



**UND DINING SERVICES
STUDENT HANDBOOK
2023-2024**

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Welcome from the Director of Dining Services

Welcome to Dining Services. All of us are delighted that you choose to attend the University of North Dakota and seek employment with Dining Services. These are exciting times for the Campus and Dining Services. It is a time of renewal and growth for the Campus and Dining Services.

By working for Dining Services, you are part of a team that serves over seven thousand meals per day. Student employees play a significant role in serving those meals. Your enthusiasm, dedication, and willingness to provide excellence in service delivery will ensure that every guest has a great dining experience.

Through various training sessions, you will learn about departmental policies, procedures, standards and develop the necessary skills to be a successful Dining Service's employee. Learning, understanding, and applying these skills are crucial to your success and the success of Dining Services

Dining Services is not only about food, though. We want student employees to have a memorable experience while working for Dining Services by having a little fun along the way, meeting new friends, and developing or sharpening skills that can be utilized throughout your career. With your help, it will be a fun year at Dining Services. Thank you for joining the Dining Services team!!!

Orlynn Rosaasen
Director of Dining Services

Mission

Dining Services supports the University mission by providing well-prepared, nutritious, and affordable food options to a diverse University community through a variety of quality services.

Dining Services' staff enhances the university experience through the creation of a welcoming and professional atmosphere; innovative menu design; fiscal responsibility; supporting fellowship and encouraging continuing education.

Credo

“To enhance the student dining experience by providing exceptional service and quality food.”

Promise

“Our employees are the foundation to the success of our organization.”

Motto

“Serving to Nourish Minds and Bodies.”

Training

You have been hired as an employee at the University of North Dakota Dining Services; the next step is to make sure you are trained and knowledgeable of your duties as a student employee. Below is important information about the training you will receive.

Online Training: Dining Services Best Practices

Vector Solutions is an online training portal used to meet the training needs of being a UND employee. You will receive emails from Vector Solutions when training is due, and you will be required to complete assigned training materials provided online. This central online training hub will provide vital information, including but not limited to our policies and procedures, and should help build a foundation for all of our student employees to feel confident in the following hands-on training portion which will be conducted at your hired facility.

During your first shift you will be required to complete the Blackboard Training of Dining Services Critical Trainings. These trainings must be completed before you do any training on the floor. The following training modules are the main components of the Dining Services Critical Training and must be completed on Blackboard, with a passing score of 85%:

- Dining Unit 1: A Safe Workplace
- Dining Unit 2: Sanitation Standards
- Dining Unit 3: Food Safety Standards
- Dining Unit 4: Food Allergies & Special Diets

As a University of North Dakota employee, you are required to complete mandatory training and these all must be completed in a timely manner. Your Student Managers can track the completion of these modules and are always available for any questions related to training. Learning these skills will help keep customers, co-workers, and student employees safe from certain dangers this job may pose if rules and regulations are not followed. After the modules have been completed, employees are ready to take the floor and begin their in-unit training. All new employees will be assigned to a team leader, who will help you oversee the on the floor training. Some locations have Cell Teams that student staff are assigned to, and have separate smaller meetings.

Training Period

During the initial nine-week period of employment, students will be employed on a probationary status. During this time, students will receive instructions pertaining to their assigned job. These instructions will come from Student Supervisors, Student Management, full-time professional management, and other assigned trainers. Sometime during the nine weeks, student employees will be assigned to further modules (non-Critical Training) and quizzes on Vector solutions that are required to be completed by the end of the probationary period. If, by the time the student employee's initial nine week period expires, the modules and quizzes are not completed, at the discretion of the assistant director/manger, the student employee can be terminated.

At any time during the first nine week period, a student can be terminated at the discretion of Dining Services for due cause. The termination will be based on specific work performance issues. While the training period is limited to nine weeks, training is an on-going process. The staff is here to help you succeed; we encourage employees to ask questions if they are unsure about any aspect(s) of their duties.

Evaluation

At the end of the first nine week period, students will be evaluated by their management team. This evaluation will pertain to performance of the student's specific job duties and will be used to define areas of specific strengths, as well as areas that need improvement.

All student employees are evaluated after the nine week probationary period and each year after by their Student Management team. Performance evaluations are a means of communication designed to let employees know how they are performing and how to better their performance.

Employees will be given the opportunity to review the evaluation with their Student Management team. The employee being evaluated will then be asked to sign the evaluation. Signing the evaluation does not necessarily mean that you agree with the rating; it only means that you have reviewed it.

The first evaluation at the end of the student's training period is to show the employee's strengths and areas that need improvement without the risk of any negative consequences.

The scores are rated as follows:

-Outstanding: To attain the outstanding level, an employee must show initiative by doing more than is expected. An employee does this by frequently substituting for other employees, looking for tasks to complete during slow periods of service, and willingly work in different areas within the facility.

-Above Average: To achieve this, an employee must do what is expected and still be willing to help others should the need arise. A positive conscious effort to maintain quality and productive work is necessary.

-Acceptable: When an employee is reliable with regards to attendance and level of work, they will receive an "acceptable" rating.

A rating of unsatisfactory shows that an employee needs improvement in the areas specified by the Manager evaluating him or her. If you receive an evaluation rating of unsatisfactory, you will remain or be put on probation. If your performance does not improve, you may be subject to termination.

Scheduling

When setting up a work schedule, students are responsible for making sure that their work shifts will not conflict with their class schedule. Student's class schedule must be provided to be put on file. In Residential Dining your schedule, once picked, will be posted on our online scheduling software *Humanity/Shift Planning*. In Retail Dining the schedule is maintained in the location and on the App they use to communicate with student employees. For Catering will be posted weekly for upcoming Catering events. It is the student's responsibility to check when they work. If a student's class schedule changes or there is a conflict with their work schedule, the student needs to inform Manager/Student Management as soon as possible so that the issue(s) can be resolved.

During Finals Week, you will be expected to work your recurring weekly shifts. If the student has a shift that conflicts with a final exam, the student will be required to bring in his or her finals

schedule to consult with Student Management about their schedule. The expectation is that a student covers another student's Finals shift if they need a Finals shift covered. Failure to show up for a shift during finals week will lead to progressive discipline, up to possible termination.

Summer employment is available for a limited number of employees. If a student is interested in working during the summer, please notify Student Management whenever summer scheduling is available (this will be notified by the Student Management team). Summer schedule typically runs on a week-to-week basis and an informational meeting is held at the end of the spring semester.

Expectations for using the Time Clock and Missed Punches

Students are expected to punch in and out for each shift, including 30 minute breaks, trainings, and meetings using their UND Student ID Card or biometric fingerprint. If the employee forgets their student ID card and does not have their fingerprint set up, you will be expected to return and get your student ID card. Missed punches are not acceptable. Students will be subject to progressive discipline if they are continually missing punches and corrective action is not taken. Missing punches can be considered theft of time as you are not properly recording your time. Student employees must use the time clocks to clock in and out. The web clock option is not allowed, and will be considered as time theft if used, unless approved by a manager beforehand. Failure to record your time properly may result in termination. Directions for how to review your time in Employee Self-Service is under Pay Day and Time Tracking. Speak with your manager right away if you have any issues with clocking in or out.

Attendance

Students are expected to show up for all shifts they signed up for unless excused by the Shift Manager. Students are also not to show up to work without being on the schedule. If a student wishes to work an extra day, this must first be approved by a Student Manager.

It is crucial that we have strict policies on attendance. Students are expected to be ready to work at their scheduled time and expected to stay for the entire shift until released by a Manager or Student Supervisor. This includes:

- Punching in on time and being at your workstation on time
- Being in proper uniform which includes removing all jewelry and hairnet and/or beard net
- washing hands after punching in

The earliest a student can punch in for their shift is five minutes prior to it starting. Once the student has punched in, they are to go directly to their workstation. When the student is at their workstation, they are to report to the Student Supervisor of that area.

If a student forgets to punch in or out, they need to notify Student Management or Shift Manager immediately. Students may not punch in more than five minutes before their scheduled shift. Students are not allowed to punch in or out for other student employees; vice versa. Students are able to clock in using their student ID card or biometric finger print. Students will have to set up their fingerprints with Dining HR/Payroll during the Pre-hire appointment. If it is determined that fraudulent time clock use has been done, it is grounds for disciplinary action, up to and

including termination. Students are advised to bring their student ID cards to all shifts to access the secure doors.

If a student is going arrive after their scheduled start time, they **MUST** contact Student Management immediately. For example if a student's shift starts at 4:00pm and they won't arrive until 4:01pm they must contact Student Manager. If the Shift Manager is not available, leave a message with a Manager and if possible, call back at a later time to speak with the Shift Manager. Leaving a voicemail on a Manager's phone is not considered leaving a message with a Manager. Students **MUST** talk to an actual person. Please obtain the telephone numbers for the Dining Center you will be working in upon beginning your employment with Dining Services. **Make sure you get the name of the person who takes your message.**

If, for some reason, the message does not get relayed to the appropriate Supervisor and you cannot remember who took the message, you will be issued a write-up for an unexcused absence.

If a student knows they will not be able to work their scheduled shift, **it is the student's responsibility to find a substitute employee.** Phone lists are available online on *Humanity*; ask your Student Management if you are unsure of how to access the information. You will have to notify Student Management of the shift that you will miss and the name of the employee that will take your spot. Have the substitute employee also contact Student Management so that there is no miss-communication. In case the substitute misses the shift, it is the substitute's responsibility and will be issued a write-up for a no-show. If an employee is unable to find a replacement, notify Student Management. Any absence without notification will be considered an unexcused absence and will result in a disciplinary write-up. We use a three strikes rule; after three write-ups, you are subject to possible termination. Further information with regards to write-ups and termination can be found in the discipline section of this handbook.

If you are ill and unable to work, you must call and inform Management of your situation at least **three hours** before the start of your shift. Failure to give proper notice may result in an unexcused absence. **Calls from friends, family, or roommates are not acceptable.** Only you and/or medical personnel are allowed to call in on your behalf.

If a student comes to work sick, it is important to notify a Manager or a Student Supervisor so that they can decide if you should continue working, be reassigned to a different station, or be sent home. **A doctor's notice is required if a student misses three or more consecutive shifts due to an illness.** A doctor's note is required in some cases before you are able to come back to work. This will be further covered under the absences section of this handbook. If you have a fever, or if you have a **sore throat with a fever.** If you have been **vomiting, or have diarrhea.** **If you have any kind of infection, internal or external, or if you have been experiencing a cold with a cough, sneezing, or runny nose that causes a discharge from the eyes, nose or mouth, you may not work.**

Students are expected to abide by the Code of Student Life. Alcohol related illnesses are not an excused absence. **Any student who dishonestly reports an illness or emergency will be terminated.**

Emergencies and Campus Closures including Winter Storm Closures

In case of a Campus closures or Emergencies, students working at Wilkerson Commons are still required to show up for their assigned shifts even when classes are canceled and/or UND has closed. All student working at Wilkerson Commons are considered essential personnel and are required to work during emergencies and closures. All other Dining units are considered not essential during a closure. Please contact your unit to coordinate possible transportation issues. Students should be aware that if they are called into work, they are expected to show up; failure to do so will result in a write-up.

Tardiness

Student employees are expected to arrive at work and punch in on time. Students are not to punch in more than five minutes before the beginning of their shift. Students clocking in or out late without the approval of Student Management will receive a verbal warning for the first offense. If a trend in tardiness or time clock abuse is observed, this could result in further disciplinary action. Leaving early will require approval by Management; if not approved, it will result in an unexcused absence and further disciplinary action will be taken if necessary.

Excused Tardiness

Tardiness is only acceptable under the following conditions:

1. A class or exam that runs past the start of the shift
 - a. It is required of all students who have this situation to contact the Shift Manager as soon as possible
 - b. If this becomes a recurring issue, the student should reschedule their shift(s)
2. An exam that is scheduled during the shift. Students are to notify Student Management as soon as possible (i.e. when the student receives their syllabus at the beginning of the semester) as to the dates of the exams. A 24 hour notice will not be accepted for a test that has been scheduled for 3 months (At least 7 days' notice must be given). Students are expected to work the remainder of the shift or pick up a shift to make up for the lost time
3. Travel time should be taken into account to prevent tardiness. Students should be aware of bus schedules and plan accordingly if using the bus system. Students should allow time for parking and walking. Students should also be aware of train times and avoid certain routes. If in the case of an unplanned travel time delay, students should notify the Shift Manager as soon as possible
4. Any tardiness approved by Student Management

Unexcused Tardiness

1. Any reason that doesn't fall into the above excused tardiness will be considered unexcused

Absences

In the case of absences, students will be given one shift in which no documentation will be required to verify the absence but any days consecutive to the first absence will require appropriate documentation.

For example: if a student is sick and misses three days of work in a row, the student must provide a doctor's note or other required documentation for the second and third missed days.

When calling in for an absence, the student *must* speak with a Manager, ideally with the Shift Manager. If this is not followed, there will be no guarantee that the student will not receive a write-up. You must speak to someone, voice mail is not acceptable. It is important that the student makes note of the Manager they spoke with.

A. Excused Absence

With the presentation of a doctor's note, if calling in sick is a repeated incident

- The doctor's note should be presented to Management within **two** working days after the reported illness.
- If special arrangements need to be made for students with prolonged injuries (i.e. broken bone), then a student should also provide a note stating how long the injury will last and a workability of what they can and cannot do.

Management approval for:

- Any extra *academic* activities will be excused if notice is given a week in advance
- Students must notify Management a week in advance of dates to be missed, especially for exams that occur during a shift (with exception to personal emergencies)
- In cases of personal emergencies, the student should inform Management of their absence 24 hours in advance or as soon as possible
- Students are encouraged to find a replacement for their shift. They should consult the online humanities phone list or contact Student Management for information
- Should a replacement not be found, Management reserves the right to evaluate the reason(s) for missing the shift and either approve or deny the student the right to miss the shift. Should the request be denied, the student is required to show up for the shift

B. Unexcused Absence

"No Shows": when an employee fails to notify Management of an absence 4 hours prior to their shift, and fails to report for their scheduled time

- A first offense will result in a verbal or written warning (write-up) depending on the situation. A second missed shift will result in termination
- Excuses are not acceptable and constitute in a verbal warning the first time. If a problem continues, the student may be given a write-up and following the first two offenses, become subject to termination.
- Arriving to work under the influence of drugs or alcohol will result in *immediate termination*.
- Students have an obligation to work and though we acknowledge the importance of academics, we do not feel that Greek Life, intramurals, and other optional activities take precedence over work. These are optional activities and not academic. Thus, students are still expected to work their assigned shifts, unless a replacement is found.

Breaks

If a student is scheduled for a four hour shift, they are allowed to take a paid fifteen minute break. If a student is scheduled for a five hour shift or longer, the student is required to take a half hour break (unpaid) off the clock. If a student is scheduled for an eight hour shift or longer,

they are allowed to take two fifteen minute breaks and are also required to take a half hour break off the clock. The half hour break off the clock is mandated by state / federal law.

When a student is scheduled for a shift of three or more hours, they are entitled to a meal. The student can choose to eat their meal one half hour before or after their shift. **No food may be taken out of the dining centers.** Meal breaks are to be eaten in the dining center/unit. The student can choose to eat in a location other than the designated dining center only if it is not open. This meal must be eaten within a half hour of starting or ending their shift. Retail units have a defined set of meals that includes one entrée item, one side, and one beverage that a student can choose from concepts that are open. **Before you can take a break, you must speak with your Supervisor and gain their permission. If you want to refuse your 30 minute unpaid break and stay working instead, you must speak with your supervisor, and have the break waiver form filled out in order to be able to do so.**

Shift Length	15 Min Paid Break	30 Min Unpaid Break	Free Meal
≥ 3 hours	N/A	N/A	Yes
4 – 5 hours	1	N/A	Yes
5 – 8	N/A	1	Yes
8 ≤	2	1	Yes

Meetings

To supplement training, employee meetings may be held once a month. The meetings may be of a general nature for an entire crew or specific to your particular work group. You are required to attend these meetings—they are a part of your job responsibility. The meetings are **MANDATORY** and take precedence over any activity except academic requirements. Absences for any reason must be cleared with Student Management in advance. Failure to attend a training meeting will be considered an unexcused absence at the discretion of Management. Employees who miss a meeting are responsible for contacting Student Management to review what was presented. Due to the importance of these meetings, if the student fails to attend two meetings during the semester, the employee may face progressive disciplinary action. If the student fails to attend three meetings during the semester the employee will be terminated. Employees are paid their regular rate for all meetings attended. Students are not to clock in more than 5 minutes prior to the start of the meeting. Time and place of meetings are posted on the employee bulletin board a minimum of one week in advance. Watch for these notices as it is the student’s responsibility to be aware of these meetings.

Student Communication Center

At each dining center, an area has been designated as the “Student Communication Center” (“SCC”). This area is where Student Management will disseminate information to all student employees. Throughout the semester signs will be posted for meetings, open positions, and upcoming events.

Dress Code and Personal Appearance

Employees’ overall appearance is important to Dining Services and it is our expectation that students come to work neat and clean. While at work, students will be visible to fellow students,

friends, and other guests in the dining facilities. People will form opinions about efficiency, cleanliness, and general concern for them by the way employees look and treat them. It is necessary that these guidelines are followed accordingly:

All students are expected to follow the following dress code (all shirts/polos are provided by Dining Services).

- Dining Residence wear a Dining Services green polo shirt
- Dining Retail locations
 - Self Branded - Dining Services black polo shirts provided by location
 - Chick-Fil-A – Polo provided by location
 - Panda Express – Red T-Shirt provided by location
 - Starbucks – Determined by location standards
- Catering
 - Casual uniform - Green Dining polo shirt, name tag, and black pants (no leggings or jeans).
 - Catering formal - Black UND Dining Services shirt tucked in, UND name tag, Catering green tie, black apron, black pants, black socks, and black non mesh shoes.
- Hairnet, and optional Dining Services hat, visor (worn correctly, facing forward)
- All long hair must be restrained
- Any and all facial hair must be restrained with a beard net
- Jewelry this includes all piercings, bracelets and watches, **is not allowed**-when working in any of Dining Services facilities or catering event. Only a plain wedding band (no stone) is allowed.
- Name tag
- Apron (if serving or cooking food)
- Good personal hygiene includes controlling any body odor
- Arrive at work neat and clean
- Smile and be helpful
- Keep hands clean
- Fingernails should be kept tidy and no nail polish or artificial nails are allowed
- Do not chew gum
- No employee is to be behind the line without the proper uniform
- Ankle length pants that are clean and in good repair. Black pants preferred.
 - Dining Retail units wear black pants (no designs, letters, or cut outs)
 - Starbucks Pants – Determined by location standards
- Socks or nylons and flat closed-toe / closed-heel shoes with non-slip tread
- Knee to ankle length skirts

The following are examples of **unacceptable** attire:

- Shorts of any kind
- Tank tops or halter tops
- Shoes with any kind of raised heel
- Sandals / slippers of any kind
- Sweat pants or jogging suits
- Leggings or jeggings
- Any clothing that is soiled, worn, torn, patched, or in any other way damaged

Please also note:

- If you need to wear long sleeves, please wear the plain long sleeved shirt under your polo shirt
- No sweatshirts or jackets may be worn over the Dining Service uniform

If you have any questions or concerns with regards to the dress code, contact your Student Management or Manager. Additional information on the dress code will be handed out to you and covered during your initial hire process.

Items not Necessary for Work

All UND Dining Services locations do not allow the use of cell phones or music listening devices in any production or service areas.

Ear buds are also prohibited while at work. These devices are dirty, and can harbor microorganisms which can potentially contaminate the food being served.

Employees need to be aware of the surrounding, and be mindful of their co-workers and guests.

Safety

Students are not to engage in rough housing or horseplay during their shift. This includes water fights, food fights, or any other forms of goofing off. Students caught in such acts will receive a verbal warning or a write-up depending on the severity of the offense. All work related injuries or near misses must be reported to a Supervisor or Management immediately. An Incident Report must be completed and sent to the Safety Office within 24 hours.

Safety is of the utmost importance at Dining Services. Following is a list of precautions to abide by while working:

- Clean up spills and breakage immediately
- Dispose of broken glass properly (white buckets located around the unit)
- Never operate or clean power equipment until properly trained
- Before cleaning any equipment, make sure it is unplugged or turned off
- Do not run in any area of the Dining Center
- No horseplay allowed
- Do not put knives in the dish room or pots and pans area
- Clean and sanitize all knives and return them to their proper place
- If you notice an unsafe condition, notify your Supervisor / Manager immediately
- Warn other people when you are carrying or exchanging hot pans
- Use ladders, carts, potholders, guards, and other safety equipment properly
- Always ask if you have questions

Sanitation

UND Dining Services Policies and Procedures are in accordance with the Grand Forks City Health, and Sanitation Code.

The need for strict adherence to sanitation and hygienic regulations is extremely important in Dining Services. Food Safety guidelines requires no drinking, eating, chewing gum / tobacco, using toothpicks, or smoking in any part of the kitchen or serving area. If you need something to

drink, go to an authorized area after getting permission from your Supervisor. Once you are finished, take dirty glasses to the dish room and wash your hands before returning to your work station. Poor sanitation practices create an environment conducive to the production of contaminated food. Any open cuts or sores are to be bandaged and covered with a blue Band-Aid available in the first aid stations around the dining center.

It is important that you understand the proper cleaning and sanitizing procedures for each area in which you work. Food contact surfaces must be cleaned and sanitized after each use.

You are responsible for placing your work uniforms in the appropriate linen bag located in the janitor's closet or locker room. Make sure your laundry is free from objects such as knives, gum, name tags, twist ties, or garbage before depositing it in the linen bags. Foreign objects concealed in the laundry could result in serious injury to laundry attendants.

Clean hands are essential! They are the key to cleanliness in food and dish handling. Wash your hands thoroughly using soap and warm water before work and always after returning to work from:

- Going to the bathroom
- Blowing your nose
- Touching your face or hair
- Eating or drinking
- Taking a break
- Smoking
- Any other situations that could cause contamination

All prepared food is to be handled with sanitary gloves and remember to wash your hands before putting on gloves. Disposable gloves are provided by the operation and must be worn by any employee directly handling ready-to-eat food products. Always wash your hands before putting on gloves. Discard gloves when they are punctured or torn and also after:

- Touching your face or hair
- Moving plate racks or other dish containers
- Eating or drinking
- Handling raw meats (before handling other foods)
- Changing tasks
- Gloves have become soiled

Grievance Procedures

An employee who has any requests or complaints should try to resolve the matter with their Student Supervisors or Student Managers. If the Student Manager is unable to resolve the complaint, the matter should be discussed with the professional Management and / or Assistant Directors. This includes concerns with full time staff. All further appeals or grievances may be discussed with the Director of Dining Services.

Resignation

If you are considering resigning from your job with Dining Services, please discuss the work situation with Student Management. Should you decide to resign, you will need to complete a notice of resignation and turn it into Student Management no later than two weeks from your last day of work. A two week notice would be greatly appreciated, however if a sooner date is needed, Student Management is understanding. Should you later return to work for Dining Services, you will be reinstated at base pay. Those who resign without giving proper notice, and/or those who resign from their position a month before the end of a semester, will not be considered for rehire for Dining Services.

Disciplinary Procedures

Failure to comply with Dining Services policies and procedures may result in disciplinary actions. Performance based issues that are not resolved may also result in disciplinary action. Disciplinary procedures are progressive and may come in the form of a verbal warning, a write-up, or termination. *NDUS Human Resource Policy Manual Section 25: Job Discipline/Dismissal*

Grounds for verbal and / or write-ups include but are not limited to:

- Eating, smoking, or chewing gum or tobacco; except during a break
- Lack of proper uniform
- Excess conversation with customers or fellow employees
- Unauthorized breaks
- Violation of safety and sanitation practices
- Tardiness
- Poor job performance
- Punching in or out early without permission
- Taking food out of the dining center without permission
- Using inappropriate language openly in front of customers or co-workers, regardless of what language it is
- Any other infraction of the work rules

Grounds for termination include but are not limited to:

- Three strikes rule (accumulation of any three of the above infractions)
- Theft of services, products, or property from Dining Services, its employees, or customers
- Insubordination
- Working while under the influence of alcohol or illegal drugs
- Poor job performance
- Falsification of University records
- Falsification of work hours / time fraud
- Any other infraction of work rules that Management sees as hazardous to employers' well being

Job Performance Expectations

UND Policy Manual UND Staff Handbook

All employees contribute to the success of the University. UND expects everyone to perform to the highest level possible.

Poor job performance can lead to a disciplinary action, up to and including termination. UND requires its employees to adhere to the following basic work expectations:

1. Adhere to current laws, rules, regulations, policies, procedures, practices, and professional ethics.
2. Consistently maintain attendance and punctuality; follow correct procedures for notification.
3. Work as part of the team.
4. Maintain a positive attitude.
5. Use courtesy and respect in all interactions.
6. Maintain a well-organized work area with a business-like appearance.
7. Use effective communication techniques to develop and maintain positive and effective working relationships with other employees and customers.
8. Be responsive to requests for service and assistance.
9. Maintain confidentiality.
10. Remain flexible in work assignments and schedule.
11. Actively pursue professional growth and development opportunities.

Remember, as an employee you represent the University of North Dakota Dining Services. We want to be proud of our Dining Services Department and we need each employee's help and cooperation. You are an important element to enhance Dining Services' image.

Discrimination and Harassment UND Staff Handbook

UND prohibits discrimination in all of its sponsored programs or activities, including employment.

Discrimination is the unfair or unequal treatment of an individual or a group based upon the individual or group's actual or perceived membership in a protected class.

Harassment is unwelcome and offensive conduct that is based upon an individual or group's actual or perceived membership in a protected class and creates a hostile environment.

Protected classes at UND include race, color, national origin, religion, sex, age, disability, sexual orientation, gender identity, genetic information, pregnancy, marital or parental status, veteran's status, political belief or affiliation, or any other status protected by law or UND/North Dakota University System/State Board of Higher Education policy.

Sexual Harassment under UND's Discrimination and Harassment Policy is conduct that satisfies one or more of the following:

- Unwelcome verbal, nonverbal, or physical conduct of a sexual nature that creates a hostile environment;
- Acts of verbal, nonverbal or physical aggression, intimidation or hostility based on actual or perceived sex, sexual orientation or gender identity, even if the acts do not involve conduct of a sexual nature, that creates a hostile environment; or
- When submission to or rejection of unwanted conduct of a sexual nature is made, explicitly or implicitly, a term or condition of a person's employment, academic standing, or participation in any university-sponsored programs or activities or is used as the basis for university decisions affecting the individual.

UND employees are required to share disclosures or reports of alleged discrimination or harassment with the Equal Opportunity & Title IX Office. Employees should review UND's Discrimination and Harassment Policy for specific reporting obligations.

UND prohibits retaliation by its employees and students against a person who exercises their rights or responsibilities under any provision of state or federal law or UND policy.

Related Content:

- [UND Policy: Discrimination and Harassment](#)
- [SBHE Policy 603: Discrimination Complaint Procedures](#)

Title IX and Sexual Violence UND Staff Handbook

UND prohibits sexual harassment and sexual violence, including sexual assault, domestic violence, dating violence, and stalking.

Sexual harassment, as defined by Title IX, is conduct on the basis of sex that satisfies one or more of the following:

- An employee conditioning the provision of an aid, benefit, or service on an individual's participation in unwelcome sexual conduct;
- Unwelcome conduct determined by a reasonable person to be so severe, pervasive, and objectively offensive that it effectively denies a person equal access to their education program or activity. This includes, but is not limited to, unwelcome conduct based on sex or sex stereotyping even if not sexual in nature; or
- Sexual assault, dating violence, domestic violence or stalking.

UND employees are required to share disclosures or reports of alleged sexual harassment or sexual violence with the Title IX Coordinator. Employees should review the Title IX and Sexual Violence Policy for specific reporting obligations.

UND prohibits retaliation by its employees and students against a person who exercises their rights or responsibilities under any provision of state or federal law or UND policy.

Related Content:

- [UND Policy: Title IX Sexual Misconduct](#)

Consensual Relationships UND Staff Handbook

UND discourages consensual romantic, intimate or sexual relationships between employees, employees and students, or student employees when one individual in the relationship has direct or indirect authority over the other.

An individual engaging in a consensual relationship with another individual over which they have direct or indirect authority must immediately report the relationship, including the name of the other individual, to their supervisor. The supervisor must consult with Human Resources to develop a plan to manage or eliminate conflicts of interest and mitigate adverse effects on the involved parties and other third parties.

Failure to report the relationship or failure to cooperate in the management plan may be subject to disciplinary action.

UND expressly prohibits sexual harassment, including harassment of employees and students when a previous consensual relationship ceases to exist or when such a relationship is rejected by one of the parties.

Related Content:

- [UND Policy: Consensual Relationships](#)

Theft and Fraud

UND Policy: Employee Responsibility and Activities: Theft, Fraud, Abuse and Waste

Overview

All UND employees assume responsibility for safeguarding and preserving the assets and resources of the state and university system. Benefited employees are required to complete annual fraud awareness training. This training is documented by Human Resources. Employees are expected to report suspected theft, fraud, or unlawful or improper use of public resources. Anonymous reporting may be done through the fraud hotline.

Theft, fraud, or unlawful or improper use of public funds or property includes, but is not limited to, stealing, larceny, or embezzlement; making or altering documents or files with the intent to defraud; purposely inaccurate accounting or financial reporting at any level; fraudulent conversion or misappropriation of public resources, including funds, supplies, or other property; improper handling or reporting of financial transactions; and authorizing or receiving compensation for goods not received, services not performed, or hours not worked, including payment or receipt of a bribe, kickback, or other unlawful or unauthorized payment.

UND must provide a process for reporting suspected theft, fraud, or unlawful or improper use of public resources; designate an officer responsible for receiving and investigating such reports; identify a process for investigation, audit, or referral to law enforcement officials (if there is reasonable basis to suspect theft, fraud, or unlawful or improper use of public resources); and report findings, disposition, and, if appropriate, recommendations for additional controls to prevent recurrence. This policy was created in accordance with SBHE policy 611.10.

Advancement Opportunities

Within Dining Services, there is always room for advancement. Employees who are in good standing and show potential should apply for Student Management positions if interested. Advancement possibilities are available to the following positions: Supervisor, Assistant Student Manager, and Student Manager.

Supervisors are required to have worked for Dining Services at least one semester and have a minimum GPA of 2.0. Assistant Student Managers and Student Managers are preferred to have worked for Dining Services for at least two full semesters and are expected to have a minimum GPA of 2.5. Requirements for advancement may be evaluated on a case-by-case basis.

Available positions will be posted in the SCC and are also announced during student meetings. You can pick up an application from Student Management. After completing the application, turn it into your Student Management.

Pay Scale by Job Classification

The following is a list of student job classifications and their base wages (subject to change):

Position	Starting hourly wage	
Food Handler / Cooks Asst.	\$ 15.00	
Counter Attendant/Team Member	\$ 15.00	
Dish room / Janitorial	\$ 15.00	
Support Clerical Staff / Cashier	\$ 15.00	
Catering Server/Bakery	\$ 15.00	
Management Staff Positions		
Student Supervisor/Trainer	\$ 15.45	
Student Asst. Manager	\$ 15.60	
Student Manager	\$ 15.76	

Pay Days and Time Tracking

Employees are paid twice a month which is the 15th and the last day of the month. If the pay date should fall on a Saturday, Sunday, or holiday, the preceding work day shall be payday. There is a one pay period lag in paychecks. Hours worked from the first to the 15th of the month are paid on the last day of the month. Hours worked from the 16th to the last day of the month are paid on the 15th of the month. All pay checks are direct deposited to the bank account you provided during the new employee onboarding process.

Students are responsible for keeping track of their own hours and making sure they do not exceed the weekly hour limit (20 hours for work study and international students during the regular semesters). Students are able to check the hours they have worked using the HRMS Employee Self-Service (PeopleSoft) link can be found on the UND.edu web page under logins. You are able to view your punches in Employee Self Service once you log in using your Campus Connection user name and password. Click on the **Time tile** on the main page. Then click on Weekly Time Summary on the left side menu. You can view the different weeks by clicking on the arrow on either side of the dates at the top of the page. You will be responsible to review your punches prior to the end to the pay period to request any changes. If you have a missed punch, you are required to report that missed punch on the missed punch report along with the reason you missed using the time clock.

Department Phone Numbers

Dining Services Admin		Main Phone: 7-3823	Fax: 7-3837
Street Address: 3625 Campus Road, Grand Forks ND 58202			
Orlynn Rosaasen	7-6116	Carissa Sigdahl	7-6480
Andrea Babinsky	7-3823	Melissa Sola	7-4778
Jessica LoBello	7-3836	Megan Wasylow	7-3609
Cindy Murphy	7-3335	DS Acct Specialist/ Student	7-3934
		Dietitian	7-3918
		Ashley Gunderson	7-3763
		Marketing & Graphic Specialist (Phoebe)	7-2211
Bakery		Main Phone: 7-2845	
Street Address: Memorial Union 5H, 2901 University Ave., Grand Forks ND 58202			
Caylie Salge		Pam Legg	
Campus Catering		Main Phone: 7-2256	
Street Address: Memorial Union 110, 2901 University Ave., Grand Forks ND 58202			
Andrea Green	7-4435	Karen Bushaw	Mitch Vervalen
Amy Grasser	7-2256	Matthew Fashingbauer	
Starbucks		Main Phone: 7-6516	
Street Address: Memorial Union 131, 2901 University Ave., Grand Forks ND 58202			
Nancy Garcia		Chase Garber	
Memorial Union Food Court		Main Phone: 7-6440	
Street Address: Memorial Union 120E, 2901 University Ave., Grand Forks ND 58202			
Food Court	Panda Express	Chick-Fil-A	
Ed Martin	Judy Hibdon	Aaron Christinson	
Tanya Skow	Joe Brubaker		
Union Xpress		Main Phone: 7-4965	
Street Address: Memorial Union 132, 2901 University Ave., Grand Forks ND 58202			
Vending/Laundry & Snack		Main Phone: 7-3823	
Street Address: 3625 Campus Road, Grand Forks ND 58202			
Wilkerson Commons Dining Center		Main Phone: 7-2797	
Street Address: 3450 University Ave, Grand Forks ND 58202			
Dustin Frize	7-2702	Vacant	7-3930
Ryan Storey	7-5043	Patrick Konzak	7-5043
Kristi Schill	7-3917	Joe Kelly	7-5043
Kristin Fulgium	7-2797	Eric Roeder	7-5043
Kathy Brown	7-3956	Student Manager	7-1917
Wilkerson Xpress & Stomping Grounds		Main Phone: 7-3671	
Street Address: 3450 University Ave, Grand Forks ND 58202			
Turner Folden			