

Summary

Clock in at your scheduled time at the correct location using the iPad at that location. Do not clock in at another store, and then walk over to where you are working. You are not allowed to clock in on your phone or any other external device. You must clock out at the end of your shift. If you know you're going to be late, contact your shift lead (when it is safe to do so)

UVU Dining Services Procedures

Director of Dining Services: Ibrahim Tashman

Welcome to Dining Services! We are excited to work with you and your experience here is meaningful and useful. Please take a minute to review these procedures to ensure your success.

Clocking In and Clocking Out

Clock in at your scheduled time at the correct location using the iPad at that location. Do not clock in at another store, and then walk over to where you are working. Doing so may result in immediate termination. The ONLY exception is clocking in at the office, if you are assigned to bring a till. You are not allowed to clock in on your phone or any other external device. You must clock out at the end of your shift. That means, if you are off at 3:30, you will clock out at 3:30.

The only exceptions are:

- If you are staying a few minutes to help with a rush.
- If you are cleaning up a large mess you caused.
- If your supervisor or Ibrahim has authorized you to stay later than your regularly scheduled shift.

If you forget to clock in/out of a shift your shift lead or supervisor can show you how to adjust your TIMS entry on a computer. Time changes are sent through TIMS to Ibrahim for approval. Shift leads do not have the authority to send you home early/permit you to arrive late. Please, do not ask them for permission. It will not be valid.

Missing Work Due to Illness

If you are feeling ill, only your supervisor or Ibrahim can send you home early. Your shift lead will need to contact one of them if you are feeling ill. Homework, studying,

stress, frustration with a team member, etc. are not valid reasons to leave early.

A few things to keep in mind:

- Management reviews your clock in and clock out records each week, even if your shift lead is not reporting tardiness, it will be noted. All overtime must be approved by Ibrahim.
- Failure to report for work (not communicating why you are absent to your shift lead or supervisor) may be grounds for termination.

Late Policy

Because UVU Dining Services is a business, we need our employees to be on time, each and every day, to the best of their ability. Arriving and leaving as scheduled is essential to the effective operation of your restaurant or area.

We understand that UVU is a large campus. If you know you're going to be late, contact your shift lead (when it is safe to do so. Do not text and drive). If your schedule is making it difficult to get to work on time, talk with your supervisor or Ibrahim. They will work with you to find a solution. Failure to report for work without any communication may be grounds for immediate termination.

UVU Dining Services is an at-will employer, meaning that you or UVU Dining Services may terminate your employment at will, with or without warning—meaning in extreme circumstances, you might not receive warnings before being terminated from your job. Late procedure is as follows:

- **First time** you arrive more than 10 minutes late without proper notification and approval, will receive a verbal warning from your supervisor.
- **Second time** you are more than 10 minutes late you will receive a second warning, and you will be required to have a meeting with Ibrahim and your supervisor. We cannot help you without communication.
- **Third time** arriving late may be grounds for termination, at the discretion of UVU Dining Services management.

IN CASE OF AN EMERGENCY, call 911. When it is safe to do so, and as soon as possible, call Ibrahim at 801-472-1246. If he cannot be reached, call your supervisor or manager. If they cannot be reached, send a text and contact anyone such as a

team member or friend who works with you and can relay the message.

Shift Trades

If you want your shift covered by your supervisor, you must let them know at least 2 weeks before the day you need covered (i.e., If you need the 21st off, you must let your supervisor know by the 7th.) However, the supervisor has discretion, and may ask you to find someone to cover your shift. You and your co-worker will notify your supervisor or Ibrahim once the agreement has been made. That shift will then be the responsibility of the person who accepted.

Asking someone to cover your shift the same day is only acceptable in an emergency. You must contact Ibrahim or your manager or supervisor in case of emergency. They can help you get someone to cover your shift. If you agree to cover someone's shift, that shift becomes your responsibility! If you are unable to make your covered shift for any reason, you are not allowed to "give it back" to whoever you are covering for, unless they agree to it. A shift you have agreed to cover becomes YOUR responsibility, and if you cannot do it, you must get it covered just like any of your regularly scheduled shifts. Remember, "no shows" (failure to report for work) can result in termination.

Definition of Emergencies and Sickness

In the event of an emergency or illness, you must contact your supervisor and/or Ibrahim as soon as possible. They cannot help you if you do not communicate.

Emergencies include, but are not limited to:

- Car/bus/transportation accidents
- Engine trouble that prevents you from getting safely to work
- Death of a family member
- Injury that prevents you from coming to work and/or safely performing your duties

Illness includes, but is not limited to

- COVID-19 symptoms
- Nausea
- Fever
- Vomiting
- Diarrhea

- Jaundice
- Exposed or infected wounds that could contaminate food

If you have any of the above-mentioned conditions or something similar, contact your supervisor or Ibrahim immediately. Your safety and the safety of the customers we serve are our number one priority. You may be required to provide documentation, such as a doctor's note.

Breaks

Employees who work 4 hours get a 15 min paid break (do not clock out) to be taken after you've worked for at least 2 hours. If the employee works 8 hours, they receive a second 15 min paid break. This break is meant to isolate yourself from work to take care of any personal needs (bathroom, snack, use of cell phones, etc.)

Additionally, all employees (full-time, part-time, student) that work over a 5-hour shift or longer are required to clock out and take an unpaid break (30-60 minutes). This break is meant to isolate yourself from work to take care of any personal needs (bathroom, lunch, use of cell phones, etc.)

While taking a paid break: if you see that your team needs your help, you must return to give assistance. You may finish the remaining time allotted on your break after the rush has died down.

Professionalism

Dining Services is a business, and a standard of professionalism is expected from all employees. This professionalism must be extended to both customers, management, and co-workers. This includes, but is not limited to:

- **Courteous, friendly, and welcoming behavior.** Customers will return, and co-workers will be more enjoyable to be around if everyone follows this standard.
- **Smile.** Greet every customer, and give them quick, quality service. In the event that no one is able to immediately attend to the guest, acknowledge them by making eye contact and saying "Thank you for waiting, I'll be right with you," and finish whatever it is you are doing, quickly, as long as it is serving another customer. Do not ignore customer needs for basic tasks such as dishes, sweeping, mopping, etc. Those things can wait. Serve customers first!
- **Cleanliness and food safety.** Wash your hands, wear gloves, keep your uniform neat and clean, keep yourself and your clothing clean and free from

odor, etc. to promote a safe, pleasant, and healthy work environment and customer experience.

- **Following the chain of command.** If you are given instructions by a shift lead, supervisor, Ibrahim, or someone higher up, you must listen to them – within reason. Arguments are unacceptable in the public eye, and disputes must be resolved in private, in order to promote a safe and friendly customer experience. If you have a dispute with a co-worker, contact your supervisor or Ibrahim. Do not attempt to handle it on your own, on your shift, if you do not feel you can remain civil and peaceful. Disregarding reasonable requests from management is considered insubordination, and may be grounds for termination. You will not be asked to do anything unreasonable, unnecessary, or unsafe. Any disputes must be taken to your supervisor or Ibrahim. If you feel that you are being discriminated against, harassed, asked to do unreasonable tasks or tasks that you are uncomfortable with, or if you feel unsafe or uncomfortable for any reason, do not be afraid to approach your supervisor, Ibrahim, or Human Resources. Your safety and that of customers is our number one priority.

Uniforms

All new employees will be given a uniform. If you lose or destroy your uniform you can purchase a replacement. Uniforms must be clean and up to standard for their location, (i.e. no wrinkles at Chick-fil-A). Employees must be clean and free from odor, this includes smelly laundry, so please be attentive to your laundry. If you need help knowing how to properly care for your uniform, please ask. We would love to help you.

- Leggings are not permitted.
- Pants with holes are not permitted.
- Non-Slip shoes are required for most locations. Employees working at Chick-Fil-A, Mom Fulton's Cafe, Taco Bell, Costa Vida, Papa Johns, and Arby's and in the catering kitchen must wear non-slip shoes.
- Hat or hair net is required. If the hat is chosen, hair must be pulled back.
- No jewelry is permitted while working with food. Bracelets, rings with stones, and watches could fall into food, creating a physical hazard. Jewelry should never be worn when working with food for these reasons. Plain metal rings, such as a wedding band without stones is permitted.

- Hats are required as part of the uniform. You will receive the first hat for free. If that hat gets damaged, lost, or needs to be replaced, the second hat and any following will be \$5.

Meal Discount Policy & Benefits

Dining Services provides a meal benefit to eligible employees. This meal discount is provided as a benefit and may be revoked at any time. Retail items and meals may be purchased at an employee discount of 25% at the following locations:

- Chick-fil-A
- Taco Bell
- Arby's
- E.A.T.S
- Mom Fulton's Cafe
- Trades Cafe
- Costa Vida
- Papa John's

Please note: Dining Services does not have any meal discount privileges connected to Subway, Fishbone Sushi, Jamba Juice, Scoops, Panda Express, Cupbop, Guru's Café, Wendy's, Kolache Krave, Aubergine, FeastBox, or Sodalicious.

During their shift, employees are welcome to free fountain drinks filled in a plastic cup obtained from the office, SC 201. Remember that if you are not scheduled to work, you may not use the beverage benefit.

These benefits are for your use only (not your friends) but if you are using your own funds, and buying your friend a meal, you can use your employee discount. You are not allowed to make your own food.

Please adhere to these procedures. Violation of these rules is constituted as theft and may cause you to lose your job.

All employees must request food as regular customers, (not going behind lines asking for special treatment) and pay as a regular customer at all times. You must be clocked out in order to purchase food.

Leftover Food

The goal of providing leftover food to employees is to prevent waste of food and university resources. If there are leftovers, the procedure is as follows:

- First action - Leftover untouched food is resold at E.A.T.S.
- Second action- Re-use for other recipes (following Health Department procedures).
- Final action- If cannot be reused or resold it will be brought to the SC 111 kitchen for employee consumption.

The reason why we do not provide leftovers to non-Dining Services employees is liability. We cannot constantly maintain the food for it to be considered safe by the Health Department. Leftover food will not be allowed to be taken home. Any leftover foods must be consumed in SC 111 kitchen or in the main dining area on campus. Eating food in the restaurants is not permitted.

Food Handler's Permit

Employees are required by the Health Department to have a food handler's permit on their first day of work. If you have not yet received a Food Handler's Permit talk to your manager.

Cell Phone Policy

Dining Service employees that have cell phones may carry them in their pocket while at work but they must be on silent mode. You can check messages on your 15-minute break. Should you receive an urgent message while working that needs immediate attention, you must let your supervisor know you need to respond. With permission, excuse yourself and address the message at the appropriate time. You can check your messages during your breaks or after the shift has ended.

Managers and supervisors are encouraged to keep their phones on to respond to employee messages and in case of emergency. For all other employees, while clocked in, you are not permitted to text, answer personal phone calls, or use your phone for any other purpose that is not work related. If you are using your phone while you are clocked in, for non-work related reasons, any supervisor or manager may hold your phone until the end of your shift or remove you from your work station, this may also result in immediate termination.

Dining Services Management will do all they can to make your experience as positive as possible. Management will abide by these procedures. In the event of

emergencies or extenuating circumstances, they may take the best action they know in compliance with UVU policy and applicable laws.

Management also reserves the right to alter these procedures at any time, without notification.

Thank you for reviewing these important procedures. Please don't hesitate to reach out to your manager if you have any questions. A printed copy of these procedures is available in the Dining Services office, SC 201.

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