Welcome to UMD Dining Services!

We are very happy you will be working with our Dining Services team. We encourage you to browse through our website @http://www.d.umn.edu/food/ or take a tour of our dining facilities. We would also like you to check out our menus and meet our staff.

In Dining Services we promote great customer service and a positive work ethic. We support our co-workers in a courteous and professional manner. We are always open to learning new things that will help our department stay current with today’s market trends.

The locations we have within Dining include the Residence Dining Center, Plaza Food Court which includes: Great Lakes Grains (sandwich shop), Sombreros (Mexican flair), Taste of Italia (Italian cuisine), Burger Hub (Fifties burger theme), Fresh Works (made to order salads and wraps), Center Court Restaurant (specialty burgers, sandwiches, flatbreads, salads), Northern Shores Coffee Shop (featuring smoothies, specialty coffee drinks, sandwiches) and our Catering Department.

All of the management staff in Dining Services are passionate about food and we seek to provide a great dining experience for all of our guests. We value each and every customer. We have a culinary team that takes great pride in the quality and presentation of every item on our menu. Our Catering Department showcases these culinary selections through various events on and off campus.

We are proud of the fact that we are a self operated food service, which means we receive no funding from the University, State of Minnesota, or other funding sources. Our dining operation is run very much like a commercial restaurant. Profits are reinvested in our facilities, student services and the UMD campus.

We serve nearly 2 million meals per year and are committed to sustainable practices. We support recycling and composting programs on campus, partner with the UMD SAP Farm for purchasing local food, and partner with Second Harvest Northern Lakes Food Bank to distribute our leftover food to people in need.

We look forward to your questions, comments and suggestions as we welcome you to our team!

Claudia A. Engelmeier: Director of Dining Services  cengelme@d.umn.edu
Elizabeth Abrahamson: Associate Director of Dining Services  eabraham@d.umn.edu
Sue Olson: Catering Manager  seolson@d.umn.edu
Tom Linderholm: Executive Chef  tlinderh@d.umn.edu
UNIVERSITY OF MINNESOTA DULUTH
DINING SERVICES EMPLOYEE WORK RULES

The information in this handbook has been prepared to explain the department policies and facts you should know when you accept employment; it is expected that you will comply with the work rules.

Students and full-time employees may work in more than one of the areas within Dining Services; policy administration will be determined by the Manager in each area. There may be some questions concerning your job that this booklet does not cover. If so, your manager will be happy to help you.

It is our hope that you will realize the importance of your role within Dining Services. As an employee you are a goodwill ambassador. Because you are in a customer service oriented business, we expect you to be courteous and friendly to customers, as well as, students and fellow employees.

OBJECTIVES OF DINING SERVICES

1. To provide balanced, attractively served, well-prepared meals with good variety.
2. To give good, courteous and friendly service.
3. To meet high sanitary standards.
4. To be receptive to students’ ideas and suggestions.
5. To strive for improvement.
6. To provide the best possible working conditions.
7. To work as a team being respectful to our students, leaders, guests and co-workers.
8. To teach positive employment practices and further accepting a diverse work place collaboration.

To accomplish these objectives means that each person has to do his/her part. No matter how small each job may seem, it is an important part of the overall operation. We hope you become a partner in our efforts to serve our customers in an efficient and professional manner.

All employees are expected to perform the tasks assigned to them by their Manager in accordance with work standards established by administrators. This can be accomplished by developing good working habits that contribute to the success of the department.

AS AN EMPLOYEE WE EXPECT YOU TO:

1. Have an active interest in your job and in the success of the operation.
2. Give your job your best effort.
3. Keep in mind that the future of Dining Services depends on how well the customer is treated.
4. Be on time and notify us at least a minimum of two hours in advance, if something unanticipated prevents you from reporting to work.
5. Strive for self improvements in your job.
6. Cooperate in a friendly and “team spirited” way with other employees and your management staff.
7. Learn your job and meet all expectations of the position.
8. Be pleasant and courteous at all times.
9. Have a sense of pride in your employment with Dining Services.
10. Use your initiative, make improvement suggestions and work safely and skillfully.
11. Take problems or concerns to your manager. They are there to help you.
12. Help where needed and as requested.
13. Refrain from engaging in any activity that may take you away from your task.
14. If you are on jury duty, we expect you to check in with your manager daily.
15. Know, understand and follow the rules in this handbook.

TIME AND ATTENDANCE

You are required to punch in and be ready to work at the time of your scheduled shift. You are required to punch out at the designated time your shift is over. If your shift is 7:00am – 3:30pm, you punch in at 7:00am and are working at 7:00am. You punch out at 3:30pm. These are our work rules. Should you elect to punch in prior to your starting time or after your scheduled punch out time, without approval, you will not be paid for those minutes.

Full time employees: We understand however, there may be a few times during the year where you may have a flat tire or are held up due to road construction. You need to call your manager to tell them you will be late. After two incidents, the 3rd will follow the Teamsters contract (Article 11) which states:
(a) Oral reprimand – with Paula Rossi and union representation
(b) Written reprimand
(c) Suspension without pay; or
(d) Discharge
This policy will be enforced by all management staff.

You will be paid every other Wednesday. Management needs to have their payroll finished by 10:00am on Mondays of the pay period. Your time needs to be entered daily so you can be paid for your designated hours.

EMPLOYEE UNIFORMS

Each employee’s uniform will consist of:

1. Black Dining Services polo shirt or chef coat as assigned. Catering employees will wear a burgundy polo shirt or black pants and white shirt, as assigned per event by your manager.
2. Name tag.
3. Hair net, hair restraint (such as clip, binder, or barrette pulling hair back), Dining Services visor or baseball hat – bill facing forward.
4. Long pants (this means no holes in jeans, leggings, yoga pants, Capri pants, or shorts).
5. Must be clean shaven or use appropriate coverage such as a beard net to cover facial hair.
6. If nail polish is on your fingernails or you have artificial nails, you must wear gloves.
7. Uniforms must be kept clean and laundered.
8. Shoes must be closed toed and non-slip soles – no sandals, flip flops, or open heeled shoes.

SANITATION AND PERSONAL HYGIENE

High standards of personal sanitation, hygiene, grooming and appearance are required for all Dining Services employees to protect the health of our patrons being served. A neat, clean appearance also reflects the overall standards of the operation and is an essential element of the visual image presented to the customer.

Hands must be thoroughly washed before entering your work unit. When handling, preparing or serving food, hands must not touch face, hair or clothing. If an employee has been eating, using a facial tissue, smoking, using a cell phone, or using the rest room, employees must wash their hands thoroughly before returning to work. There are many hand sinks provided within Dining Services with the instructions posted for proper hand washing. In accordance with hand washing, fingernails must be kept clean and neatly trimmed. Fingernail polish is not allowed unless you are wearing gloves. (Gloves must be worn if you have nail polish on or artificial nails). Aprons and gloves must be removed before leaving your work area to use the restroom.

SAFETY

A safe work place is every employee’s responsibility. Immediate reporting of all accidents and injuries to a manager and by following the general rules below, you can do your part as an employee to help prevent accidents.
1. Immediately report all dangerous conditions (water spills, broken equipment etc.) to a manager so that they can be corrected.
2. MSDS sheets for chemicals are located in a binder in each area. A manager will let you know where it is located.
3. Wipe up all spills immediately.
4. If you, a customer, or fellow employee gets sick, contact a manager for assistance.
5. If glass or china is broken near food, make sure the food is pulled and let a manager know.
6. Place a “Wet Floor” sign wherever you observe a wet floor area, or after wiping up a spill.
7. Use proper technique when lifting heavy objects such as ice buckets or prepared pans of food, lift with your legs not your back!
8. Take sufficient time and necessary precautions when transporting or serving hot food in order to prevent burns.
9. When pushing a hot cart, use two people, if the cart is too heavy for one person to handle.
10. Refrain from taking part in non-work appropriate behavior.
11. Use a dry hot pad or mitt to pick up hot pans.
12. Walk only in Dining Services areas to prevent slips and falls.
13. Keep your work area neat. Pick up food, utensils, silverware, etc., which have been dropped, and dispose in proper garbage cans or dish room carts, then wash your hands.
14. Before moving a push cart of any size into a walk-in cooler or freezer, make a visual inspection of the area to ensure that the floor is not ice/water covered, no electrical cords are hanging loose and that all boxes, crates, pans and buckets in the area will not be disturbed by product you are moving in.
15. When transporting carts on elevators, back into the elevator with the cart. It works best to pull the cart into the elevator from an angled position vs. straight on, to minimize the chances of the wheels falling into the opening between the elevator and the shaft. In addition, be aware of load capacities of elevators around campus if you are transporting food or supplies. Overloads have occurred, causing automatic braking systems to deploy.

**KNOW YOUR LOAD CAPACITIES OF ELEVATORS:**

<table>
<thead>
<tr>
<th>Location</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Center</td>
<td>4500#</td>
</tr>
<tr>
<td>Dining Center</td>
<td>4000#</td>
</tr>
<tr>
<td>Kirby Freight</td>
<td>3500#</td>
</tr>
<tr>
<td>Kirby Plaza/Bus Hub</td>
<td>3500#</td>
</tr>
<tr>
<td>Darland Admin</td>
<td>3000#</td>
</tr>
<tr>
<td>Montague Hall</td>
<td>2500#</td>
</tr>
<tr>
<td>Kirby Plaza/Student Life</td>
<td>2000#</td>
</tr>
<tr>
<td>Bohannon Hall</td>
<td>2000#</td>
</tr>
<tr>
<td>Kirby Passenger</td>
<td>2000#</td>
</tr>
<tr>
<td>Cina Hall</td>
<td>1200#</td>
</tr>
</tbody>
</table>

16. When pushing hot carts up ramps, make sure the cart doors are facing (uphill) away from you; don’t push double hot carts on ramps if you are alone. Note that the ramps angle and pay special attention to them as they gain speed when going down them.
17. Know the location of fire extinguishers, alarm pull stations and the Heart Station Rescue Case closest to your work area.
18. Make sure you check coolers and freezers before locking so someone isn’t locked in.
19. **REPORT ANY INJURY**, no matter how slight to your manager. He/she will take the necessary steps to see that you get the proper treatment. Minor injuries will be treated at UMD Health Services. If the injury is on a weekend, your manager will advise you where to go.
20. When using UMD vehicles, be sure to park them back in their designated spot and return keys to the assigned location.
21. During catering events you may be responsible for handling alcohol. **No consumption of alcohol by students or staff is allowed at any time. No open bottles are allowed to be taken off premises.**

**ILLNESS – CANNOT COME INTO WORK**

If you are ill or cannot come to work, call and speak to your manager as soon as you know you cannot make it to work. This should be at least two hours (or more) in advance of your work shift. If you have an illness in the morning and you are an opener, (your shift begins at or
before 6:00 am) the two hour minimum requirement is now waived – call your manager by 5:00 am. This applies to the catering staff as well for opening.

In addition, while you are on sick leave, you must call your manager every day by 2:30 pm to provide an update on your availability to return to work the following day.

As required by the State of Minnesota when someone calls in sick they are required to report the following:

MN Statute 4626.004 2-201.11 RESPONSIBILITY OF PERSON IN CHARGE TO REQUIRE REPORTING BY FOOD EMPLOYEES AND APPLICANTS.
A. The licensee shall require food employees and food employee applicants to whom a conditional offer of employment is made to report to the person in charge information about their health and activities as they relate to diseases transmissible through food.
B. A food employee or applicant shall report to the person in charge if the food employee or applicant has a symptom caused by illness, infection, or other source that is:
(1) associated with diarrhea, vomiting, or other acute gastrointestinal illness;
(2) jaundice; or
(3) a boil, infected wound, or other lesion containing pus that is open or draining and is:
(a) on the hands or wrists, unless a finger cot, stall, or other impermeable cover protects the lesion and a single-use glove worn over the impermeable cover;
(b) on exposed portions of the arms, unless the lesion is protected by an impermeable cover; or
(c) on other parts of the body, unless the lesion is covered by a dry, durable, tight-fitting bandage.
C. The food employee or applicant shall report to the person in charge if the food employee applicant is known to be infected with:
(1) Salmonella spp., Shigella spp., Escherichia coli 0157:H7, or other enteric bacterial pathogen; or
(2) the hepatitis A virus.
D. A food employee or applicant shall report the date of onset of any of the symptoms or illness specified in this part.

MN Statute 4626.0055 2-201.14 RESPONSIBILITY OF FOOD EMPLOYEE OR APPLICANT TO REPORT TO PERSON IN CHARGE.
A food employee or a person who applies for a job as a food employee shall:
A. report to the person in charge the information specified in part 4626.0040; and
B. comply with exclusions and restrictions that are specified in part 4626.0045.

If you are not comfortable reporting any of these symptoms to your manager, you may report them to Paula Rossi by calling 218-726-7956, or visiting her in 245 Kirby Plaza. The same time frame applies for call ins.
FOOD SAFETY

-Always wash hands when starting your shift and as often as needed to prevent the spread of bacteria/germs.
-Always wash your hands after clearing dirty dishes from guests.
-Wear gloves when touching food.
-Keep food covered and protected from sneezes and coughs.
-Temperature of cold food must be kept below 40 degrees.
-Temperature of hot food must be kept above 140 degrees.
Check for specific items with your manager. Cooking times and holding times vary.
-Place utensils that are used by customers for self service so that the handle is not on top of the food.
-Always use a clean plate when serving a customer.
-Aprons and gloves must be removed before leaving your area or using the restroom.
-Do not re-use any food that has been served to a customer.
-Do not come to work if you are vomiting, have diarrhea, are jaundiced, have a fever or respiratory issues (cough, sore throat or runny nose), or if you have been living with someone who has been diagnosed with: salmonella typhi, shigella spp., e. coli, hepatitis A. virus, norovirus, nontyphoidal salmonella.

CLEANING IN SERVICES AREAS

Sanitation is very important in a food service area, and although Dining Services has contracted with Facilities Management for the majority of the cleaning, it is necessary for all employees to keep their areas clean and safe. Cleaning as described in all job postings is expected. “Maintaining clean and sanitary conditions in the work area” is how this is most often expressed in a posting. At times cleaning emergency spills from beverages or food is also necessary.

FOOD ALLERGEN ASSISTANCE INFORMATION

As an employee you may be asked to give information about ingredients and food allergens in a certain food item. DO NOT GUESS! Many of these allergies can be a life or death situation for the person inquiring. Always seek a manager for assistance. The managers have access to a database that was created by our Dietitian.

FOOD WASTE

All of the leftover food from our Dining locations (if not reused in an area) is sent to the Second Harvest Northern Lakes Food Bank. Second Harvest collects food from area business to redistribute to people in need. Any leftover food is not allowed to be taken by any employees.
CAMPUS CLOSURE

Non-V Class Civil Service and non-Exempt Represented Bargaining Unit Employees:

Campus closure information can be found at this link:
http://www.d.umn.edu/umdhr/Policies/emergency.htm

Pay provisions during emergency closings can be found at this link:
http://policy.umn.edu/operations/emergencyclosing-appd

Student Employees:

If you have been identified as part of the Dining Services Student Campus Closure Team (your manager will let you know if you are a part of this team), and the campus is under any type of delay, you are still expected to arrive at work for your scheduled shift. If the campus cancels classes due to the weather, you are not required to report for your shift unless you are on the Dining Services Student Campus Closure Team or you are contacted by your manager. If you have questions about when you are to report to work, call your area of employment with the phone numbers provided in this handbook. To find out if the campus is closed, you can check on the UMD website or local radio and T.V. stations. The campus alert messaging system will also send a text message on your cell phone if you have elected to receive these messages.

ELECTRONIC DEVICES/CELL PHONE/WORK PHONE USAGE

Cell phones, tablets, iPods, etc. are NOT to be used while working. You may use your phone on your designated meal period or break times. If you need to carry your cell phone due to a medical reason, in an effort to respect your privacy, your manager may refer you to Paula Rossi and/or HR to obtain further verification of your specific need.

Wall phones in work areas are for business needs only, except in the case of emergencies. If you take a message for someone, the message is to be given only to the individual it was intended for, and as quickly as possible. If there is an emergency, you can take or make a call from the business lines. However, we ask that if the calls will be lengthy you request to use an alternate phone. The business lines should be maintained for business needs.

BREAK AND MEAL PERIODS

Full-time employees: You are permitted two fifteen minute break periods during an eight hour work day. Take them at the assigned time approved by your manager. You also have a ½ hour lunch/dinner break. You are expected to be back in your position at the end of your designated break/lunch/dinner.
Student employee: If you are working a shift of 3 hours or more, you are eligible to eat a meal in the Dining Center. You may eat prior to the start of your shift or immediately after your shift. You must be in uniform and sign in. You cannot stay punched in to eat at the end of your shift. You need to have your uniform on so the cashier on duty knows you are a working employee. You may not leave and come back later.

Food obtained from the Dining Center for lunch or dinner is to be eaten in the Dining Center. Dining Center food may not be taken to any other location. There are several other areas on campus available for staff to eat if they obtain their food away from the Dining Center.

LOCKERS

As an employee you may have access to a locker. Each student employee within Dining has the opportunity to request a locker and padlock. Lockers are shared with another person. Other students not employed within Dining are not allowed to use your locker. All personal belongings such as books, purses, cell phones, jackets, etc., are to be kept in your locker while working. UMD Dining Services will not be responsible for lost or stolen articles. At the end of spring semester or at termination of employment, the locks must be returned or a replacement fee will be imposed. Please see your manager if you are interested in obtaining a locker.

OVERTIME

Overtime is never authorized without prior approval from your Manager. Dining Services from time to time has overtime available. At times we do not always have the 7 days notice in advance to post the overtime. In these instances, according to the Teamsters Bargaining Unit contract, the overtime would first be offered in seniority order within the classification, and if need be, assigned then by inverse seniority. (Article 16, Section 16.4) **Please note that the overtime/extra hours posted will be compensated at regular time until you exceed 40 hours in the work week. Once 40 hours has been exceeded, you will then be compensated at the overtime rate of time and one half.

PERSONAL CONDUCT

There are certain standards of behavior that are expected to be followed. All staff members are to have consideration for fellow co-workers, managers, and customers. Unprofessional and unethical behavior (such as listed below) will not be tolerated. The following are some examples, of the rules that must be followed. Violation of these rules will result in disciplinary action, up to, and including possible termination.

1. Profane language and gestures.
2. Personal music devices, iPad, reading materials, cell phones, newspaper and ear buds, are not allowed to be used during work hours.
3. Possession of intoxicants and/or drugs, smoking, gum, tobacco, snuff and e-cigarettes are not permitted on the premises (UMD is a tobacco free campus).
4. It is not appropriate to make statements which have a violent nature as a form of sarcasm, anger, bullying, racial comments, jokes, or anything that would offend someone.

**INTOLERANCE POLICY**

UMD is committed to maintaining an environment that fosters respect for each other. It is a violation of the University’s policy to discriminate against another based on age, sex, ethnicity, religion, sexual orientation, or disability. Dining Services strictly upholds this policy. It is not intended in any way to deprive individuals of freedom of expression or any other civil rights, but to protect from any verbal abuse and/or violence.

**EXAMPLES FOR DISCIPLINARY ACTION AND/OR DISMISSAL**

**NOT ALL INCLUSIVE**

1. Unsatisfactory work.
2. Failure to comply with a proper order or request by a manager.
3. Disruptive behavior.
4. Theft and/or property damage.
5. Punching the time card of another employee or other time/attendance violations.
6. Unexcused absences: for students - first=written warning; second=dismissal, Teamsters follow the union contract.
7. Tardiness: for students – first=oral warning; second=written warning; third=dismissal, Teamsters follow the union contract.
8. Lacking complete uniform: for students – same as tardiness.
9. Eating while on duty.
10. Studying while working.
11. Falsification: providing managers or others employees false, misleading or incomplete information.
12. Keys: possession, making or causing key to be made to operate locks or locking mechanisms without proper authorization or using and/or giving another a key for which there has been no proper authorization.
13. University Rules: violating other University, Department, or Union regulations which have been posted or publicized. Provisions contained in University contracts with students, including this handbook and the Student Employee Guidelines, shall be deemed “University Rules.”
## DINING SERVICES PHONE NUMBERS

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Numbers</th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catering</td>
<td>726-7955, 726-7177, 726-7697</td>
<td>Sue Olson, Shelly Schwarz, Ballroom Kitchen</td>
</tr>
<tr>
<td>Dietitian</td>
<td>726-7938</td>
<td>Alyssa Hammitt</td>
</tr>
<tr>
<td>Retail Operations</td>
<td>726-8374</td>
<td>Liz Abrahamson</td>
</tr>
<tr>
<td>Dining Center</td>
<td>726-7195, 726-7914</td>
<td>Main Phone Line, Carolyn Anderson, Carrie Gagne, Floyd Lentz, Tanya Levy</td>
</tr>
<tr>
<td>Food Court</td>
<td>726-7696, 726-8374</td>
<td>Main Phone Line, Liz Abrahamson, Jodi Sunde, Scott Zimmerman, Victor Regas</td>
</tr>
<tr>
<td>Northern Shores Coffee Shop</td>
<td>726-6644, 726-6642</td>
<td>Main Phone Line, Kristina Michela</td>
</tr>
<tr>
<td>Main Production</td>
<td>726-7615, 726-7499, 726-6368</td>
<td>Main Phone Line, Tom Linderholm, Daemon Williams</td>
</tr>
<tr>
<td>Warehouse</td>
<td>726-8171, 726-7313</td>
<td>Main Phone Line, Mike Sinnott</td>
</tr>
<tr>
<td>Human Resources/Payroll</td>
<td>726-7956</td>
<td>Paula Rossi</td>
</tr>
<tr>
<td>Student Life Office</td>
<td>726-7175</td>
<td>Main Office Phone</td>
</tr>
</tbody>
</table>
***Disclaimer Statement: Policies and statements are subject to change at any time, but employees will be given proper notice if/when this occurs.

Please sign and date below that you have read, understand, and will adhere to the policies of the Dining Services Department at the University of Minnesota, Duluth.

Name__________________________________________ Date______________