

Skidmore College Dining Services

Student Employment Handbook
2024-2025

Table of Contents

Welcome Letter	2
Dining Locations & Contact Information	3
The Management Team	4
Employment	
Time & Attendance.....	7
Shift Subs & MakeUp Cads.....	
Pay Information.....	9
Direct Deposit	
Work Opportunities Over Break.....	10
Training.....	11
Dress Code.....	12
Disciplinary Policy	13-14
Hygiene	15
Sanitation & Safety	16
Harassment	17-18

Welcome Letter

Dear Dining Services Student Employee,

Congratulations on joining the Skidmore College Dining Services Team!

We welcome you to the largest team of student employees at Skidmore College. Dining Services includes the Murray Aikins Dining Hall, the Atrium Café, the Burgess Café, the Spa, campus Catering, and concessions. This is a great opportunity to work for Skidmore College. If you have any questions, please contact your supervisor or the Dining Services Office at (518) 582-2880. We look forward to working with you!

Dining Locations and Contact Information

Dining Hall Phone Number: 5180-5850

The Spa Phone Number: 5180-5899

The Dining Hall Management Office is located in the dining hall. Enter to the right and you will find us near the sign in desk, across from Emily's Garden.

Student Employment Coordinator: Emily DeLorenzo,
edelorenzo@skidmore.edu

Director of Dining Services: Mark Miller, mmiller@skidmore.edu

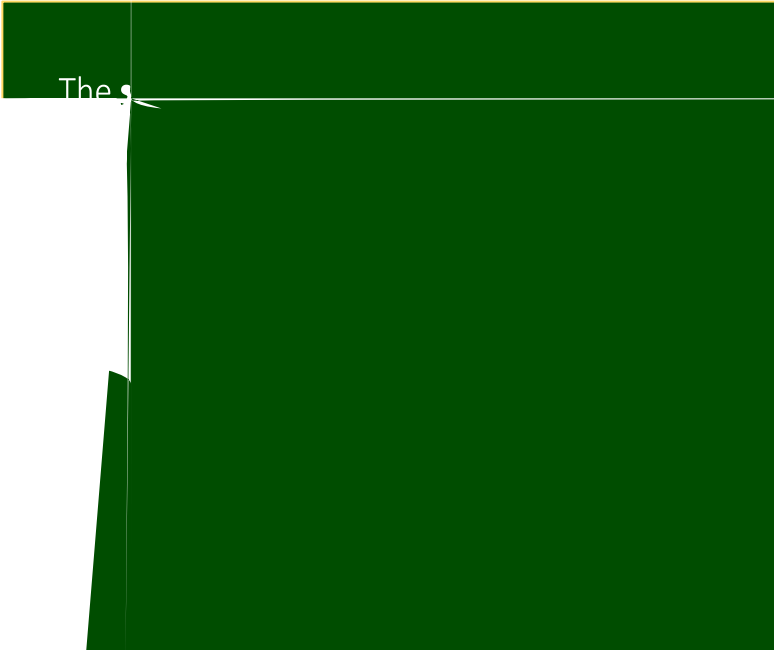
Assistant Director of Dining Services: John Eyerett
jeverett@skidmore.edu

Executive Chef: Michael Hinrichs, mhinrichs@skidmore.edu

Spa & Burgess Café Supervisor: John Winnek, jwinnek@skidmore.edu

Floor Management: g"2 %1 1 0

The Management Team



Employment

Eligibility to Work

Eligibility to work on campus is confirmed through the Student Employment Office located on the first level (downstairs) of the Starbuck Center. An I-9 form must be filled out in person. You will be asked for photo identification when filling out your I-9. Refer to the Student Employment Office's website [Acceptable Documents](#) for accepted types of identification and any questions regarding the I-9. I-9's must be renewed every three years if there is a break in employment.

Personal Property

Deluge

Time and Attendance

Attendance Policy

An attendance card will be kept for each student. This will keep track of all absences and extra shifts picked up. There are 3 types of absences; excused, unexcused, no call/no show. **Depending on the type of absence/reason for your absence, you will be given 13 points on your attendance & disciplinary record (see page 10).** Exceeding 10 points on your record will result in termination from Dining Services.

Protocol for calling out:

Email dhallabsence@skidmore.edu **AT LEAST 1** Hour prior to your shift. Include your name, date and time of shift, and reason for absence. Following this email, send a second email to dhall-substitution-list-group@skidmore.edu to ask for a sub. Include your shift location (dhall, spa, etc.), date of shift and time of shift. **You must ask for a sub for any and all calls.**

Absence Descriptions

-

Shifts Suband Make Up Cards

Howto Suba Shift

Asastudentemployeeyouareresponsiblefor **all**ofyourshifts.Thereforeifyoucannotworka shift,it isyourresponsibilityto findasub.Please followthesimpleproceduresfor findingasub:

Make up cards

If you

1) Send an email to the dhall substitution list. **Include your name, shift date, time of shift, and dining location** **Email** [Dhall substitution list-group@skidmore.edu](mailto:Dhall_substitution_list-group@skidmore.edu)

2) If you get a response from a fellow student employee, your shift is covered. If you do not get a response, you must attend your shift or take an absence.

Management is not responsible for finding you a sub, but they are here to guide you through the process if you are confused or have questions.

A sub is only allowed for the entirety of a 2 hour shift, or a minimum of 2 hours of a scheduled 3 hour shift.

Pay Information

Federal Work Study

The Federal Work Study program (FWS) was designed to facilitate access to the on- and off-campus job market for students with a financial need. This program is backed by the federal government through the Department of Education. If you receive FWS you will receive an award amount which will be shown in your financial aid package. You do not need to receive FWS to work on campus. This will not change your wage or maximum hours per week.

HelpUsGoPaperless!

Direct Deposit Steps

Benefits

1)

On the Job

General Employee Training

General student employees will be trained at their place of hire. Due to the nature of the various work locations, the busyness of the Dining Hall and the number of student hires, you will be trained on the job. Floor managers, student supervisors, and professional management all take part in on the job training.

Safety & Knife Training

A safety & knife training session will be shown at the First Year Orientation. This is to prepare you for how to properly hold a knife when cutting various foods. This will also cover how to properly clean and handle a knife when not in use. All students are required to watch this training. **If you cannot attend orientation or hired late in the year**, you are required to watch the training video. If you have not, you will not be allowed to work in certain stations which will require knife training.

Watch Training Video [here](#)

Meals and Breaks

Break Time Allotment

Greater than 4 hours: 15 minute paid break.

Greater than 6 hours: 30 minute unpaid break.

Before leaving your station for your break, you must inform your supervisor. This is to ensure customer satisfaction at all times and allow management to keep track of staff in case of an emergency. Food may

DressCode

Uniform

- **Socks or stockings and shoes must be worn at all times.** Shoes should be sneaker style with rubber treads worn with a provided non-slip covering. No sandals or open-toe shoes are permitted at any time, for your safety. **Shoes must be closed toed/closed heeled.**
- You must wear a shirt with sleeves. This or



Appeals System

In the event a student is terminated from Dining Services, an appeals system is in place for those who would like to contest their termination. If you feel that you have been unfairly terminated

Hygiene

Personal Hygiene

All employees should come to work clean, showered and wearing clean clothes. It is important to wash your hands when changing tasks or when your hands are soiled. It is also important to wash your hands after using the restroom. Hand washing should be done with soap and warm water, making sure to clean underneath every fingernail. Washing should take at least twenty seconds to be effective.

Food Allergy Awareness

Food allergies are an important topic to think about when working in Food Services. The following definitions are important to know so that we can best serve our customers who are affected by food allergies and intolerances.

Food Allergy- any adverse reaction to a food that involves the immune system.

Food Intolerance- any adverse reaction to a food substance or additive that involves the metabolism or digestive system, not the immune system.

Listed below are some signs/symptoms that will help you recognize a food allergy reaction:

- Hives and/or rash Itching and/or Eczema
- Swelling of the lips, face, tongue and/or throat
- Wheezing and/or trouble breathing
- Tingling sensation in mouth
- Nasal congestion
- Upset stomach/cramp and/or bloating
- Diarrhea/dizziness and/or fainting
- Anaphylactic shock (Multi-system)

Another definition to be familiar with is **cross contact**. This occurs when a food that does not itself contain any food allergens becomes contaminated with an allergen during food preparation, cooking, storing, or serving. An example of this would be sharing utensils between food dishes.

Food Allergy Do's and Don'ts

DO

1. Read labels.
2. Understand and learn about food sensitivities.

Sanitation & Safety

Handwashing

You must wash your hands using the double wash method, before putting on gloves. Our policy states that disposable gloves and/or utensils must be used during service or preparation of food that requires no further cooking. Do not rely on gloves alone for food safety. Bacteria multiply quickly on hands from the moisture and heat that accumulate inside the glove. Gloves should be changed frequently.

Handwashing should take 20 seconds if you are thorough and should only be done in a designated handwashing sink.

Cleaning

Cleaning is an important part of keeping our facilities and food safe for the customers. Here are some general definitions you should know.

Cleaning Remove food and dirt from a surface
Sanitizing Reducing the number of pathogens on a surface to safe levels.

Food contact surfaces must be cleaned and sanitized before each use, between tasks and after each use. Below are the steps to make sure that surfaces are clean.

- Clear the surface of debris, food and other objects.
- Wash the surface with sanitizing solution.
- Wipe the surface free of excess liquid.

It is important to recognize that these same steps apply to dishwashing. You must first wash the utensils with hot soapy water, rinse the item and then submerge it in sanitizing solution. You may also use the dishwasher.

Cross Contamination and Prevention

Cross Contamination is the transfer of bacteria from one surface to another. Cross contamination is easily prevented by using the correct sanitation procedures as well as making sure that food is held at the correct temperatures. We try to prevent cross contamination because it can cause food borne illness. **Foodborne illness is when a disease is transmitted to people by food.** These diseases can range from mild to severe. Food Service is committed

Harassment (cont.)

- **Hostile work environment** involves unwelcome behavior of a sexual nature that creates and intimidating, hostile environment. This standard prohibits not only behavior intended to create a hostile environment, but also behavior that has the reasonably foreseeable effect of interfering with an individual's work, academic performance or social living.

Sexual harassment can include but is not limited to visual acts such as leering, ogling and physical gestures as well as physical or verbal acts such as suggestive remarks, hugging, pinching, fondling, and more. Please follow the link below for more information about Skidmore College's policy on harassment in the workplace: