

**EVERYTHING  
YOU NEED TO KNOW  
ABOUT WORKING IN  
SKIDMORE COLLEGE  
DINING SERVICES!  
2016 - 2017**



***PLEASE NOTE: THIS HANDBOOK IS SPECIFIC TO DINING SERVICES POLICIES  
AND IS TO BE USED IN CONJUNCTION WITH THE SKIDMORE COLLEGE  
STUDENT EMPLOYMENT PROGRAM HANDBOOK  
FOR SUPERVISORS AND STUDENT EMPLOYEES***



## WE ARE GLAD YOU'RE HERE!

You are joining a team of full-time and student employees who work together to provide all food services to members of the College: students, staff, faculty, and guests, and **YOU ARE AN ESSENTIAL MEMBER OF OUR DINING SERVICES TEAM.**

The guests' opinions and our image are formed by the food they are served, the service they receive, and the atmosphere they experience. A supportive attitude and responsible job performance will make a positive impact toward higher guest satisfaction.

Dining Services is an integral part of most students' lives and also provides a source of income for many students such as yourself. Since you will also be eating in the dining halls, you should think about the quality of service you would like to receive. In turn, this same quality of service should show up in the work you do here. This quality is what you and your fellow students deserve!

In view of the number of employees that work for us and the importance of consistency of the quality in our performance, there are rules and regulations which must be followed while performing your tasks. *Please treat all co-workers and guests with respect.*

The following pages contain the general information you, as a student employee, will need to know about working in Dining Services. ***Please also make sure to check your Skidmore email often,*** so you won't miss anything sent to you in regards to work.

*Something to remember:  
the last guest is just as important as the first.*

## MEET OUR SUPERVISORS AND OFFICE STAFF

Mark Miller, <i>Director</i> .....	518-580 x 8326
John Everett, <i>Assistant Director</i> .....	x 5844
Jim Rose, <i>Executive Chef</i> .....	x 8325
Bonnie Bertrand, <i>Supervisor of Catering Operations</i> .....	x 8323
Lorraine Bittel, <i>Student Employment Coordinator</i> .....	x 5857
Jamie Cherry, <i>Supervisor of Dining Operations</i> .....	x 5851
Beverly Cottrell, <i>Catering Secretary/Receptionist</i> .....	x 5856
Eric DesRosiers, <i>Kitchen Manager</i> .....	x 5891
Pat Girard, <i>Business Manager</i> .....	x 5855
Joe Greco, <i>Production Manager</i> .....	x 5882
Carol Grinter, <i>Assistant Supervisor of Receiving</i> .....	x 8348
Rob Laviolette, <i>Assistant Supervisor</i> .....	x 8071
Adam Lombard, <i>Assistant Supervisor of Catering</i> .....	x 5822
Chris Mansfield, <i>Culinary Supervisor of Retail</i> .....	x 5853
John Winnek, <i>Supervisor of Retail Operations</i> .....	x 5843
Kelly Zimmerman, <i>Assistant Supervisor</i> .....	x 8362





## MEET OUR STUDENT SUPERVISORS!

Denise Alarcón '18

Isabelle Albin '18

Brian Allan '17

Marcus Banks-Morrow '17

Christina Battiste '17

Ryan Beierle '17

Izzi Bertolozzi '18

Isabel Blumenthal '19

Charlotte Bracklo '19

Xavier Burrell '18

Christopher Chen '19

Yu-Wing Chung '17

Keira Cole '19

Ladasia Cooke '17

Elizabeth De Los Santos '17

Terence Durrant III '19

Joseph Eisele '17

Julia Erskine '17

Emma Finegan '19

Sydney Gellerman '19

Kirill Gillespie '18

Abby Gramaglia '18

Hannah Hoey '18

Kove Janeski '18

Sam Kenah '19

Leo Korf '18

Julia Leslie '18

Liv Lyons-Potter '19

Katie-Anne Matraw '19

Angelea McPartlin '18

Daniela Miranda '18

Luca Mobilia '17

Caitie O'Shaughnessy '18

Jazmin Paredes '17 (*spring*)

Arpa Paul '19

Starr Phillips '19

Kara Powell '18 (*spring*)

Nathan Rehmeyer '18

Jasey Richardson '19

Liv Ring '19

Karley Robinson '18

Kara Sage '19

Steph Santoro '19

Byron Smith '18

Keara Sternberg '18

Eve Stewart '18 (*spring*)

Julia Stiller '19

Zach Stiller '17

Alex Stoffel '19

Talia Stortini '18

David Sweezy '18

Annabelle Vaës '19

Jenny White-Phalen '17

Alexis Wielt '17

Katie Williams '17

Molly Zollo-Venecek '18 (*spring*)

## DINING SERVICES PHONE NUMBERS

*SPEAK TO A SUPERVISOR - AND GET THEIR NAME!*

**518-580-5853**

Atrium Café ~ Central Receiving

Murray-Aikins Dining Hall

Burgess Café (*after 7 pm & on weekends*)

**518-580-5899**

Spa & Burgess Café (*before 7 pm, Monday - Friday*)

**EMAIL IS NOT ACCEPTABLE FOR REPORTING ABSENCES!**

## ATTENDANCE POLICIES

*Employee tardiness and absence put an extra burden  
both on the operation and your co-workers!*



### ILLNESS OR INJURIES

If you are unable to come to work due to illness or injury, please notify a supervisor in the location where you are scheduled, preferably before the next scheduled shift.

***Please note:** it is acceptable to work with minor illness. Alternative duties to working directly with food are available - see a supervisor.*

Students with fever, chills, vomiting, diarrhea, or frequent productive cough, or any other severe symptoms that would interfere with work duties should not report for work, but should be evaluated at Health Services. A medical excuse note will be given if warranted. Students who have injuries that require crutches, casts, non weight-bearing status, or students under evaluation for concussion should not report to work. A medical excuse note should be obtained from either Health Services or a doctor and submitted to your supervisor as soon as possible.

***Absences covered by medical notes are excused.***



*Students with injuries or extended illness may not return to work until cleared  
IN WRITING by Health Services or a doctor.*

**EXCUSED ABSENCES:** Illness or condition rendering employee unable to perform job duties, as verified by Health Services or a physician; emergency visits or hospitalizations (student employee and immediate family members).

If your supervisor sends you home from work due to a medical illness, it is not necessary to get a medical excuse from Health Services for that shift.

### NEGATIVE ABSENCES

**NO CALL/NO SHOW:** Failure to notify the unit supervisor **BEFORE** scheduled start time that you will be unable to work.

*A second no call/no show absence at any time during the  
WHOLE academic year may result in immediate termination.*

**UNEXCUSED ABSENCE:** With prior notification to a supervisor, you will be given one unexcused absence for each missed shift that is not covered by either a sub, note from Health Services or a doctor, a make-up card, or an email to Lorraine Bittel from your professor or coach.

*Three unexcused absences = 1 no call/no show absence*

**LATE/LEAVING EARLY:** Coming to work after your shift has begun or leaving early without the prior approval of a supervisor.

*Three lates/leave earlys = 1 unexcused absence*

An attendance card is kept for each student employee, tracking all absences and extra shifts worked. Your attendance card will be emailed periodically to your Skidmore email address. If you see any errors, please contact Lorraine Bittel so they may be corrected.

## WHAT IF I NEED TO MISS A SHIFT?

### CLASS OR SPORTS-RELATED ABSENCES\*

- **PLAN AHEAD!!!**
- Ask your professor or coach to email Lorraine Bittel (lbittel@skidmore.edu) *at least 1 day prior to the scheduled shift* to confirm
- Arrange make-up shift(s) with supervisor (must be made up within 2 weeks of original shift in same location)

*\* i.e. lectures, field trips, class musical or theatrical performances, or sports games. This does not include clubs or intramural sports.*

### MAKE-UP CARDS (3/SEMESTER)

- **MUST BE TURNED IN TO A SUPERVISOR - MAY NOT JUST BE LEFT**
- Turn in to a supervisor at least 1/2 hour before start of shift being missed
- Arrange make-up shift (must be made up within 2 weeks of original shift in same location)

*Lost or misplaced cards will not be replaced*

### SUBS

- Post a "Looking for a Sub" slip; ask co-workers if they can sub!
- Have sub sign sub slip
- Turn slip into a supervisor prior to start of shift
- *Enjoy your time off!*

*Sub slips will not be accepted after start of shift*

### RELIGIOUS HOLIDAYS:

- Students who leave campus for or are unable to work on a religious holiday will be given an excused absence, as long as prior arrangements have been made with a supervisor.
- **If no prior arrangements are made, students will be given one no call/no show absence for each shift missed.**



## STUDY DAYS & EXAM PERIODS



- **These are regular work days**
- You are expected to show up for your scheduled shifts

## SNOW DAYS/COLLEGE CLOSINGS



- **Dining Services is still OPEN**
- You are expected to show up for your scheduled shifts

## SHIFT ASSIGNMENTS

Now you're wondering "When and where do I work?"

If you returned the questionnaire sent to you this summer, your work hours have been scheduled around your classes and any school-related conflicts you noted. If you did **NOT** return it and have school-related conflicts that will interfere with your scheduled work shifts, you will need to see Lorraine Bittel in the Dining Services Office.

***Friday, 9/16, will be the last day  
to make work schedule changes for the semester.***

## GOING TO WORK

As mentioned, we really depend on you to arrive at work on time; if you find that you are running late, please call ahead and let a supervisor know. Something to keep in mind:

***Not coming to work because of poor scheduling on your part  
shouldn't be made our problem.***

You will use your **Skidmore ID** to swipe in and out at the time clock each time you work. Be sure to also sign in on the sign-in sheet whenever you work. ***If you replace your ID, please see Lorraine Bittel so that your information can be updated***



Most of your training will be on-the-job; all of our supervisors, student supervisors, and employees are there to help you learn how to do your jobs properly and safely.

Before leaving at the end of your shift, please make sure to clean up your work area and check in with a student supervisor or supervisor. This is also the time to return your cut gloves, apron, and shoe covers to the proper locations.

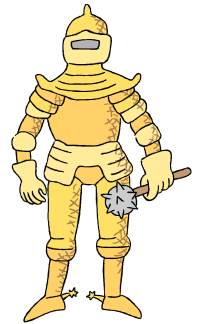
## WORK ATTIRE FOR ALL LOCATIONS

All student employees must wear their Dining Services hat visor forward while working; this is the only hat which may be worn.



*(A replacement hat may be purchased in the Dining Services Office for \$7)*

- Hair that is shoulder-length or longer must be tied back
- You will be given an apron to wear while working; at the end of your shift, please put it in the dirty laundry area
- **NO** shorts, Capri pants, or skirts - only full length pants may be worn
- **NO** sleeveless, tank, or crop tops may be worn while working
- **ONLY sneakers or closed rubber-soled shoes may be worn.** **NO** open-toed shoes, sandals, clogs, slippers, Toms, Crocs, or high heels.



***IT IS MANDATORY THAT SLIP-RESISTANT SHOE COVERS BE WORN WHILE WORKING IN ALL LOCATIONS.***

- Socks must be worn!
- If you come to work in unacceptable attire you will be sent back to your room to change. If you return after the start of your scheduled shift, you will be considered tardy.

- The use of cell phones (phone calls or text messaging), iPods/iPads, MP3 players, palm pilots, electronic book readers, or any other electronic device IS NOT ALLOWED DURING A WORK SHIFT IN ANY AREA.
- If you are wearing nail polish and/or artificial nails, you **MUST** wear gloves when coming in contact with, preparing, and/or serving food.



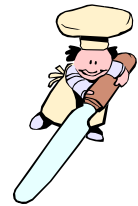
"No finger jewelry may be worn other than a wedding band and engagement ring. Necklaces may be no longer than 22" and must be tucked in your shirt. Earrings must be no larger than the size of a nickel coin and no dangling earrings are allowed."

### ~ SAFETY ON THE JOB ~

Safety is an important issue and we take it very seriously. The mandatory paid orientation is designed with your safety in mind. *Non attendance may result in disciplinary action.*

Most accidents can be avoided by practicing simple safety awareness methods:

- ***Wearing slip-resistant shoe covers***
- ***Whenever handling and/or cleaning a knife, a cutting glove must be worn***
- **Do not put knives in the dish room or sinks!** If you use a knife, you are responsible for hand washing it and returning it to the proper storage area
- Use all equipment safely; *if you don't know how to operate a piece of equipment, ask for help!*
- Come to work with a clear mind and senses, and keep distractions to a minimum
- If a spill occurs, clean it up immediately
- Look before carrying food around corners
- Make your presence known to all others as you carry items around





- If a spill occurs, clean it up immediately
- Look before carrying food around corners
- Make your presence known to all others as you carry items around
- Please report all unsafe conditions to a supervisor
- Rough-housing and horseplay cannot be tolerated, as they present serious safety concerns for employees and our guests
- *Only scheduled employees are permitted behind counters, in the dishroom, or in the kitchen - no friends allowed*
- *Use carts when moving products*
- Lift the correct way: with your legs, not with your back. Do not try to lift something that is too heavy for you - ask someone to help you!

**Report all accidents, no matter how seemingly minor,** to your supervisor. For minor cuts and abrasions, first aid supplies are available.



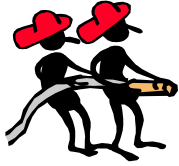
An accident report must be completed to ensure compliance with insurance requirements.

You have the right to know what chemicals you are working in and around.

For further information, **Safety Data Sheets (SDS)** can be obtained from a supervisor for your pleasurable reading.



*If you don't know what a chemical is or does, find out BEFORE you use it.*



**FIRE  
ALARM!**

**EVACUATE YOUR WORK AREA**

**IMMEDIATELY!**

\*Those working in the **dining hall building**, report to the covered walkway area in front of Starbucks.

\*Those working in **Case Center** are to report to the dock area in back of the Spa.

*It is imperative that you go to your reporting area immediately, as the supervisors must make sure everyone is accounted for! Not reporting may be cause for disciplinary action.*

## **SANITATION**

- *Please remove aprons before entering the rest room!*
- You must wash your hands before beginning work and after they become soiled (like after handling dirty plates, serving, blowing your nose, fixing your hair, sneezing, coughing, touching your skin, using the rest room).
  - \* Use warm, soapy water
  - \* Rub hands together for at least 20 seconds
  - \* Rinse thoroughly with clean water
  - \* Dry with a disposable towel
- If you have a cold, a cut, or an open sore, check with the full-time or student supervisor on duty before beginning to work.
- Disposable gloves must be worn by all food handlers and need to be **CHANGED OFTEN**, especially when changing jobs. If you scratch your nose while wearing your gloves, it's a good time to replace them! Do not carry extra gloves in your pockets - take new ones from the boxes.
- Any food dropped on the floor must be discarded.



- Any utensil dropped on the floor must be washed before further use.
- If you are in doubt about the quality, appearance, or condition of any food item or service ware, check with a supervisor.
- Gloves must be worn when handling clean dishes, flatware, glasses, cups, etc.
- Cleaning supplies must never come in contact with food preparation surfaces, and should be stored away from food.

### **SOME THINGS NOT TO DO**

Here are a few things to avoid doing while working that make supervisors rather irritated:

- standing around talking with friends
- sitting or leaning on counters, tables, walls, etc.
- eating and/or drinking
- reading, doing homework

### **AND A FEW MORE... (these things may leave you unemployed)**

- swiping and/or signing in for anyone else
- theft
- a record of tardiness
- a record of frequent absences
- unsatisfactory work performance
- refusal to do assigned tasks
- leaving your work area without permission
- disappearing during your work shift
- violation of department work policy
- repeated improper attire, per department's policy

***In addition to termination, you may be brought before the Skidmore College Integrity Board.***

***For full details of disciplinary procedures, see the Student Employment Program Handbook.***



## GETTING PAID

The rate of pay for student employees in Dining Services is \$9.00 per hour; you will be paid every other Friday according to the following schedule:

<u>PAY PERIOD</u>		<u>PAY DATE</u>
<u>Start Date</u>	<u>End Date</u>	
9/7/16	9/9	9/16
9/10	9/23	9/30
9/24	10/7	10/14
10/8	10/21	10/28
10/22	11/4	11/11
11/5	11/18	11/25
11/19	12/2	12/9
12/3	12/16	12/23
12/17	12/22	1/6/17
1/23/17	1/27	2/3
1/28	2/10	2/17
2/11	2/24	3/3
2/25	3/10	3/17
3/11	3/24	3/31
3/25	4/7	4/14
4/8	4/21	4/28
4/22	5/5	5/12
5/6	5/12	5/26

If you have chosen to have direct deposit, please be aware that your **first payment** will be in the form of a paper check sent to your campus mailbox, so that bank routing numbers can be verified. After that, your pay will be directly deposited to your account.



You can check your earnings online at

[https://www2.skidmore.edu/payroll/auth/stu\\_login.cfm](https://www2.skidmore.edu/payroll/auth/stu_login.cfm)



## PROBLEMS?

If you find yourself having problems, please speak with one of the supervisors, student supervisors, or Lorraine Bittel. They are there to help take care of things.

## TERMINATION:

Student employees may use the appeal process to dispute an involuntary dismissal that is felt to be unjust. (*This process does not apply if a student employee resigns.*)

*See the Student Employment Program Handbook  
for steps to take if you wish to appeal your termination.*

*Please also be aware that, depending on the circumstances of your termination,  
you may also be brought up on charges before the Skidmore College Integrity Board.*

## SEXUAL HARASSMENT:

Sexual harassment constitutes a form of sexual discrimination and is in violation of federal and state laws and Skidmore policy. Sexual harassment will not be tolerated at Skidmore College.

*Any member of the Skidmore community who violates this policy will be subject to disciplinary  
action up to and including dismissal.*

If you believe that you are being illegally harassed, inform your supervisor, student supervisor, or Lorraine Bittel.

*For more information on Skidmore policy,  
see the Student Employment Program Handbook.*



## OTHER STUFF YOU SHOULD KNOW

**EXAM WEEKS: ALL STUDENT EMPLOYEES ARE REQUIRED TO WORK DURING EXAM WEEK(S).**

If an exam conflicts with a work shift, please notify a supervisor ahead of time. If you have free time on your hands, talk to a supervisor about coming in and working - we'd love the help!

**SPRING SEMESTER WORK SCHEDULES:** These will be scheduled several weeks before the end of fall semester. An email will be sent to all student employees with dates for sign-ups. *Students with perfect attendance (not even one late!) will choose their shifts first.* Shifts will be scheduled on a first-come, first-served basis.

### **SO YOU THINK YOU'D LIKE TO BECOME A STUDENT SUPERVISOR:**

First, it's a good idea to be on the good side of all supervisors and student supervisors! You will need to have at least one year's experience as a Dining Services student employee. In addition, you must:

- be a good worker
- have a clean attendance record
- be ambitious
- be knowledgeable of all Dining Services jobs
- be able to work with all kinds of people!

If you're interested, contact Lorraine Bittel after winter break, and we'll include you in our interviews if we have any openings!

***WE HOPE YOU ENJOY YOUR STAY!***

*We hope that your stay in Dining Services will be as pleasant and enjoyable as many of our former student employees have found theirs to be. We wish you success in your studies and your life outside of Dining Services!*



*new beginnings  
new ideas  
new energy  
exciting and surprising*