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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, The Servery at the Dining Commons, and the Courtyard Market, and oversees a variety of vendor-operated units. The many eateries 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:

**North Campus**
- Baja Fresh Express
- Courtyard Market
- Java City – Roundhouse
- Starbucks
- The Bagel Place
- The Servery at the Dining Commons
- Togo’s

**South Campus**
- EcoGrounds
- Epicure Catering
- Epicure Restaurant
- Good Eats!
- Grumpy Mule
- Java City – Modoc Hall
- Starbucks Mobile Truck
- The Buzz Express at Folsom Hall

**DINING SERVICES’ 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, professional, 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 support each other and their staff with teamwork, communication, and training.

Through the 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 our guests as well as our coworkers and everyone we encounter. You are what our customers will remember most about our service and our organization.*
THE SERVERY AT THE DINING COMMONS AND COURTYARD MARKET

The Servery at 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 Servery provides breakfast, brunch, lunch, and dinner primarily for residence hall students. During summer months, we provide meals for organizations conducting conferences on campus while using University Housing 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 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. Maintaining an active food handler card while employed by UEI is the responsibility of the employee. Because the card is the property of the employee, UEI does not pay for the fee to obtain the card as it is transferable to other restaurants and is the property of the employee. A copy of the certification needs to be presented to the manager, so a record of it is on file. For information about the card, including how to obtain it, visit: https://www.servsafe.com/ServSafe-Food-Handler

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. There are also times of the year or when large events occur when additional shifts may be assigned.

You are required to adhere to the assigned work schedule and notify your supervisor immediately if your availability changes. If for any reason you need to change your availability, it is important for you to submit your request to management in writing at least two (2) weeks in advance of the change. This will allow the management team to work with you to ensure that proper coverage in the unit can be made.

Because your primary reason for attending school is to work towards your degree, we can only schedule you to work up to 19.5 hours per week during academic periods. For non-academic times, such as summer or winter break, you may be eligible to be scheduled up to 40 per week. Please see a manager for details if you have any questions.

There are times of the year where staff is required to work in order to ensure proper service to our customers. We understand your schedule may change depending on the final exam schedule. It is your responsibility to notify your supervisor of any changes to your availability during finals week and throughout the semester as necessary. You are required to work at least two (2) shifts during finals week. Please see your manager for other important dates.

If you plan to leave employment, it is professional practice to notify management at least two weeks before your last day of work.
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

It is necessary to maintain schedule adherence in order to provide good customer service and smooth operations. Good attendance is described as having no more than one (1) absence occurrence per month. More than three (3) consecutive days of absence requires a doctor’s note to return to work.

A two (2) hour notification for call outs is required. If you are ill and unable to report to work, please notify your supervisor two (2) hours prior to the start of your shift and indicate how long you expect to be absent.

If you are sick and cannot work, you may be eligible to apply accrued sick leave. It is your responsibility to inform your manager if you wish to apply accrued sick leave to a missed shift, and you may be asked to provide a note from your attending physician as evidence of your illness. Please see a manager if you have any questions about this policy.

Part-time employees who work for 30 or more days will earn one hour of paid sick leave for each thirty hours worked and may not exceed a maximum of 48 hours (or six days) of accrued sick leave. If an employee reaches this cap, no further paid sick days will accrue until the employee falls below the cap. Beginning on the 90th day of employment employees may use up to a maximum of 24 hours (three days) in each calendar year of employment. Employees can view their sick leave accrual balances by logging into Employee Online at https://eol.uei.csus.edu/.

Tardiness and absences are recorded, both excused and unexcused. 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 and encouraged to find a qualified substitute, approved by your supervisor, for excused absences.

If for any reason you anticipate being more than five minutes late for your shift, you are required to contact your supervisor to provide notice. Explanations for tardiness and absences are 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 (30 minutes) 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.

If you are scheduled for 3 ½ hours or more, you will receive a meal voucher for 50% off at the UEI-operated eatery where you’re scheduled to work. This benefit must be used on the same day as your scheduled shift and is not transferable. In some departments, your supervisor may schedule lunch breaks; please be sure to check with your immediate supervisor on how breaks are scheduled.

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. Breaks should not be taken at the beginning or end of a shift. 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 always observe the following standards:

1. Employees must report to work in neat and clean uniforms. Remember, you represent yourself, Sac State, and UEI by your appearance and actions. Good personal hygiene, neat hair, clean-shaven or trimmed beards and/or mustaches for men (no more than ¼"), clean, short nails, and use of appropriate deodorant are required. Facial hair that is more than ¼" in length will require the use of a beard net. Having painted or artificial nails covered with appropriate use of gloves in certain outlets is required. At management discretion, certain tattoos may be deemed offensive or inappropriate and must be covered upon request.

2. Any distinctive or identifying required apparel will be provided by UEI. Items provided may include:
   a) Hat and/or hairnet
   b) Shirt
   c) Apron
   d) Nametag – to be worn on the left side approximately 4” below the collarbone.

   Wear the uniforms provided by UEI and keep them as clean as possible while working. Blue or black jeans may be worn provided they contain no holes. No sweat pants, yoga pants, exercise pants, pajama pants, or leggings may be worn. 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. Shorts must be khaki, contain no holes, and be no shorter than 4 inches above the knee.

3. 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.
4. A hairnet or hat must be worn by all employees. 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. Employees with short hair must still wear a hat or a hairnet if preferred, provided by UEI.

5. Jewelry (watches, rings, etc.), other than a plain wedding band, need to be covered with gloves. Earrings are not permitted as they could fall off or be a safety hazard to you or to others.

For more information regarding personal appearance requirements, please see your immediate supervisor.

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. In the event of an emergency, it is necessary to request permission from your supervisor before using a department phone or your cell phone.

Personal cell phone use during work hours is prohibited. Use of a cell phone during your scheduled shift is a food safety issue. Employees are required to leave their phones in their lockers while working. Cell phones may, however, be used during authorized break periods in designated break areas.

LOCKERS

Lockers are provided to each employee when possible and are only available during the employees’ scheduled shift. Please bring your own lock to secure your assigned locker. Sometimes lockers must be shared as we do not have enough to permit usage for an extended period of time. 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. It is best to leave personal items of value at home where they will be safe.

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.
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 progressive discipline and could be grounds for termination. Strict adherence to all UEI, state, and federal safety rules and practices will be enforced. UEI Dining Services’ general code of safe practices includes the following:

- Inspect motorized vehicles and mechanized equipment daily or prior to use.
- Cleaning supplies must be stored away from all food items.
- When carrying materials, caution should be exercised in watching for and avoiding obstructions, loose materials, etc.
- When carrying hot items make sure you announce that you are coming through.
- Cleaning solvents and flammable liquids should be stored in the original containers. Solutions that may be poisonous or not intended for consumption should be kept in well-labeled original containers.
- All cords running into walk areas must be taped down or inserted through runner protectors to prevent them from becoming tripping hazards.
- All spills should be wiped up promptly. Wet floor signs should be used when appropriate.
- Gloves or tongs will be used when handling all ready-to-eat foods.
- Repairs to equipment and fixtures are to be made only by qualified staff who are approved by certification.
- At no time are employees permitted to wear ear buds, head phones, etc., to listen to music on any mobile device or portable media player.

For those who are authorized to operate vehicles while working:

- When operating electrical carts, shut off engine, set brakes, and block wheels prior to loading or unloading vehicles. Electrical cart operators should wear seat belts and drive at a speed of no more than 15 mph.
- When operating motor vehicles, shut off engine, set brakes, and block wheels prior to loading or unloading vehicles. Motor vehicle operators should wear seat belts and drive at the posted speed.

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, please notify your immediate supervisor.
KNOW THE EMERGENCY PROCEDURES IN YOUR AREA

Your supervisor will discuss with you 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 permitted to exist.

KEEP IT CLEAN AND SAFE

Each employee is responsible for good housekeeping. Employees should keep their work area clean, neat, and safe always. 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.

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.

Safety reminders are listed below:

- 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 and 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 and unplugged if possible when adjusting, cleaning, or when not in use.
- When using knives, ensure the direction of all cutting strokes is away from the body and all facing the same direction. Never put a knife in a sink to soak with other utensils. When knives are not in use, handles should all be on the same end and arranged in racks or drawers. Some units may require the use of a cut-resistant glove as directed by the supervisor.
- If you are injured in any way, report this to your manager on duty immediately so that an incident report can be filled out and/or appropriate medical attention can be provided. This can include, but is not limited to cuts, burns, muscle strains, slips, trips, or falls. If you are not sure if you should report any injury to management, just ask. If you become aware of a customer who has been injured, please report that to a member of management so they can provide proper assistance.
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. It’s also just good sanitation.

 The consumption of beverages or food is not allowed in any work or prep area.

 The CSU Chancellor issued Executive Order 1108 requiring all CSU campuses to become smoke and tobacco free effective September 1, 2017. This includes traditional cigarettes, electronic cigarettes, hookah, snuff, vapes, and chewing tobacco.

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.

PROGRESSIVE DISCIPLINE

Where it appears appropriate and necessary, Dining Services will utilize a system of progressive discipline to address the remedy of situations where an employee demonstrates unacceptable conduct and/or performance. Under the system of progressive discipline, each incident which may require disciplinary action will be examined carefully to ensure verification of facts and consistent application of corrective measures. Further, whenever reasonably feasible, an effort will be made to make certain the employee understands the rule that is involved, why the behavior is inappropriate or unacceptable, and specific changes which must be made in order to bring the employee’s conduct or performance to an acceptable level. The progressive discipline principle allows the employee to see the results of his/her actions if the problem persists and encourages the employee to develop good self-discipline habits to make further imposed discipline unnecessary.

Progressive discipline is not applicable in every instance where disciplinary action is warranted. Specifically, if an employee’s violation of work rules or policies involves gross misconduct (such as actions which involve the violation of state or federal laws, actions involving workplace violence, public intoxication and/or disorderly conduct, theft, etc.), the employee may not be eligible for progressive discipline and instead will be subject to more serious disciplinary action, up to and including immediate termination. Actions requiring discipline and the progression of disciplinary steps which will be followed may vary at the sole discretion of management and will not necessarily be limited to those actions listed in this policy. Not all actions which might warrant discipline are specifically included in this policy.

The progression of steps of discipline may include any or all the following:

1. Verbal Coaching(s) – A verbal coaching is generally the first step of progressive discipline. A verbal coaching is intended to be used by a manager/supervisor to notify an employee that an improvement is needed in the employee’s work performance and/or behavior. This step is generally used for minor issues (not calling the manager/supervisor if the employee is arriving late to work, not finishing assigned work as specified by the position).

2. Written Warning(s) – A written warning is generally the second step of progressive discipline. A written warning provides notice to an employee regarding continued work performance issues and/or inappropriate workplace behavior that have not been resolved after giving a verbal coaching.
3. Performance Improvement Plan (PIP) – A PIP is generally the third step of progressive discipline. A PIP is a formal written plan used as a final attempt to resolve a serious issue that has not been addressed by the employee after verbal coaching(s) and/or a written warning(s) have been issued. The PIP is given for a specified time, usually 30, 60 or 90 days. Reasonable judgment will be used to decide the length of a PIP.

4. Suspension – Suspension is not included as part of the progressive discipline process but can be used to address conduct or safety incidents that are so problematic and harmful that the most effective action may be to temporarily remove the employee from the workplace. When immediate action is necessary to ensure the safety of the employee or others, the manager/supervisor may suspend the employee pending the result of further investigation. Upon completion of the investigation, the employee may be subject to any of the steps in the progressive discipline process.

5. Termination of Employment – Termination of employment is generally the last step of the progressive discipline process after an employee has failed to meet the requirements of a PIP or a serious incident has occurred during the PIP period. Even if a PIP is not in place, certain incidents previously mentioned may result in termination.

The following are some examples, but not a comprehensive list, of the kinds of situations that might call for progressive discipline:

1. Not meeting job requirements
2. Inability to meet deadlines
3. Failure to adhere to the uniform standard
4. Poor quality of work
5. Insufficient quantity of work
6. Excessive absences
7. Excessive tardiness
8. Intentional abuse, destruction, or theft of company property
9. Insubordination
10. Stealing
11. Arguing/fighting with others
12. Throwing objects
13. Falling asleep on the job
14. Harassment or violence

CONCLUSION

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

While we have provided you with many guidelines to ensure that you can work safely and harmoniously with co-workers, we also want to create an environment where you can work well and enjoy the time. You will be exposed to new foods that reflect various cultures from around the world. Embrace them as it will add to your own life experiences and broaden your horizons!

UEI Dining Services Management