WHO WE ARE

University Enterprises, Inc. (UEI) Dining Services operates eateries at Sacramento State under the management of Central Dining Services, University Union Dining Services, Dining Commons, and the Courtyard Market, and oversees a variety of vendor-operated units. The many eating facilities on campus provide a variety of menus and service environments geared to accommodate the varying needs and desires of our campus community.

Dining Services’ operations include the following eateries at the River Front Center and University Union: Baja Fresh Express, Epicure Restaurant, Good Eats!, RF Greens, and Togo’s as well as all coffee operations including EcoGrounds and Starbucks. Oversight of food trucks, concessions vendors at athletic events, and vending operations are also coordinated by Dining Services management staff.

DINING SERVICE’S MISSION STATEMENT

The mission of Dining Services is to provide high quality food and service, meeting the needs of our campus community in a fiscally sound manner. Dining Services works to provide service that is friendly, dependable, and convenient. This includes providing pleasant surroundings and being responsive to the various needs and desires of our campus community.

Dining Services provides a positive and safe environment for all food service employees and customers. Department entities are committed to supporting each other and their staff with teamwork, communication, and training.

Through a pursuit for excellence in products, services, personnel, financial performance, and facilities, Dining Services demonstrates its support of UEI’s mission to the University.

Working for UEI Dining Services at Sacramento State makes you a vital part of the campus community. We pride ourselves with providing excellent customer service to all of our guests as well as our coworkers and everyone we come in contact with. You are what our customers will remember most about our service and our organization.

CENTRAL DINING SERVICES

Central Dining Services is located in the River Front Center with the following operations: Baja Fresh Express, RF Greens, Starbucks, and Togo’s. The Dining Services office, where oversight of all food eateries on campus takes place, is also located in the River Front Center.

UNIVERSITY UNION DINING SERVICES

University Union Dining Services operations include EcoGrounds, Epicure Catering, Epicure Restaurant, and Good Eats!.
**DINING COMMONS AND COURTYARD MARKET**

The Dining Commons and Courtyard Market provide food services for residence hall students and their guests, and are also open to the entire campus community. During the academic year, the Dining Commons provides breakfast, brunch, lunch, and dinner primarily for residence hall students. During summer months, they provide meals for organizations conducting conferences on campus while using Housing and Residential Life facilities. The Courtyard Market proudly serves Starbucks coffee and offers a variety of cold beverages, smoothies, fresh sandwiches and salads, entrees, pizza, and an array of snacks and items perfect for taking to your dorm room or office.

**FOOD HANDLER CARD**

All Dining Services employees are required to have or obtain a current food handler card within 14 days of hire. For information about the card, including how to obtain it, visit: [http://www.emd.saccounty.net/documents/info/EH/food/SB602_FAQs.pdf](http://www.emd.saccounty.net/documents/info/EH/food/SB602_FAQs.pdf)

**SCHEDULE**

The University schedule of classes determines Dining Services’ operating schedule. At certain times during the semester this necessitates reduced shifts and layoffs. During layoff periods, management will assign work hours within each entity according to activity. You are required to adhere to the assigned work schedule and notify your supervisor immediately if your availability changes.

**RECORDING WORK HOURS**

You are required to clock in immediately before the start of your assigned work shift and clock out immediately after. You must be ready to work in uniform and be prepared to assume your duties as soon as you clock in. Clocking in or out for someone other than yourself is unacceptable and grounds for termination.

**TARDINESS AND ABSENCES**

Supervisors are required to record all tardiness and absences, both excused and unexcused, and maintain these records in employee files. Excused tardiness or absences are those that have been excused in advance for legitimate and unavoidable reasons such as school conflicts, medical appointments, etc.

- You are responsible for your own shift. In the event of an excused absence from any of your shifts, you are responsible for finding a qualified substitute, approved by your supervisor, to work your shift.

- If you are ill and unable to report to work, notify your immediate supervisor as soon as possible before your scheduled work time and indicate how long you expect to be absent. If for any reason it is necessary to be late, contact your supervisor at once and notify them of
your time of arrival. Explanations for tardiness and absences are required. For illness, a report from your physician may also be required. Habitual absences and/or tardiness and failure to notify your supervisor can result in disciplinary action up to and including termination of employment.

OVERTIME

Employees may be asked to work hours in addition to their regular work schedule. Every effort will be made to give adequate notice of such assignments. Additional hours must be authorized by management. Hours will be recorded and you will be compensated accordingly.

LUNCH BREAKS

Part-time employees working more than six hours in one day are required by law to take a half-hour unpaid lunch break within the first five hours of the work period. Employees must clock out and clock back in to reflect the lunch period taken. Depending on the number of hours for which an employee is scheduled, a meal voucher for 50% off at UEI operated eateries may be distributed.

REST PERIODS

Part-time employees are entitled to a 15-minute break or rest period for each four-hour interval worked or major fraction thereof. For example, a 15-minute break is given to employees who work at least three-and-a-half hours, but less than seven-and-a-half hours. Rest periods are employer paid. Employees who use a time clock should not punch out during these 15-minute breaks. Breaks may not be accumulated and used as excused time off. In some departments, the supervisor may schedule rest periods; please be sure to check with your immediate supervisor on how rest periods are scheduled.

PERSONAL APPEARANCE STANDARDS

Dining Services employees must observe the following standards at all times:

- Employees must be neat and clean. Remember, you represent Sac State and UEI by your appearance and actions. Good personal hygiene, neat hair, clean-shaven or trimmed beards and/or mustaches for men, clean, short nails, and use of appropriate deodorant are required.

- Any distinctive or identifying required apparel will be provided by UEI. Wear the uniforms provided by UEI and keep them as clean as possible while working. Dining Services employees are not permitted to wear shorts while working except when authorized by management and typically when related to outdoor concessions events only.

- It is very important that you purchase safe, comfortable shoes. The shoes you wear should be the type that enables you to stand comfortably for extended periods of time. They must also protect your feet from accidents. For that reason you may not wear open-toed shoes,
sandals, platforms, slip-ons, or shoes with high heels. Tennis or cloth shoes are also a hazard and should not be worn.

• Employees are required to keep their hair covered and/or pulled back while working. Employees with long hair are required to wear their hair off the collar. If the hair covers the ears or is below the ears, a hairnet or hat must be worn. Employees with short hair must wear a cap, or a hairnet if preferred, provided by UEI.

• Jewelry, other than wedding bands, post earrings, or wrist watches, is not permitted.

• For more information regarding dress requirements, please see your unit manager.

PHONE CALLS

Employees may not use UEI and campus phones for personal calls. Department phones are for business use only. Employees should discourage friends and family from calling them at work except in cases of emergencies. Personal cell phone use during work hours is prohibited. In the event of an emergency, it is necessary to request permission from your supervisor before using a department phone or your cell phone.

LOCKERS

Lockers are provided to each employee when possible. Sometimes lockers must be shared. Lockers may be subject to inspection by supervisors and unit managers. Inspections are conducted in the presence of the employee, and if designated, his or her representative. UEI is not responsible for any personal valuables left in the lockers.

BACKPACKS, SHOPPING BAGS, AND PACKAGES

Backpacks, shopping bags, and packages of any sort are not allowed into the unit. Under special circumstances, you may request an exception by talking directly with your area supervisor or manager. She or he will inspect your backpack, shopping bag, and/or package when you leave your shift if the item(s) were approved to be brought into the unit. Any backpack, shopping bag, and/or package leaving the premises is subject to inspection. UEI does not assume any liability for personal items brought into any unit.

LOST AND FOUND ITEMS

Items found by employees must be turned in immediately to a manager or supervisor.

HOUSEKEEPING

Each employee is responsible for good housekeeping. Employees should keep their work area clean, neat, and safe at all times. Clean up after yourself and pick up any trash you see on the floor or elsewhere. Establish and maintain a high standard of cleanliness, neatness, and good housekeeping habits.
GENERAL CODE OF SAFE PRACTICES

It is UEI’s policy to do everything possible to protect employees, customers, and visitors from accidents. Safety is a cooperative effort requiring participation by every employee. Failure by any employee to comply with safety rules will be grounds for corrective discipline. Supervisors must insist that employees observe all applicable UEI, state, and federal safety rules and practices and will take whatever action is necessary to obtain compliance. All employees are provided with a copy of the general code of safe practices at the time of new-hire orientation and asked to sign an acknowledgment form.

At no time are employees permitted to wear ear buds, head phones, etc., to listen to music on their iPod, cell phone, MP3 player, etc.

SAFETY AWARENESS

In fulfilling the responsibilities of your new position, you may become aware of safety problems such as heavy boxes stacked too high, cracks in the flooring, etc. Inform your supervisor immediately of the problem so that quick action can be taken to correct it. If you believe that an unsafe working condition exists in your work area, notify your immediate supervisor.

KNOW THE EMERGENCY PROCEDURES IN YOUR AREA

Become familiar with what to do in case of an emergency such as a power failure, an earthquake, or a fire. Learn the evacuation procedure in your area. These situations may never arise during your employment, but you should know what to do and what is expected of you in case of an emergency.

FIRE PROTECTION

Fires are costly. They can cause loss of wages for employees and loss of property and business for employers as well as costly repairs. Don’t give a fire a place to start. Don’t let wrappers, cartons, etc., pile up. Clean out waste and rubbish on a regular basis. Never block fire doors, fire extinguishers, hoses, or sprinklers, even temporarily. Fires don’t just happen. They can be caused by unsafe conditions that are allowed to exist.

KEEP IT CLEAN AND SAFE

Dining Services employees must all work together as a team to keep everything clean, in good working order, and organized to maintain an orderly atmosphere throughout the department. All equipment and fixtures must be in good working order. Please report anything in need of repair to your area supervisor.
• Walk, don't run, and always look where you are going. Most slips, falls, bumps, and burns are a result of haste and carelessness.

• Keep work areas neat and safe by making sure that drawers and cupboards are fully closed, waste cans are kept out of the way, and dropped rags and utensils are picked up. Clean up spilled food immediately. Pick up broken glass with a broom or dust pan; don't use your hands.

• Protect your hands from hot vessels or hot appliances with a dry cloth or special holder. Be alert to avoid steam and hot grease. Shut off steam before opening a high pressure steamer.

• Do not use equipment that is unfamiliar to you until you have been properly trained. Power driven equipment must be operated with care. Be sure power is turned off when making adjustments or when not in use.

• When using knives, ensure the direction of all cutting strokes is away from the body. Never put a knife in a sink to soak with other utensils. When knives are not in use, arrange them in racks or drawers. Some units may require the use of a cut-resistant glove as directed by the supervisor.

WORK RULES AND REGULATIONS

• Eating is not permitted in the kitchen or any work station, wash room, storage room, etc. Any eating except for recipe tasting will be considered theft, including nibbling a cookie, potato chip, or any other food item. Theft will result in termination of employment.

• Drinking from an open container in the kitchen or any work station, wash room, storage room, etc., is not permitted. Drinking water is the only exception. Employees are permitted to have one cup with a lid and straw labeled with their name at a designated location. Please refer to your supervisor for specific placement.

• Smoking is strictly forbidden in any UEI or Sac State building. Smoking outdoors is permitted, but must be at least 20 feet away from any entryway or major pathway.

SECURITY

Food and/or packages may not be carried out of the premises. All empty and unused boxes should be collapsed. Employees should watch for theft. If a theft is observed, immediately notify the supervisor on duty.

CONCLUSION

We hope you find the information in this handbook useful during your employment with UEI. If you have questions or need additional assistance at any time, please contact your immediate supervisor.