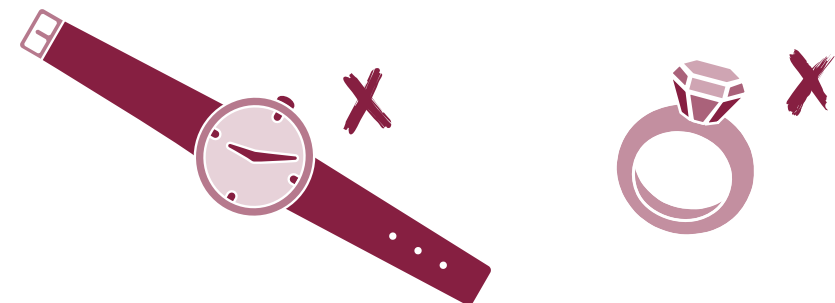
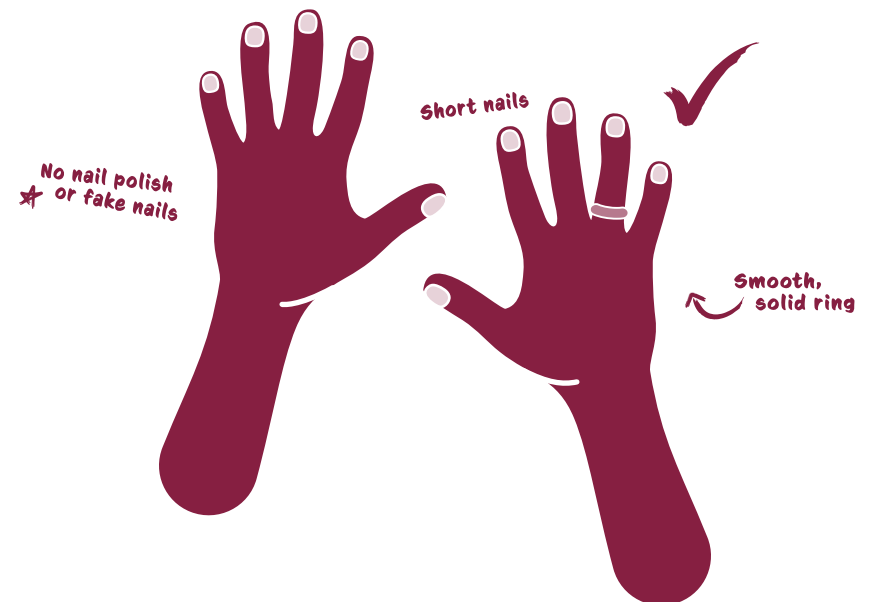
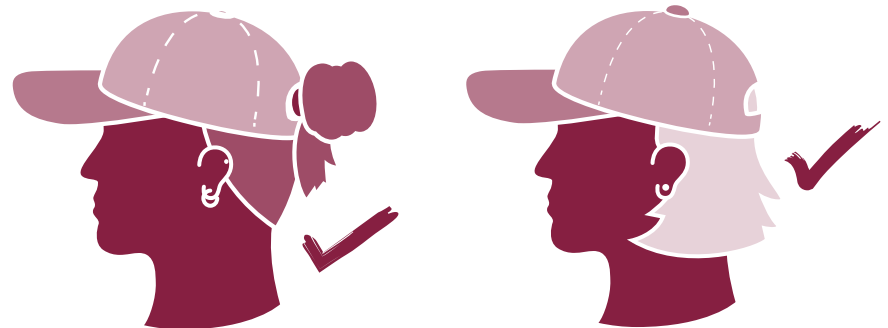
Employees may wear solid bands/rings. Rings with grooves or stones will not be permitted. Wristwatches and bracelets are not permitted. Necklaces must be concealed under shirt.



PIERCINGS

Employees may wear stud or hoop earrings (two earrings per ear) that do not extend past 1/4" from the bottom of the earlobe. Facial piercings are strictly prohibited. Tongue rings and plug or gauge earrings are not permitted.

Earrings that require multiple piercings are not allowed.



GROOMING & APPEARANCE

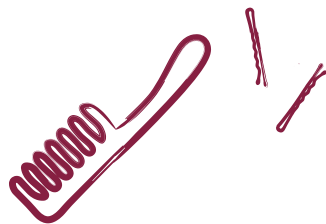
STANDARDS

Uniforms and clothes are to be neat, clean, and pressed. Jeans, leggings, miniskirts, shorts, athletic clothing, and sweatpants are not permitted. In addition, plain white, colored, logoed or imprinted T-shirts are not permitted as an outer garment while on duty.

While on duty, you may not eat, chew gum, or smoke in the work area.

While on duty, you may not use or consume illegal drugs or alcohol.

Good personal hygiene is expected. Strong odors such as perfumes and after-shave lotions should be used on a limited basis.



DISCIPLINARY ACTION

Dining Services uses a progressive disciplinary action system: first, a written memo or counseling session; second, a written notice or "write-up;" third, suspension; and fourth, termination. In the case of most severe offenses, written notice, suspension, and/or termination may result.

A few examples or reasons for disciplinary action including and up to termination. This is not an exhaustive list.

- Failure to comply with the supervisor's instructions
- Unsatisfactory job performance
- Failure to work scheduled shift
- Leaving work area without permission
- Theft
- Sleeping while on the clock
- Violation of any university policy, state law, or federal law



Any memos and/or write-ups are valid for one year from occurrence. The above are guidelines for management and employees and should be followed whenever possible under normal circumstances.

SAFETY

All employees are responsible for familiarizing themselves with any equipment chemical, or other product prior to using it.

GENERAL SAFETY

- Promptly remove food, litter, broken glass, etc.
- Clean up all spills promptly
- Do not block aisles, stairways, doorways, or heavily traveled areas
- Be mindful of slippery surfaces
- Use hot pads or towels when handling hot items
- Handle all equipment according to instructions



- Return all equipment to the proper storage areas
- Looking before changing directions when moving carts
- Do not ride carts or any portable equipment
- No running
- Utilize hazard markers "Wet Floor" or "Hot"
- Use all chemical products according to label directions
- Use protective equipment (i.e. gloves, eye goggles) when required
- Refer to product Safety Data Sheets (SDS) for information
- Lift with the legs; never bend and lift with the back

REMEMBER! REPORT ANY SAFETY HAZARDS TO MANAGEMENT AS SOON AS YOU SEE THEM.

ATTENDANCE POLICIES

The following chart details the student staff attendance policy for Dining Services.

TYPE OF ATTENDANCE	COUNTS AS AN ABSENCE?
Unscheduled sick day	Yes
Inclement Weather	Yes
Other unscheduled: family member ill, out of town, etc.	Yes
Tardiness or Leaving Early	Yes, if more than 1/4 of the shift
Found a substitute	No
Pre-authorized absence (vacation request, doctor's appointment, exam, jury duty, etc.)	No, as long as manager authorizes in advance

Substitutions: You may find a substitute for shifts using the method your Dining Center utilizes. You may use as many of these as necessary without any penalty, as long as a substitute is found. If you have a scheduled event that requires you to miss work, a substitution request should be posted at least one week in advance.

Absences will be recorded as a No Call/No Show unless management receives a phone call at least one hour before your shift begins.

If you are absent for several consecutive days due to illness or to being out of town, you may have the absences counted as a single absence. This is at the manager's discretion, and documentation may be required for absences due to illness that last more than three days. *A doctor's note still counts as an absence, but it will allow multiple days missed to just count as one.*

Managers should follow the following guidelines for disciplinary measures for attendance violations as follows:

POSITION	FALL SEMESTER	SPRING SEMESTER
Group A Student (Scheduled for 2-3 shifts/weeks)	2: Memo 3: Write-up 4: Termination	2: Memo 3: Write-up 4: Termination
Group B Student (Scheduled for 4+ shifts/weeks)	3: Memo 4: Write-up 5: Termination	3: Memo 4: Write-up 5: Termination

Managers may take action for excessive tardiness/leaving early and patterned absences mentioned above. There is no substitute for early planning and good communication between both managers and employees.

When notifying the Dining Center, the employee must talk with someone on the management team or an office specialist. The employee must give his or her name, department, scheduled shift, and reason for absence. He or she should also ask for the name of the person receiving the message in case an error is made. Calling in does not "excuse" an absence, but as long but as long as it was done an hour beforehand, will prevent it from being counted as a no call/no show.

Any memos and/or write-ups are valid for one year from occurrence. The above are guidelines for management and employees and should be followed whenever possible under normal circumstances.

ATTENDANCE POLICIES

VOMITING AND/OR DIARRHEA SYMPTOMS

Any employee who has or lives with someone who has vomiting and/or diarrhea symptoms must remain out of the workplace for 72 hours until after the symptoms have stopped. A doctor's note may be required for someone experiencing symptoms that persist over a three day period.

You are not allow to report to work if you are diagnosed with any foodborne illnesses. Also, a sore throat with a fever requires a doctor's note to return to work.

AUTHORIZED UNIVERSITY CLOSING

All dining employees are considered emergency personnel unless otherwise informed by your supervisor. All Dining Services employees are required to work their regular shifts during authorized closings.

Employees should not risk personal harm in trying to arrive at work. If you are unable to get to work, you must call your dining center.

CLOCKING IN & OUT

Bring your Hokie Passport ID to work every day.
Be in uniform and ready to work before you clock in.



Employees are not allowed to clock in more than five minutes prior to their scheduled shift unless requested by their immediate supervisor.

MEALS & BREAKS

All eligible employees will be provided meals or meal equivalence during the academic year for the days on which they work a minimum of 4 hours.

Employees cannot use the meal to purchase Hokie water, bottled juices, carbonated bottled drinks, candy, or prepackaged products. Employees may purchase a single milk carton or bag of chips with meals.

Employees' meals are only for the employee it is issued to and are not transferable. Misuse of the meal policy or meal equivalence is considered theft, which is a terminable offense. No meals are provided when the dining centers are closed.

No food may leave the premises unless purchased with cash, Dining Dollars, or Hokie Passport account; it must be accompanied by a receipt.

An employee's meal break will not be less than 30 minutes. Any employee who works more than 5 1/2 hours is required to take a 30-minute break.

Employees are not allowed to prepare, serve, or ring up their own meals.

PERSONAL PROPERTY

Dining Services will not be held responsible for any personal belongings brought into their buildings.

If lockers are made available for employees, they are subject to inspection at any time by management. No guns, knives,

ATTENDANCE POLICIES

alcoholic beverages, or any illicit or hazardous materials are to be brought onto Dining Services property.

TELEPHONE & VISITORS POLICY

Incoming phone calls are limited to emergencies only. If an employee is unable to receive the phone call while on duty, a message will be taken and the supervisor will notify the employee immediately.

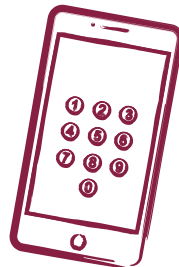
During work hours excessive socializing with friends, employees, and guests is not permitted.

PARKING

Employees are to follow normal university parking policies. Student employees will not be given the opportunity to purchase a Faculty/ Staff parking pass.

CELL PHONES & OTHER PERSONAL ELECTRONIC DEVICES POLICY

Employees are not allowed to use personal electronic devices in the production and serving areas in the dining center during work hours.



Personal electronic devices are not to be used and are to be turned “OFF” during scheduled work hours, however may be kept on your person.

ILLNESS OR INJURY ON THE JOB

All injuries or suspected injuries and illnesses, regardless of seriousness, that occur on the job or on university property are to be reported to the management immediately.

Employees cannot work with uncovered, open wounds. Bright colored bandages are provided by each dining center to ensure food is not contaminated. Flesh colored bandages are not allowed while working.

RESIGNATION & TERMINATION

All employees are encouraged to give at least two weeks notice in writing of their intention to terminate their employment with Dining Services. If you do not provide and work out a two-week notice, management reserves the right to not rehire you.

ATTENDANCE POLICIES

CONCLUSION

Dining Services would like to thank all of its employees for their continued hard work and contributions toward enhancing this university's community experience.



Dining Services provides this manual as a guideline for its staff. This manual does not supersede any policies or procedures set forth by the Commonwealth of Virginia, Virginia Tech, or the Division of Student Affairs. Dining Services reserves the right to alter or add to the preceding manual in order to enhance its performance or to comply with state, university, or departmental policy mandates.

This manual only provides a brief overview of our policies and procedures. If you have additional questions or would like to view any of the full policies, contact your Assistant Director or Student General Manager.

Virginia Tech does not discriminate against employees, students, or applicants on the basis of age, color, disability, gender, national origin, political affiliation, race, religion, sexual orientation, genetic information, veteran status, or any other basis protected by law. Anyone having questions concerning discrimination or accessibility should contact the Office of Equity and Access.

ANTI-HARASSMENT POLICY

Virginia Tech does not discriminate against employees, students, or applicants on the basis of age, color, disability, gender, national origin, political affiliation, race, religion, sexual orientation, genetic information, veteran status, or any other basis protected by law. Discrimination or harassment on any of these bases is prohibited by Policy 1025, "Anti-Discrimination and Harassment Prevention Policy." This can be found in the SA Human Resources office or online at <https://oea.vt.edu/harassment-discrimination/discrimination.html>. If harassment occurs, please contact your assistant director or the Office for Equity and Accessibility at (540) 231-2010.

RESOURCE DIRECTORY

UNIT OFFICES:

Deet's Place	540.231.8614
D2	540.231.6130
DXpress	540.231.2184
Hokie Grill & Co.	540.231.6187
Owens Food Court	540.231.6187
Goodwin Hall	540.231.1765
Southgate	540.231.8617
Squires Food Court	540.231.1765
Turner Place	540.231.5948
West End Market	540.231.5621

CAMPUS POLICE:

Information	540.231.6411
Emergencies	911
Safe Ride	540.231.SAFE

STUDENT AFFAIRS:

Dining Services	540.231.3933
Dining Student Hiring Office	540.231.2670
Dining Services Senior Associate Director	540.231.7549
Hokie Passport	540.231.5121
Student Health Insurance	540.231.6226
Parking Services	540.231.3200
Tax-Related Questions	540.231.5201
University Information	540.231.6000
Virginia Tech Weather Hotline	540.231.6668
Worker's Compensation	
Claim Information	540.231.6411
General Information	540.231.6411



- | | |
|---|--|
| <p>1 Au Bon Pain® at the Graduate Life Center at Donaldson Brown</p> <p>2 D2 at Dietrick Hall</p> <p>3 Deet's Place at Dietrick Hall</p> <p>4 DXpress & Xpress Lane at Dietrick Hall</p> <p>5 Hokie Grill & Co. at Owens Hall</p> | <p>6 Owens Food Court at Owens Hall</p> <p>7 Squires Food Court at Squires Student Center
Au Bon Pain®, Burger '37</p> <p>8 Turner Place at Lavery Hall</p> <p>9 West End Market at Cochrane Hall</p> <p>10 Au Bon Pain® at Goodwin Hall</p> |
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dining.vt.edu



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