This handbook has been established to provide a brief overview of our policies and practices guiding your employment in the Catering Department for Campus Dining Services. At any time that you have questions or concerns about Catering employment, please contact the Student Job Coordinator at cdsjobs@oberlin.edu or at (440) 775-8101 to discuss any employment issues.

CDS Catering provides food, beverages, service, and supplies for special events coordinated for our customers. These customers are often members of the Oberlin College campus but may be members of the community or simply the general public. Each and every event is unique and has been specially planned and prepared for that specific occasion.

Catering work is not difficult but it may be physically demanding and it is often detail-oriented. You should expect to be on your feet during all scheduled shifts and you may be required to do some heavy lifting, regardless of the position you are filling.

There are established dress codes that must be followed. Please be sure to read all the details of our dress code and have the proper clothes on hand before volunteering to work any position or event.

Catering jobs are attendance-mandatory. If you have volunteered and then have been scheduled for any event, that job is now yours. Conflicts that may arise will be yours to manage, insuring that your position will be staffed with a competent and currently employed substitute student worker.

Student workers are the total front-of-the-house workforce for CDS catering and a significant portion of our back-of-the-house workforce. We rely on our student workers and greatly value your contributions as employees.

Our employment policies exist to promote efficient and productive operation of our catering events and an excellent experience for our clients and their guests. We are excited to work with you and hope we are able to share a positive working and learning experience with each of you!

Wayne Wood, General Manager
Bill Bolton, Assistant General Manager
Bethany Greenawalt, Catering Manager
Chris Caronchi, Catering Manager
Tiwauna Daniels, Student Job Assistant
**GENERAL EXPECTATIONS**

You are expected to arrive on time to the location specified in your schedule. Tardiness and absenteeism are not acceptable.

You will come to work clean and neat and in dress code.

Managers and Student Managers will direct your work. This is a team effort! Cooperation with your managers and co-workers will make the best customer experience and employee experience.

Customer service is of utmost importance! Good customer service includes being friendly, acting professionally, and making best efforts to meet the needs of all the guests at an event.

Be outgoing! Meeting customer needs means finding out what they want.

Maintain the highest standards of safety and cleanliness.

Actively work during your working hours.
HIRING & SCHEDULING

Employment with our catering department begins with submission of an “application” on the CDS Student Employee web page: dining.oberlin.edu/employment. This application communicates to CDS your interest in working and provides us with information that is required for payroll purposes. This does not guarantee you assignment to any event(s) and is simply an organized electronic method of creating a detailed data base of willing volunteers.

Your information will remain in our database for the entire academic year in which you apply. You can re-visit your application at any time to cancel your participation. You will need to re-apply for each academic year in which you want to work. The application is open throughout the academic year. It will close for summer and re-open again when the CDS Dining Hall application opens in August.

ASSIGNMENT OF EVENTS

You will receive email from cdsjobs@oberlin.edu with a subject indicating an offering of catering work. The work is usually organized and offered for the soon-upcoming or current month. You will be notified of event days, dates, working times, positions offered, dress code, and location. This is provided to you in an orderly list and usually also as a spreadsheet attachment. Please read all of the emails carefully! They will contain reminders about attendance policies that are imperative as well as information important to the work being offered for that period.

If you decide that there are events you want to request to work, open the email offer sent to you and use the “Reply” button to respond.
We strive to maintain customer satisfaction and to create an atmosphere for student employee satisfaction; therefore, the following standards and objectives have been established:

- To maintain a high standard in food presentation, customer satisfaction, and facility cleanliness.
- To establish a productive and strong service team.
- To provide a good working environment through acting fairly, honestly, and ethically with our employees.
- To offer the opportunity for employee development and empowerment of job responsibilities and accomplishments.

The most important part of your job is to provide excellent service to our customers, your fellow students, faculty, and staff. Each time you make contact with a diner, you are involved in a “moment of truth”. How well you handle that moment of truth determines how the customer feels about you, the service you give, and the organization for which you work. The many “moments of truth” add up to create our *service image* in the eyes of our diners. We want that image to be the best it can be. It is our goal to create a positive service image for our diners and a positive experience for our employees. Try to send each diner off feeling good about having been in contact with you. We hope the satisfaction of a job well done will make you to feel good about yourself.
**MANAGEMENT**

Most CDS facilities have a management team, all of them participating in the daily operation and success of their dining facility. All members of the management team are there to provide training, supervision, support, and direction of your work. You are expected and required to cooperate with all members of management. You can expect the managers to work cooperatively and communicate effectively with one another so that you need only contact one manager in communicating attendance issues, addressing policies and procedures, and discussing concerns or problems you may have. For the catering department, you’ll most often deal with the catering supervisor, Barb Young.

CDS kitchens and catering events are also staffed by full and part time non-student employees. These employees are knowledgeable in the work they do for CDS and in food service in general. You must consider them your supervisors and cooperate in the instructions you are given. They will also be a valuable resource to you in learning what you need to know to be a quality food service employee.

**EMPLOYEE RIGHTS**

Campus Dining Services is committed to treating all employees with respect and fairness. To demonstrate CDS’s commitment, it guarantees the right of every student employee:

- To voice a complaint or concern.
- To be heard in an atmosphere of respect and cooperation.
- To have the complaint acknowledged by a member of management in a timely manner.
- To have the complaint acknowledge by successively higher levels of management or school officials if the employee is not satisfied with the response or does not receive it in an appropriate time frame.
- To have no fear of retaliation for presenting a complaint or concern.

Student Employees are encouraged to voice a complaint or concern to the Student Manager in a timely manner so the matter can be investigated and resolved promptly.

- Within three (3) working days of an incident, the employee should discuss the complaint or concern with his/her student or regular manager.
- The manager should respond to the employee within three working days of receiving the complaint or concern.
- If the employee is not satisfied with the response, or does not receive it in a timely manner, he/she should contact the Student Employment Coordinator for further and timely response to the complaint.
IN THE WORK PLACE

Whether it’s your first day or your fourth year of employment with CDS, there are some practices which are constant. We strive to provide the highest in quality service to our customers and this begins in the smooth and healthy operation of each of the campus establishments.

GETTING STARTED

You should arrange your schedule and your life so that you are able to arrive about 5 to 10 minutes early to work. Your scheduled work start time means that this is the time you are literally ready to work after getting punched in and suited up and in the indicated service area.

When you arrive, you should find your time card (or a new one) and get punched in. You should also find a manager and get checked in with them to both confirm your presence and to confirm the job you will be performing. You should then locate a hair net, an apron, and clean gloves and follow the sequence for proper and hygienic personal preparation, to follow:

WORKING CLEAN

- Arrive to work recently bathed/showered with clean and combed hair, clean clothes following the dress code, and with a fresh and neat appearance.
- Once checked in with the manager, collect up a fresh apron, hair net, and a set of new disposable gloves.
- Put on your hair net, covering and restraining all your hair.
- Put on your apron and tie securely. Remember to remove your apron and store it in a clean location during meal breaks and trips to the bathroom. Try to keep it clean. Replace with a fresh clean apron if it becomes visibly soiled.
- Using proper hand washing technique, wash and dry hands thoroughly. After drying your hands, use your paper towel to turn faucet handles off and avoid re-contaminating your hands.
- Put on fresh disposable gloves.
- Remove and dispose of gloves, wash hands, and put on fresh gloves every time your gloves become contaminated, including but not limited to:
  - Touching your hair, hands, face, any part of your body, your clothes;
  - Touching any non-food service surface, including door knobs, elevator buttons, and the like;
  - After going to the bathroom;
  - After eating or drinking;
  - After leaving your work area;
  - After handling trash or trash receptacles;
  - After coughing or sneezing … every time!
FOOD HANDLING – JUST THE BASICS

- Always wear a hairnet and apron while serving or transporting food, washing dishes, washing pots, or line running;
- Never handle food, dishes, or food preparation equipment if you are sick. This could lead to a food borne illness;
- Poor personal hygiene could lead to a food borne illness;
- No eating or drinking behind the serving line … only in areas and at times designated by the manager;
- Wash your hands and put on gloves every time your hands or gloves did or even could have been contaminated … touching anything besides the pan and/or utensil(s) of the food you have been assigned to serve is contamination!
- Line servers will only serve food onto a clean plate that has been handled only by them:
  - This means a plate handed to you by a customer is not acceptable;
  - Never serve food onto a plate with food on it that has been presented by a customer … serve their food on a new plate;
- Keep your area clean and free from spills and debris;
- Be sure that you adhere strictly to instructions regarding the handling of left-overs.

HAND WASHING

You have many, many years of hand washing experience. Chances are, though, you do not take the time to consciously wash your hands properly every time.

Proper hand washing is required by all laws regarding food service. Running water, soap, and disposable towels are required. Please use the following instructions for washing your hands before, during, and after your CDS shift.

1. Find a sink designated for hand washing. Turn on water. Wet both hands.
   - Water does not have to be any specific temperature … hot or cold, it’s really all the same for the purposes of removing bacteria and viruses.
2. Apply soap to hands.
   - Liquid or bar, either is fine. Anti-bacterial is not necessary. The important part is the lather!
3. Briskly rub hands together to wash.
   - Be sure to wash front and backs of hands and wrists, between each finger and your thumb, and around the edges of and under your nails, working lather over all parts of hands and wrists.
4. Rub/wash hands for at least 30 seconds.
   - You can count, watch a clock, or sing “Happy Birthday” two times fast.
5. Rinse your hands in running water until all soap has been removed.
6. Dry your hands using disposable towels.
7. Use the towel with which you just dried your hands to protect your hand when turning off the water faucet!
HANDWASHING
is the best way to prevent the spread of infection.

You're at work—You're busy.
Your hands look clean—But, they're not.

Your hands have germs on them that could make someone sick.
You could get sick—Your family could get sick—Your customers could get sick.

If you handle food, you must wash your hands often.

WHEN should you wash your HANDS?

- When arriving at work
- After using the bathroom
- After smoking
- After sneezing
- After touching your hair, face, clothing
- After eating or drinking
- After taking off or before putting on a new pair of gloves
- Before handling food, especially ready-to-eat foods like salads and sandwiches
- After handling garbage
- After handling dirty equipment, dishes, or utensils
- After touching raw meats, poultry and fish
- Anytime you change tasks – go from one thing to another

HOW should you wash your HANDS?

- Wet your hands with warm running water.
- Lather with soap and scrub between fingers, on the backs of your hands, and under nails. Wash for at least 20 seconds, or as long as it takes to sing 'Happy Birthday' to yourself twice.
- Dry hands. Use single-use paper towels or electric hand dryers.
- Use a paper towel when you turn off the tap.

GLOVES should be changed:

- Anytime you would need to wash your hands (see left)
- When they are torn or soiled
CUSTOMER SERVICE

The following critical actions, known as “The Code of Quality Service”, will help provide quality service while bringing a sense of pride and satisfaction to the work place:

• Greet the diner immediately.
• Give the diner your undivided attention.
• Make that interaction time count.
• Be natural, not phony or mechanical.
• Be energetic and cordial.
• Be the customer’s agent. (Assisting with their needs and concerns)
• Think! Use common sense.
• NOTE: Portion control is also a requirement of any food service job. Portions per food item may vary for each catering event. Seek out and follow all portion controls told to you by the manager or cook.

KNIVES

As these are a relatively dangerous item, compared to some kinds of work place tools, there are strict guidelines about their use. Some student positions in some locations are required to use knives for the work they perform. You may use them for dividing cakes and pies or maybe for cutting sandwiches and such. If you are not employed in a job or position that uses a knife, please do not handle them for any reason unless instructed to do so by a manager.

Using a knife requires using a cut glove that will protect your hand:

• Go to the manager (not another employee) and get a cut glove issued directly from them.
• The cut glove is worn on the hand that will not be holding the knife.
• Put the cut glove on and then put a rubber/plastic glove on over top of it.
• Avoid getting the cut glove soiled or wet.
• Remove and replace the cut glove when washing hands. Whenever it is removed, make sure to use a new rubber glove over the top.
• When your task or shift is over, the cut glove must be returned to the manager. Do not leave it at your workstation or hand it to anyone else to use.

Please speak to your manager for the rules about knives and cut gloves for each location. Each dining hall has established its procedures that work best for that location.

Use of can openers, manual or electric, is not permitted by student employees. If anyone directs you to open any kind of can, please remind them that this is prohibited in any student job.
PROVIDING EXCEPTIONAL CUSTOMER SERVICE

First and foremost, in any customer service job, the customer is never an interruption of your work. Rather, the customer is the reason for your work. After all, if no one booked catering events, our catering department would not be necessary and then we would not need students to work any events. Therefore, the customers/clients are the reason you have this job. Please always keep this in mind when working a catered event, whether you're serving guests directly or working behind the scenes. All the roles matter and the end goal is all the same: a satisfied customer.

Below are a few tips for you on providing the best experience for our customers. If you have any questions or need clarification on anything, please ask.

- The most important part of your uniform is a smile. If necessary, fake it ‘til you make it. Never bring your bad day to an event and share it with coworkers or guests.

- Take pride in what you’re serving. Look at what you’re presenting to your guests, whether it’s in setting up a buffet table, putting out water glasses (do the glasses have water spots?) or passing them plates of their dinner. Don’t serve a guest something you wouldn’t serve your favorite relative.

- Always remember that you are an employee, not a guest at catered events. This is especially important in regards to weddings. Sure, it’s fun to listen to the music and you might find it amusing to get out on the dance floor and show off a bit, but the bride and groom will not be amused to go through their pictures and find pictures of the wait staff acting like guests.

- Try to anticipate your guests’ needs. Try not to let beverages run out (if you’re refilling table-side), clear dishes soon after a guest is finished with them, provide extra napkins when small children are present; anything you can do to make the guests’ experience run more smoothly will make them happier.

- Don’t overstay your welcome at your tables. Most guests will engage in conversation out of politeness, but won’t tell you when it’s time to walk away and let them enjoy their meal/company. You have to be able to know when to wrap things up and move on. Remember, you’re not a guest, and you’re not there to socialize with the guests.
SAFETY AND SANITATION

We serve a large quantity of people, both over summer and during the academic year. We must take safety seriously in order to keep our dining halls operating. To this end, some guidelines have been established.

As you begin working for CDS, you may hear people yell “behind you!” or “coming through, hot pan” or some other variations of these kinds of things. This is to keep everyone safer. In a kitchen, it is imperative that you are aware of your surroundings. Since you can’t do what you’re doing and look in all directions at the same time, you must sometimes depend on your hearing to avoid potential disasters. If you’re washing dishes and someone walking behind you says, “behind you with a knife”, you know not to turn around; this keeps you safe from being cut. Frequently, your first instinct when you hear someone yell will be to turn around and see what’s going on. It’s important that you learn to delay that instinct when working for CDS. We would rather have to wait a couple seconds for your attention than have you injured because you turned too quickly.

You may not wear ear buds or headphones while working for CDS. This is not only due to the risk of loss or damage to your personal items, but it’s truly a matter of safety. If you can’t hear that person behind you say “coming through, hot pan!” you can’t be sure to stay put and avoid an injury. Anything that impedes your ability to be aware of your surroundings is a safety hazard in a food service setting.

Occasionally, you may be the first to notice a spill or other safety hazard. For this reason, it is important that you know how to handle the situation. First, if others are in the area, try to clear the area if it can be done safely (a simple, “please step back so we can handle this spill” is usually enough). Then, you would need to place a wet floor sign (even it it’s a dry spill, it alerts people to avoid the area). We do not expect you to clean up spills, but we do expect that if you’re the first one to notice it, that you take precautions to help avoid injury to our staff or to our customers and then notify someone whose job it is to get the spill cleaned up (a manager or an Oberlin College maintenance employee in a light blue shirt). The main focus in this situation is to avoid injury to you, to other students, to our customers and to the rest of the staff.

Personal beverages may be consumed during your shift. Health department regulations state that the cup you use must have a lid and a straw, and the cup may not be stored above any food item(s) to avoid contamination in the case of a spill. No gum is allowed while working in food service.

You should have with you a bucket of clean sanitizer solution with a clean rag when working in food prep or serving areas. The water and/or rag should be changed out as needed to keep both clean.
Most CDS student employment locations have some sort of food that is produced and distributed during meal times. Most CDS student shifts fall during some portion of the meal period. Neither of these facts encompasses all locations perfectly but they are generally true.

In general, all students who work a shift several hours in length will be permitted to take a 15 minute break. This is somewhat dependent on the location and the job being performed; each management team in each location has established guidelines that are appropriate for the jobs and the shift times in their facility.

Break time is 15 minutes. The student employee does not punch out for this break; it is paid time. The student will be permitted to take their break only at a time designated by the manager. It is the student’s responsibility to know what time they started their break and to return in the allotted 15 minutes. Failure to return to the assigned work station in a timely manner will result in disciplinary action. If the break time significantly exceeds the 15 minute mark, the manager may note the break stop and start times on the student time card so that paid working hours are reduced by the time of the unauthorized/extended break.

During catering events, if a student employee is authorized for a break, they are usually authorized to eat a meal at no charge from that event on their break. All permitted student employee meals will be eaten in that facility (no carry-out) and during that break period. No left-overs from that meal may be carried out. Please be aware that break times may be modified and are dependent on the needs of our guests; there is no ‘normal’ for a break at a catered event.

Each location unit manager will establish what constitutes a meal for student employee meals. As the focus of a food service operation is customer service, if quantities of any given meal item are limited, they may not be included in that day’s meal options for student employee consumption but reserved for customers and guests of that establishment. Pre-packaged food and/or beverage selections may not be included in the meal. Details about the meals specific to your situation should be referred to your manager for further information.
Disciplinary Action

Campus Dining Services intends to provide a safe, productive, and pleasant work environment for all employees to enable them to achieve the highest level of productivity and fulfillment. The success of Campus Dining Services depends on food quality and customer service. It is everyone’s responsibility to treat customers and co-workers with respect and understanding. If an employee does not meet these standards for performance and behavior, constructive counseling action may take place to improve performance or correct behavior. CDS will attempt to address most types of unsatisfactory performance or conduct through this method.

A variety of actions can warrant disciplinary action up to immediate termination, including but not limited to the following list of examples:

- Theft and attempted theft. This includes any food and beverages, supplies, utensils, equipment, personal items belonging to co-workers or customers, and cash. This also includes giving away or discounting item prices and improperly portioning items for your self and others. (You are authorized to eat a meal while you are working. It must be consumed in the facility and may not be carried out.)
- Willful misuse or destruction of college or co-worker property.
- The possession, sale, or consumption of illegal drugs or alcoholic beverages, or being under the influence of illegal drugs or alcoholic beverages during working hours or on the work premises.
- Falsification of company related documents, including time cards, for yourself or another employee.
- Insubordination or failure to carry out reasonable requests.
- Any disorderly conduct, such as profanity, yelling, or vulgar, abusive, or obscene language to fellow employees and customers.
- Abandonment of job … no call/no show
- Three (3) written warnings in one semester.
- Unwillingness to comply with requirements of health or safety policies.
- Failure to maintain proper standards for hygiene and appearance in the work place.
- Sexual harassment, other harassment, or discrimination of any kind.
- Repeated tardiness/absenteeism. This also includes over-use of the sub policy to staff the shift(s) assigned to you.

A student may have more than one job with CDS. If the student is terminated from only one position, an evaluation will be made to determine if the student should retain the other position or be released from all jobs.

A student who has been terminated will be unable to work for the Catering Department for the remainder of the academic year.

When infractions are less severe, a student can receive verbal and/or written warnings from a manager, supervisor, or student manager. Written warnings will be communicated via email. In regard to these less serious infractions, a student cannot be terminated until he/she has acquired three (3) written warnings per semester. Three written warnings, though, will result in termination. The reasons for the warnings do not have to be the same and can be three infractions per semester in any of the buildings operated by Campus Dining Services.
**Hiring & Scheduling**

This is all handled on-line through our CDS Student Employment web page and via email:

dining.oberlin.edu/dining-services
cdsjobs@oberlin.edu

**Applications**

When you submit an application, it is a fast track to employment. This process does not involve weighty consideration and interviews; if you are smart enough and motivated enough to be accepted at Oberlin College, you have what it takes to work in our catering positions. Your catering application is the process by which you can request individual working shifts that work with your class and life schedule. When that application is processed, you will be notified as catering events with open shifts are available. Email will be the only form of communicating that shifts are available for you to work.

The Student Job Assistant, Tiwauna Daniels, handles the hiring process for CDS, both dining hall and catering. She is also the person who handles all job related communication through the email address noted above. Please use this email address when communicating about CDS employment and its related issues.

*Being hired to work through a catering application means that you are agreeing to work all of the shifts that you sign up to work.* The only exceptions to this are when you make advanced arrangements as detailed in the Attendance section in this handbook.

When applying, please carefully read the information about answering the questions or completing the required fields. Please provide us with a good phone number to use in the event we need to call you about attendance issues or the like. Also, note the earliest date you are willing to start working; if you do not indicate a specific date, you will be assigned the first possible working date.

You are always welcome to accompany your application submission with email to cdsjobs@oberlin.edu indicating your preferences in the shift options you have presented in your application. Please be as specific as you can. The Job Coordinator will make best efforts to accommodate those preferences.
**CLASS BREAKS**

During Fall Break and Spring Break, the dining halls are closed. Catering events may still take place, though. If any events are scheduled for the time during a break, an email will go out with as much notice as possible to allow you to determine if the timeline fits your schedule.

**END OF SEMESTER**

Exam week is a busy time for students. You may choose to accept shifts or decline to answer the email offering shifts; this is entirely your call. It is important to communicate openly and accurately and early with the student job coordinator about your job during test time and ending the semester. If you agree to work a catering shift and then find that you’re overwhelmed with exams and studying and just too busy, it is far better for us to have the information earlier than at the last minute.

**YOUR SCHEDULE**

The schedule times that you choose should be ones you can be sure you can attend. As discussed below in the Attendance section, the intention is that you are in place and ready to work (punched in with hair net and apron on, hands washed and gloved) by the start time of your shift. If you have class until 2:30, you cannot be on time for a 2:30 shift. You may not have time to make it at 2:30 if your class ends at 2:20. Be careful in scheduling.

There are some occasions when a manager can and will approve a slight shift in your actual working time. This must be addressed directly with the manager; sometimes the flow of business is such that they can work with you, other times not.

**SPECIAL SCHEDULES**

Special schedules include Early Arrival/Orientation, Thanksgiving break, Winter Term, Commencement, and Summer. When you are currently signed up for catering, you will be notified of opportunities to work during these special periods. If you are not currently signed up for catering, you can inquire by emailing cdsjobs@oberlin.edu.

Most special schedules require submission of a special application, also to be found on our Employment page. Because of student transportation and cost issues, the application periods for these special schedules are usually opened and closed in a time frame to allow at least a one-month notice to the students hired. Early application is always recommended. We give preference in the hiring for these positions to current CDS employees.

Commencement Week is a very special schedule period, indeed. Although CDS will have links and information about the hiring, the Res Ed department is actually the office that handles the application process and employment offers.
ATTENDANCE

Your job is an agreement that you will be there when you are scheduled and do the work that is indicated and we agree to pay you the established wages for doing that job.

Attendance is a really big issue.

As your employer, it is VERY important to us that you are here. When you aren’t in your scheduled place for your assigned shift (even when the absence is scheduled ahead of time) it can be frustrating for your co-workers and an expense to CDS and the college.

We understand that you are here to go to school, that this is and should be your priority. It is the same way that our priority in CDS is to provide a quality dining experience on campus. We understand that there are going to be issues come up that will conflict with your work schedule, regardless of how dedicated an employee you are.

The only solution to reduce the cost associated with an employee absence (a cost counted in both aggravation and in dollars) is effective communication between the employee and the manager. When it comes to your attendance, please note the following really important rules:

- Always communicate any attendance issues in person or on the phone directly to your manager. **Never use email!**
- Always direct your communication about attendance to your manager. Contacting the CDS office is not acceptable or effective.
- The more notice you can give, the better it is for everyone.
- **You may not communicate to management the need for an absence by email.**

EXCUSED/UNEXCUSED ABSENCES

Absences are acceptable only when they are excused ones. Failure to follow the processes below can result in the removal from any catering shifts that are scheduled and your name can be removed from the email list for catering shift offerings.

- **If you are scheduled and then a conflict arises, it is your responsibility to find a replacement for yourself that is a current CDS employee and willing and able to perform the job.** You must contact the phone number that will be provided on your employee dashboard schedule to report the name of your substitute before the event.
- **Only in the event of a serious illness or emergency can you call off a catering shift.** If you have one of these rare cases, you are required to call at least 3 hours ahead and you will be required to provide proof to the CDS office within 3 days (a doctor’s excuse, an accident report from the police, an obituary, etc.) You must call the phone number located by the event as it is listed on your employee dashboard.

An unexcused absence (often referred to as a “no-call no-show”) will result in immediate termination. When you are terminated, you will not be permitted to work for CDS for the remainder of the academic year.
**ILLNESS OR EMERGENCY**

When significant illness or a personal or family emergency occurs, you are required to provide at least 2 hours notice by phone to the manager.

We realize that the manager is not always available to answer the phone. The managers check the voice mail with great regularity. If leaving a message, please be sure to clearly state your name, the time of your shift, and what position you are working along with any message you have. The voice mail does time and date the call so you can be sure that they will know when you have called off with proper notice.

You wouldn’t think it would bear repeating, but it does: *include your name in any voicemail that you leave for management.*

The policy of 2 hours notice for illness or emergency is NOT extended to cover general conflicts with your schedule. This process only applies to significant illness or emergencies.

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**EXCESSIVE ABSENCE**

Even when you follow proper procedures, if you call off or substitute on your shift with frequency, you can be written up or terminated, depending on the severity of the issue. If you have a shift, you are expected to work it. It belongs to you. Catering shifts are offered, not required. If you are not sure you can work a shift, don’t volunteer for it.
CATERING DRESS CODE – BLACK & WHITE

All employees are expected to arrive looking clean and neat. You will be recently bathed or showered. Your clothes will be clean and free of holes. Your hair will be clean and restrained. All hair longer than your collar should be pulled back and securely restrained.

SHIRTS

All shirts should be white (or very light colored) and a formal or dress shirt. Your shirt should have long sleeves (the issue here being covering all the hair on your arms). It does not have to have a folded, dress-shirt collar, but this is preferred. It must be finished and professional looking.

No t-shirts, tank tops, spaghetti straps, sleeveless, backless, tube tops, or cap sleeves.

PANTS

You must have full-length dress pants/trousers. They must be black or very, very dark. Black denim, in great condition, will also work. Absolutely no holes, tears, or patches. No shorts, skirts/dresses, skorts, sweat pants, Capri length, gauchos, extraordinarily long, or baggy pants. Leggings, stretch pants, and tights are not acceptable alternatives to pants.

SHOES

Must fully enclose your toes and your heels and be worn with socks or hose. Must be black or dark in color. Non-skid soles are suggested, rubber or crepe soles are fine. Heels should be ½” high or less (anything higher will be tolerated only at the discretion of the manager and in consideration of employee safety). No bare feet, flip-flops, sandals, clogs, cleats, or any other shoe that poses a safety issue.

JEWELRY & ETC.

No rings on hands. No bracelets or wrist watches. No false nails or nail polish. Necklaces will be worn entirely inside of your shirt. Earrings or piercings will be small studs/bars/rings that are worn close to the skin and firmly secured; no dangling or excessive jewelry. No hats, bandanas, or scarves; hair nets are required. No watches may be worn.

CASUAL

If your catering schedule indicates that your catering position requires “Casual” dress, this indicates the same dress code as required by the dining hall.
No books or devices, including but not limited to electronic or digital devices, are permitted to be used while you are punched in on the time clock. This includes items such as the following:

- Laptop computers;
- MP3, Ipod, or other music/video/TV devices or media players and the head phones or earbuds that may go with them;
- Cell phones, PDA’s, or any Bluetooth device;
- Books, text books, or other reading/study material;
- Any form of a game device.

It doesn’t matter what job you are performing – *No ear buds or headphones are permitted while working.*

We know you can’t possibly last an hour on Earth without your phone. However: Your phone is not welcome at our dining halls or catering events while you work! We are paying you for your time; we expect to have your attention. If a manager sees you with your phone out while punched in, you can expect to hand it over until your shift ends. If this is a repeating problem, you can be dismissed from CDS work.

We also encourage you to leave your personal possessions at home. CDS will not be held responsible for loss, theft, or damage to possessions that you bring with you to work.
**PAYROLL**

This is what working is all about!

**STUDENT EMPLOYMENT OFFICE**

To be eligible to receive a paycheck, you are required to complete important tax documents one time during your student career on campus. This documentation is handled through the Student Employment Office inside of Carnegie. For details about what you will need to successfully complete this paperwork, contact their office directly or visit their website at [http://new.oberlin.edu/office/student-employment/](http://new.oberlin.edu/office/student-employment/). (For international students, this is handled through Josh Whitson’s office.)

Once this paperwork has been completed, please email [cdsjobs@oberlin.edu](mailto:cdsjobs@oberlin.edu) to report that an employment time record can be established.

**TIMECARDS**

Students will be asked to meet at the location of the catering event, unless otherwise stated, where the catering manager will have a timecard to be completed upon arrival. At the completion of the event, the catering manager will write in the end time and submit to our CDS office for processing. The time cards that are used for catering are pink. Please be aware that time cards are color coded and the use of the wrong one will significantly delay processing of those hours if the wrong color card is used.

You are the only person allowed to handle or punch your time card. You may not punch someone else’s card and they may not tamper with yours.

You must complete your information on every time card. It must have your legibly printed name, T# (never your Social Security number), job or position (pots, line runner, counter, etc.), and your signature. The “Crew” field should be filled in with your facility name. If you are working as a substitute, list the name of the person for whom you are subbing. If it does not include all of these items, your pay may be delayed or be paid at the incorrect rate.
GETTING PAID

Your check will be direct deposited into a bank account. If there is a processing period, you will be issued a paper check that will be delivered to your OCMR box in the interim.

You can check your deposited pay through the Presto system.

Because of the high volume of time cards to process, our pay period does not exactly match the one listed on your pay record. A pay schedule listing the dates the pay is issued and the time period of work that it is paying is included below.

RAISES

There is an on-going urban myth that students receive a raise for each semester or year that you work. This is not correct.

Every summer, the dining hall managers review a listing of all the folks who have worked for them during the previous academic year. Of those students who are eligible, the managers then make recommendations for raises for those students who have been the best workers: great attendance, good disciplinary record, good customer service skills, efficient at their job. Raises are issued based entirely upon merit. Excellence in the workplace is required.

To be eligible to receive a raise, you must have at least one full semester of CDS experience (about 12 weeks) and have completed CDS Student Training, a great attendance record for the previous year, no firings/terminations for the previous year, and a good disciplinary record.

When awarded, raises are 10¢. This is always yours and will never be taken away. This amount will be applied to the base rates of any position you may work for CDS. Raises can be achieved every year and are added together and applied to all base rates. CDS raises do not cross over to jobs in other departments on campus.

PAYROLL QUESTIONS

If you have questions or find an error, your first point of contact is the person who processes your time cards: Kathy Mueller in the CDS Office. Please feel free to contact her with any questions or concerns you may have. Stop in to the office in Stevenson, call at (440) 775-8101 or email cdsjobs@oberlin.edu.
**PROPER TIME CARD PREPARATION**

**Only use a pink time card for catering.** All cards are color-coded and you may not be paid in a timely manner if you use any other color.

**Make sure all the following time card fields have been completed accurately and legibly:**
- Name: Last name first, first name last
- T#
- Signature
- Facility Worked: Catering
- Job: The position for which you have been hired and scheduled – either Waiter/Waitress or dishes (or student manager)
- Subbing for: Must give student’s name

The time card has been sectioned into the days of the week, listed in the order of our pay week. For each day, there are spaces for you to punch in and out twice. In each day section, you will start at the bottom and work up with the placement of your time punches. **Make sure that each punch is readable.**
- If your punch is hard to read, please let the manager know as soon as possible so that they can do something about it in a timely fashion.
- If you forget to punch and then remember at some later point, do NOT punch in at that time. Simply take the card to the manager (or call, if you have left the building) and ask the manager to handle the situation.
- Only write and punch on your own time card. Handling anyone else’s time card is not allowed and may be grounds for disciplinary action.
- At times, catering will require writing in punches. Only a manager can approve handwritten punches.

**All catering shifts can go on the same card in a week, unless you’ve worked catering “normally” and as a student manager.**
QUITTING YOUR SHIFT

(“Terminating” “Cancelling” “Giving Up” “Dropping” “Resigning” “Leaving” etc.)

If you are not scheduled for any catering shifts and wish to no longer be contacted with offers for catering shifts, you may log into the CDS dashboard page that is located at http://www.oberlin.edu/cds/employment/dashboard.html and delete your school-year catering application.

If you are scheduled for shifts and wish them to be your last, you may delete your application to avoid being contacted with future offers of shifts.

If you just need a break and don’t want to delete the application, you are certainly welcome to ignore the emails and then when you’re ready to pick up a shift again, jump back into the game by replying to the email as you normally would. There is no need to contact anyone if you do not wish to work a catering shift or if you do not want to work any catering shifts for a period of time.
CATERING OFFICE CONTACT INFORMATION

When you are notified that you have been assigned a catering shift, a detailed schedule is available on-line. For the catering office, go to the front of the Stevenson Building and enter the Biggs Entrance. The catering offices are located to the left as you enter the double doors.

(440) 775-8976 or (440) 775-8420

CDS employment page: view shifts, applications, policies and more at:

dining.oberlin.edu/dining-services