



UNIVERSITY OF MINNESOTA DULUTH
Driven to Discover™

UMD Dining Services
245 Kirby Plaza
1208 Kirby Drive
Duluth, Minnesota 55812-3095

UMD Dining Services Employee Handbook

Welcome to UMD Dining Services!
A Division of Student Life

UMD Dining Services is a self-supporting, independently operated, multi-unit food service department. Dining Services consists of six different commons on campus: Catering, Superior Dining, Kirby Plaza Food Court, Northern Shores Coffee Shop, Main Production Kitchen and Warehouse/Receiving.

Utilize this handbook to familiarize yourself with our policies and expectations. You will be responsible for this information throughout your employment with Dining Services, so if you have any questions regarding the material, do not hesitate to ask your management team.

We want your experience with us to be mutually fulfilling. You are a very important component in our continued success. Every time you work, your presence affects our services.

To our student employees, please understand that we respect academics as your number one priority. You are a student and your education comes first, but your employment with Dining Services must also be a priority. Research has shown that the majority of students who hold a part-time job during college have developed better time management skills. What better way to prepare yourself for the future than right now?

There are plenty of opportunities for you in the department of Dining Services to broaden your horizons. The opportunities before you may be more than you realize. Not only will you receive a worthy compensation, but you will also have the chance to gain real world experience before you even enter the "real world!" You will have the chance to meet new people and forge friendships that could possibly outlive your years at UMD. This can be so much more than a job!

Welcome to the team!

Our Mission

Dining Services provides students, faculty, staff, and the surrounding community with quality food and services. This is accomplished by practicing creative menu development, ensuring a friendly environment, and incorporating variety and convenience.

Our Vision

Dining Services provides an inclusive dining experience and promotes understanding and appreciation of different life styles, while striving for complete customer satisfaction.

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A Message from the Director of Dining Services

We are very happy you will be working with our Dining Services team. We encourage you to browse our website: www.d.umn.edu/food/ or take a tour of our dining facilities. We would also like you to check out our menus and meet our staff.

In Dining Services we promote great customer service and a positive work ethic. We support our co-workers in a courteous and professional manner. We are always open to learning new things that will help our department stay current with today's market trends.

All management staff in Dining Services are passionate about food and we seek to provide a great dining experience for all our guests. We value each and every customer. We have a culinary team that takes great pride in the quality and presentation of every item on our menu. Our Catering Department showcases these culinary selections through various events on and off campus.

We are proud of the fact that we are a self-operating food service, which means we receive no funding from the University, State of Minnesota, or other funding sources. Our dining operation is run very much like a commercial restaurant. Profits are reinvested in our facilities, student services and the UMD Campus.

We serve nearly 2 million meals per year and are committed to sustainable practices. We support recycling and composting programs on campus, partner with the UMD SAP Farm for purchasing our local food and partner with Second Harvest Northern Lakes Food Bank to distribute leftover food to people in need.

We look forward to your questions, comments and suggestions as we welcome you to our team!

Sincerely,

Claudia A. Engelmeier: Director of Dining Services

cengelme@d.umn.edu

Senior Management Team:

Elizabeth Abrahamson: Associate Director of Dining Services

eabraham@d.umn.edu

Sue Olson: Catering Manager

seolson@d.umn.edu

Tom Linderholm: Executive Chef

tlinderh@d.umn.edu

Dining Services Overview

Catering 218-726-7177

From weddings, to student group meetings, to special events at the Glensheen Mansion, we can cater almost any event! We appreciate the opportunity to provide quality food and prompt, courteous service to our clients and their guests.

Superior Dining Center 218-726-7914

Our completely remodeled Superior Dining Center is the largest dining commons on campus. Superior Dining offers buffet-style dining and includes a hot line that features different hot entrées for breakfast, lunch and dinner, a salad bar, a cold sandwich bar, grill and fryer station, Sauté and Mongolian grill.

Kirby Plaza Food Court 218-726-7696

Built in 2004, Kirby Plaza Food Court offers six different dining options: Burger Hub, Taste of Italia, Fresh Works, Great Lakes Grains, Center Court Restaurant and Grab-n-Go.

Northern Shores Coffee Shop 218-726-6644

The Northern Shores Coffee Shop is a fun stop for fair trade coffees, espresso drinks and fruit smoothies, as well as sandwiches, salads, sushi, muffins, bagels and pastries.

Main Production Kitchen 218-726-7615

The Main Production Kitchen prepares everything from home-style comfort foods for the Dining Center to gourmet, plated meals for Catering. The MPK operates 7 days a week, nearly 365 days a year.

Warehouse 218-726-8171

The Warehouse is the procurement and distribution center for all of Dining Services.

Student Employees

Scheduling

A student employee will normally work established hours arranged by the manager of the unit(s) in which the employee was hired. Hours will be posted in the form of a master schedule. It is the student's responsibility to check the master schedule carefully at the start of each work day to monitor any work time adjustments or position changes. In most areas, schedules are posted in the student area. Scheduling procedures vary minimally in each unit. Any differences will be explained in detail by the management team.

Students may work up to a maximum of 20 hours per week and 4 hours per day with management approval on a per case basis. This includes any other time worked in different areas at the University of Minnesota-Duluth. If a student is employed elsewhere on campus, the student must report it at the time of hire.

Pay

All student employees are hired at a standard hourly rate for the work performed. Current wage information can be obtained from a manager. Work performance will be evaluated by the management team. Merit increases may be granted when performance consistently exceeds expectations set for the student employee. Merit increases are awarded to students based on the following criteria:

- Attendance/Punctuality
- Attitude and Cooperation
- Work Performance (Quality and Quantity of work)
- Minimum of 12 weeks on payroll

Students will be paid through direct deposit only. At time of hire, this paperwork must be filled out in order to ensure proper processing. If a discrepancy is noted on a pay statement, the student employee must immediately notify a manager. Student employees are required to manage personal and financial information through MyU.

Closedown Periods

Throughout the semester, multiple breaks may result in the closedown of the unit(s) in which an employee works. Fall break and Spring break are prime examples. It is the responsibility of the employee to be aware of the work schedule and postings during those times. Employees are required to work all scheduled shifts. An employee is not to make plans to leave until the schedule is finalized by management. Some retail operations may require staff during semester breaks, as well. This is due to the fact that Dining Services provides meals for students seven-days-per-week during the academic year. Employees are encouraged to contact a manager in their units with any questions that may arise about semester break scheduling or other closedown periods.

Finals

A few weeks prior to the end of the semester sign-up sheets will be provided for finals week. At this point, students must sign up for finals week shifts, confirm interest in being rehired for the following semester, and hand in schedules for the following semester. If finals occur during an employee's scheduled shifts, that employee is excused for the final, but is required to work the scheduled times before and after the final. See area manager for finals policy.

Employment with Dining Services requires the employee to work through the last scheduled shift during finals week. Failure to work through the last shift or failure to return to work during scheduled orientation/training periods may result in disciplinary action.

Student Employees, continued

Absences and Tardiness

Each area has a policy regarding absences and shift coverage by a substitute and sub sheet usage. Please see management for the unit's policy.

Tardiness is any lateness past the scheduled clock-in time for work. One warning will be issued for each tardiness episode. If an employee will be late for work, it is the employee's responsibility to call the unit and speak directly to a manager regarding the situation.

All Employees

Expectations

All employees are expected to:

1. Have an active interest in the job and in the success of the operation.
2. Give the job the best effort possible.
3. Treat the customer exceedingly well.
4. Be on time and notify management a minimum of two hours in advance if an unanticipated event prevents the employee from reporting to work.
5. Strive for continuous self-improvement.
6. Cooperate in a friendly, civil and team spirited manner with other employees and management staff.
7. Learn the tasks of the unit and meet all expectations of the position.
8. Be pleasant and courteous at all times.
9. Have a sense of pride in their employment in Dining Services.
10. Use initiative, make improvement suggestions and work safely and skillfully.
11. Take problems or concerns to management.
12. Help where needed and as requested.
13. Refrain from engaging in any activity that may take away from the job and its tasks.
14. Know, understand and follow the rules in this handbook.

Sanitation and Personal Hygiene

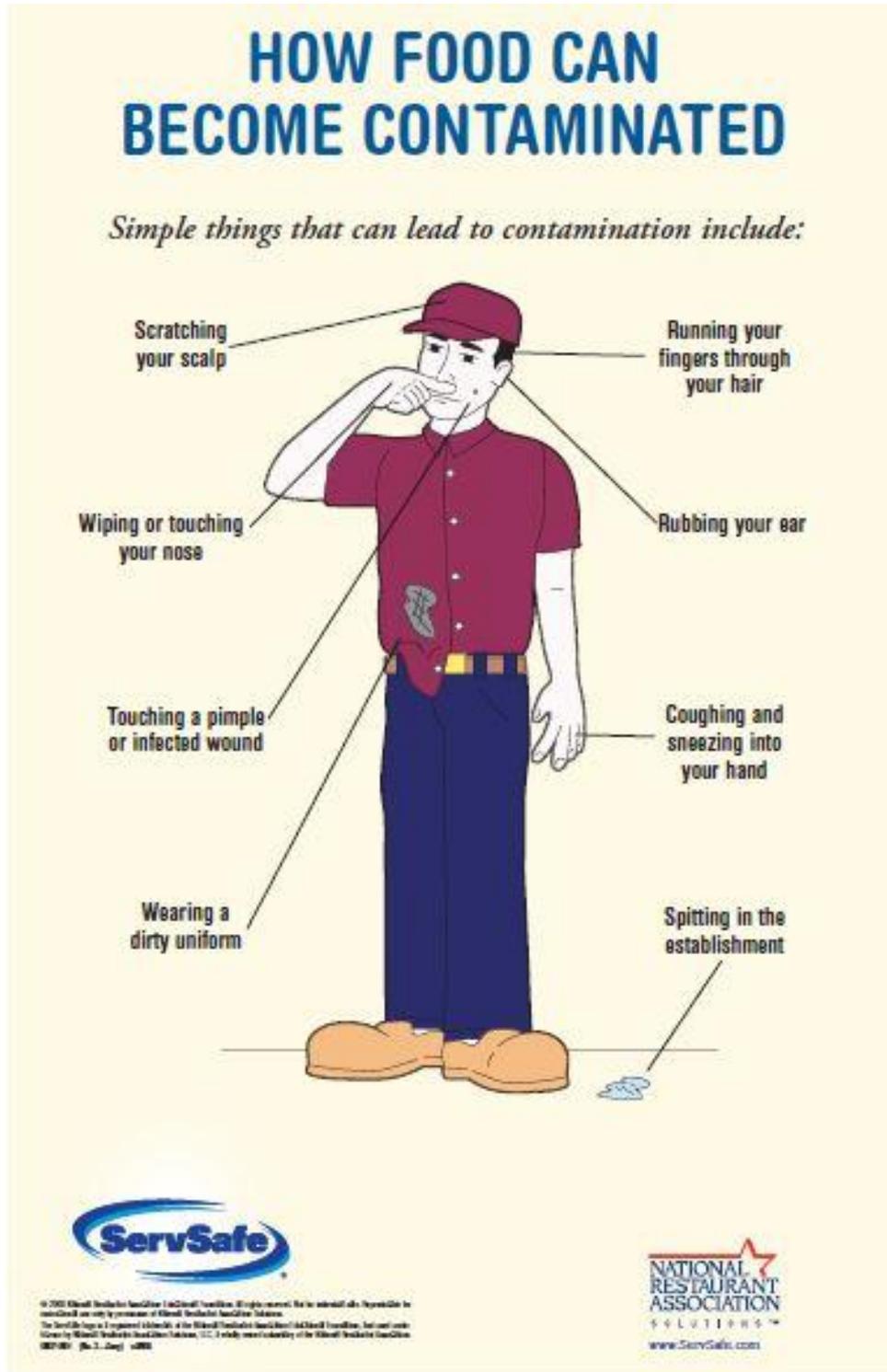
High standards of personal sanitation, hygiene, grooming, and appearance are required for all Dining Services employees in order to protect the health of those served. A neat, clean appearance also reflects the overall standards of the operation and is extremely important as part of the visual image presented to the customer.

To uphold the safety of our customers, overall body cleanliness should be maintained by each employee through daily bathing and use of deodorant. In consideration for an inclusive work environment, the use of liberal amounts of fragrances, such as perfume, cologne, body lotions, after-shave, etc. is discouraged on the premises.

Hands must be thoroughly washed before entering the work unit. While handling, preparing or serving food, hands must not touch face, hair or clothing. After any time eating, using a facial tissue, smoking, using the rest room facilities, or touching a contaminated surface, employees must wash hands thoroughly before returning to work. There are many sinks provided in each work unit with the instructions posted for proper hand washing located near them. In accordance with the hand washing policy, fingernails must be kept clean and neatly trimmed. Fingernail polish and artificial nails are not allowed. Employees with fingernail polish and/or artificial nails will be required to wear gloves.

Sanitation and Personal Hygiene, continued

All hair must be contained. If the required Dining Services ball cap or visor does not contain all hair, it must be secured in a tight bun, braid or ponytail, 4 inches long or less. If an employee chooses to have facial hair, a beard net must be worn.



Employee Uniforms

Employees not only represent UMD Dining Services, but the UMD campus, as well. The overall appearance of the Dining Services operation will have a lasting impression on the customers. An employee's actions and physical appearance will influence the opinions formed about UMD Dining Services.

In order to maintain the proper image, employees are required to wear the proper uniform while at work. Management reserves the right to make special requests concerning dress for special events. Decisions regarding acceptable appearance are subject to management discretion. The following descriptions fall under acceptable employee appearance:

1. A clean, wrinkle-free unit-issued Dining Services shirt or issued uniform.
2. Effective 06/01/2018, all employees are required to wear a Dining Services issued cap or visor with hair pulled back, away from face while in a food production or service area. Hair outside a cap that is passed the collar must be in a braid, tight bun or ponytail, 4 inches long or less. If an employee chooses to wear a visor, hair must be contained by the visor and cannot extend passed the top of the visor. Employees working as wait staff (Catering and Center Court) may choose not to wear hair restraints. Wait staff's hair should be pulled back, away from face. If the wait staff's hair is passed their collar, hair should be in a braid, tight bun or ponytail 4 inches or less.
3. Facial hair must be restrained with a beard net.
4. Name tag, with the correct name on it, must be pinned to the upper (right or left) chest area and must not obstruct the Dining Services symbol. Identifying pronouns may also appear on name tag.
5. Long pants or jeans, with no holes or tears in them. Sweat pants, capris, shorts, leggings and tight fitting yoga pants are NOT acceptable.
6. Sturdy, skid proof shoes/sneakers with socks. Any type of open-heeled and/or open-toed shoe is NOT acceptable. No skin should be exposed between the bottom of pants and shoes.
7. Fingernails must be kept short and clean. No fingernail polish or artificial finger nails. Employees with fingernail polish and/or artificial nails will be required to wear gloves while serving or preparing food.
8. Jewelry that fits loosely or dangles is a potential health and safety hazard and is not permitted. The only pieces of jewelry that are acceptable are a wristwatch, and/or an engagement/wedding ring. Earrings are allowed as long as they are small post or hoops no larger than a quarter.
9. Proper aprons may be worn in the kitchen only and must be removed when leaving area.
10. Pins and buttons are not allowed unless they are related to a Dining Services events or promotion and are approved by a manager.

Employees are responsible to launder Dining Service issued shirts. A clean, wrinkle-free shirt must be worn every work day. Aprons will be provided by Dining Services to wear based on the specific job.

Jewelry that fits loosely or dangles is a potential health and safety hazard and is not permitted. The only pieces of jewelry that are acceptable are a wristwatch, and/or an engagement/wedding ring. Earrings are allowed as long as they are small post or hoops no larger than a quarter.

Facial piercing(s) must be discrete and not readily visible.

We reserve the right to make requests concerning uniform requirements for special events. Some catered events may require different uniforms. All exceptions will be left to the discretion of the manager in each dining area. Student job titles and uniform requirements vary somewhat in different dining, retail and catering operations. Failure to adhere to the uniform policy may result in disciplinary action.

Time and Attendance

All employees are required to punch in and be ready to work promptly at the start of their shifts and are required to punch out at their designated end times. If a shift is scheduled from 7:00am-3:30pm, an employee is expected to punch in at 7:00am and start work immediately. At 3:30pm, the employee is expected to clock out. Should the employee elect to punch in prior to the scheduled starting time or after a scheduled punch out time without management approval, that employee will not be paid for those minutes.

Bargaining Unit Staff: If an unexpected lateness arises, such as a flat tire, employees are required to call management in the scheduled unit to notify management of the delay. After 2 incidents, the 3rd will follow the Human Resources guidelines for due process in accordance to the Teamsters contract (Article 11):

- a) Oral reprimand
- b) Written reprimand
- c) Suspension without pay; or
- d) Discharge

This policy will be enforced by all management staff.

Employees are paid every other Wednesday. Management must have payroll finished by 10:00 am on Mondays. Employees need to enter time daily.

Time Clocks

Kronos time clocks are located in each unit and are the sole time recording devices for Dining Services. Failure to swipe in or out may result in missed and/or delayed pay. Immediately report any issues to management. Repeated missed punches may result in disciplinary action.

Employees must have a UCard in order to swipe in or out on the time clocks. Supervisors will instruct employees on proper Kronos procedures.

New employees may not be able to swipe in or out during the first days of employment. See management for instruction on how to record time during this period.

Notification of Illness

If an employee is ill and cannot make it in for a scheduled work shift, to show consideration for co-workers and management, that employee should notify the manager on duty at least 2 hours before the scheduled time to report, when possible. The employee must speak directly to the manager on duty when calling-in for a shift. Text messaging, emailing, leaving a voicemail, etc. are not acceptable forms of notification. Failure to give proper notification can result in an oral warning.

Per the Minnesota Department of Health Illness Reporting Guidelines, management must ask if the employee is suffering from vomiting or diarrhea. The employee must notify management if they have jaundice (yellowing of the skin and eyes), a fever, respiratory problems, or if the employee or someone with whom they are living has been diagnosed with Salmonella typhi, Shigella spp., E-Coli, the hepatitis A virus, norovirus or nontyphoidal salmonella. An employee must be symptom free for 24 hours before returning to work and/or provide a doctor's note.

Any boil, wound or lesion containing pus that is draining must be covered with an impermeable cover.

Work Assignments

Specific work assignments are subject to change as necessary for the efficient operation of each unit.

Inclement Weather and Campus Closures

If the University is under any type of delay, employees are expected to arrive to work for their scheduled shifts once the delay is lifted. If the University cancels classes due to weather, students are not required to arrive for their scheduled work periods. If employees have any questions about when to report to work, they are to call the unit's manager with the phone numbers provided in this Handbook. Students living on campus and are interested in being part of the Campus Closure Team, please see a manager.

Lockers

Employees will have access to a locker on campus. All personal belongings (i.e. books, jackets, purses, etc.) are to be stored in the locker while working. UMD Dining Services is not responsible for any lost or stolen items.

Due to a limited number of lockers, there is a possibility student employees will have to share a locker. Student lockers must be emptied and locks returned by the last day of Spring Semester. Returning students will be assigned new lockers at the beginning of the school year.

Bargaining Unit employees will be issued a locker at the time of hire and will be required to empty locker and turn in lock on the last day of employment.

Food and Beverages

Each dining area has different schedules; therefore, meal times may vary between Dining Services areas.

No food is to be eaten anywhere on the premises while on the clock, other than as dictated by the Employee Meal policy. If an employee is observed eating while clocked-in this may constitute disciplinary action.

Beverages are not permitted within sight of customers or around food being prepared or served. Check with management for the unit's drink policy.

Employee Meal

Only 1 Employee Meal is allowed per day for a shift worked 3 hours or longer, even if multiple shifts are worked. The UMD auditor requires the complimentary meal to be eaten in Superior Dining, whenever possible. Venue closures and business needs may require management to change allowable meals and serving locations.

Employees may go to Superior Dining directly before or directly after their shift in full uniform, if they are working a qualifying shift that is not eligible for a lunch break. No action station food is available for employee meals (Mongolian Grill, Sauté, etc.). This complimentary meal is to be enjoyed on the employee's own time. A gap in time between a shift and meal is not permissible. If the employee cannot go to Superior Dining directly before or directly after the shift, the meal must be forfeited. Eating directly before or directly after a shift does not entitle an employee, who is eligible for a lunch break meal during their shift, to eat another meal.

If an employee is found to be eating while not on a scheduled break, without management consent, or at a time other than directly before or after a scheduled shift this may constitute disciplinary action.

Cell Phone Usage

Employees are prohibited from using their cell phones while clocked in and working in their dining area. Disciplinary action will occur if an employee is observed during scheduled work hours talking/texting on a cell phone. Please schedule all personal calls during scheduled break times. If an emergency occurs where access to a phone is needed, always use the phone.

Open Door Policy

UMD Dining Services knows that there will be instances where an employee is unsure of duties or expectations while working in one of Dining Services' establishments. Each unit has its own management staff which is trained in every aspect of the establishment. Please ask questions.

Personal Conduct

There are certain standards of behavior that we must all observe as good employees. All staff members are expected to behave with pride and respect for our organization, along with consideration for their customers and coworkers. The following rules are necessary and reasonable for the proper conduct of any business. No conduct which is unprofessional, unethical or illegal will be tolerated. The following are examples of some, but not all, of the rules that must be followed. Violations of these rules will lead to disciplinary action, up to and including termination.

1. Profane language and gestures are prohibited.
2. Possession of intoxicants and/or drugs and their use are not permitted on the premises.
3. Personal music devices, iPads, cell phones, reading materials, newspapers, etc. are not permitted during work hours.
4. In compliance with University Policy, use of commercial tobacco products, which includes smoking and snuff, and use of electronic cigarettes is prohibited in all University buildings and on campus.
5. It is not appropriate to make statements which have a violent nature as a form of sarcasm, anger, etc. Inform a manager immediately if experienced.

Accountability

It is the responsibility of each employee to come to work with a positive attitude and a willingness to participate 100% in the daily assignments. It takes every team member to complete the tasks required for the day. An employee failing to share in the work will create negativity within the group. If a task is unclear, ask a manager, but never assume someone else will take care of it. Employees must BE ANSWERABLE to their own actions.

Warnings and Dismissal

UMD Dining Services operates on a warning system. Accumulation of 3 warnings may result in termination of employment. Warnings are held for one year after issuance of warning and can affect eligibility for merit increases within that year.

Continued employment is based on the fulfillment of responsibilities as stated. Dining Services has no obligation to continue employment of any employee who does not comply with the following guidelines:

Warnings will result from, but are not limited to the following:

- Tardiness
- Failure to meet safety and sanitation requirements
- Being absent from a scheduled mandatory meeting
- Failure to complete an assigned job
- Eating or drinking at unauthorized time
- Failure to comply with dress code
- Disorderly conduct
- Failure to meet required standards of performance

Warnings and Dismissal, continued

Automatic Dismissal:

- Theft including, but not limited to cash, equipment, giving out food or supplies
- Unauthorized long distance phone calls
- Punching the time card of another employee and/or other time card fraud
- Clocking-in or clocking-out early without a manager's approval
- Eating meals without following proper rules
- Deliberate misuse of cashier procedures (i.e. improper ringing up of items)

The following list includes examples for disciplinary action and/or dismissal within Dining Service. This list is not all inclusive.

1. Unsatisfactory work
2. Failure to comply with a proper order or request by manager
3. Disruptive behavior
4. Theft or property damage
5. Punching the time card of another employee and/or other time card fraud
6. Unexcused absences for students

Termination of Employment

In order to leave employment in good standing, a formal written notice must be handed in two weeks in advance and employee must work all scheduled shifts during notice period. Quitting without notice will result in termination on bad standing with no chance of re-hire in Student Life. Students who plan not to return after the completion of a semester will be addressed during the sign-up at the end of the semester.

Intolerance Policy

The University of Minnesota-Duluth is committed to providing an environment free from intolerance towards individuals or groups and maintaining an environment that fosters respect for each other. It is a violation of the University's policy to discriminate against another based on age, sex, race, ethnicity, religion, sexual orientation, or disability. Dining Services strictly upholds the University's policy. It is not intended in any way to deprive individuals of freedom of expression or any other civil rights, but to protect from verbal abuse and violence.

Sexual Harassment

Sexual harassment is a form of discrimination based on sex, including sexual orientation. Some examples of this type of harassment include requests for sexual favors, unwelcome touching of a person's body, hair, or clothing, inappropriate joke telling, disparaging remarks to a person regarding their gender or body, and repeated requests for a date with someone who has expressed disinterest. These are examples, and not an all-inclusive list, of types of conduct which may constitute sexual harassment. Each situation must be considered in the light specific facts and circumstances to determine if sexual harassment has occurred.

If sexual harassment has been experienced, inform a manager immediately. UMD takes a strong stand against sexual harassment, and our goal is to provide an environment free from sexual harassment. Any complaint will be investigated. Appropriate disciplinary action against the harasser will be taken if it is determined that sexual harassment has occurred. For more information regarding this topic, contact management for UMD's brochure on sexual harassment, or contact the Office of Student Conduct and Conflict Resolution.

Safety

Dining Services desires to provide a safe, hazard-free environment. A safe work place is every employee's responsibility. Accidents are usually caused by employee complacency. By immediately reporting all accidents and injuries to a manager and by following the general rules below, all employees can do their part to prevent accidents.

- Immediately report all dangerous conditions to a manager so the conditions can be corrected.
- SDS sheets for chemicals are located in a binder in each area. Ask a manager its location.
- Wipe up all spills immediately.
- If an employee, a customer, or fellow employee gets sick, contact a manager for assistance.
- If glass or china is broken near food, make sure the food is pulled and let a manager know.
- Place a "Wet Floor" sign over a spill or after wiping up a spill.
- Use proper technique when lifting heavy objects. Do not lift objects using back.
- Take sufficient time and necessary precautions when transporting or serving hot food in order to prevent burns.
- When pushing a hot cart, use two people if the cart is too heavy for one person to handle.
- Refrain from partaking in rough or boisterous play.
- Use a dry hot pad, mitt, or towel to pick up hot pans.
- Walk, never run, to prevent slips and falls.
- Keep all work areas neat. Pick up food, utensils, silverware, etc., which have been dropped and dispose in proper garbage cans or dirty dish carts, then thoroughly wash hands.
- Before moving a push cart of any size into a walk-in cooler or freezer, make a visual inspection of the area to ensure that the floor is not ice/water covered, there are no electrical cords hanging loose, and that all boxes, crates, pans and buckets in the area will not be disturbed by product being moved into area.
- When transporting carts on elevators, back into the elevator with the cart. It works best to pull the cart into the elevator from an angled position vs. straight on, to minimize the chances of the wheels falling into the opening between the elevator and the shaft. In addition, be aware of load capacities of elevators around campus when transporting food or supplies. Overloads have occurred, causing automatic braking systems to deploy.

Elevator Load Capacities:

Campus Center	4500lbs
Superior Dining	4000lbs
Kirby Freight	3500lbs
Kirby Plaza/Bus Hub	3500lbs
Darland Admin	3000lbs
Montague Hall	2500lbs
Kirby Plaza/Student Life	2000lbs
Bohannon	2000lbs
Kirby Passenger	2000lbs
Cina Hall	1200lbs

- When pushing hot carts up ramps, make sure the cart doors are facing (uphill) and away from person pushing the cart. Don't push double hot carts on ramps alone. Note the ramp's angle and pay special attention to them as they gain speed when going down them.
- Know the location of fire extinguishers, alarm pull stations and the Heart Station Rescue Case closest in the work area.
- Make sure to check coolers and freezers before locking, insuring no one is inside.
- Report any injury, no matter how slight to a manager. The manager will take the necessary steps to provide proper treatment. Minor injuries will be treated at the UMD Health and Wellness Center or UMD Health Services. If the injury is on a weekend, the manager will provide information on facilities.
- When using UMD vehicles, be sure to park the vehicle back in a designated spot and return keys to the assigned location.
- Catering events may require an employee to handle alcoholic beverages. **No consumption of alcohol by students or staff is allowed at any time. No open bottles are allowed to be taken off premises.**

Giving Food Allergen Assistance Information

Employees may be asked about food allergens and ingredient information. **Do not give any information to customers regarding food allergens and ingredient information!** Many food allergies can be life or death situations. Always seek out a manager for assistance. Management has access to the UMD Dining Service's Dietitian and food item information approved by the Dietitian. Please help up keep all customers safe by following this protocol.

Food Safety

- Always wash hands when starting a shift and as often as needed to prevent the spread of bacteria/germs
- Always wash hands after clearing dirty dishes from guests
- Always wash hands after cashiering
- Wear gloves when touching food
- Keep food covered and protected from sneezes and coughs
- Temperature of cold food must be kept below 40 degrees
- Temperature of hot food must be kept above 140 degrees
- Place by utensils that are used by customers for self-service so that the handle is not on top of food
- Always use a clean plate and/or glass when serving a customer
- Aprons and gloves must be removed before leaving the area or when using the restroom
- Do not re-use any food that has been served to a customer
- The employee must notify management if they have jaundice (yellowing of the skin and eyes), a fever, respiratory problems, or if the employee or someone with whom they are living has been diagnosed with Salmonella typhi, Shigella spp., E-Coli, the hepatitis A virus, norovirus or nontyphoidal salmonella. An employee must be symptom free for 24 hours before returning to work and/or provide a doctor's note.

HACCP

The Hazard Analysis Critical Point (HACCP) food safety program is used to evaluate and monitor the flow of food throughout Minnesota State Food Services. This system enables us to:

1. Identify food and procedures that are likely to cause illness.
2. Establish procedures to reduce the risk of food borne illness outbreaks.
3. Monitor temperatures to ensure food safety.

Managers, as well as state inspectors, will conduct inspections in all UMD Dining Services operations to ensure compliance of the National Restaurant Association Food Safety Guidelines.

The managers evaluate:

1. Adequate cooking, hot holding and cooling of food.
2. Monitoring of food temperatures.
3. Serving of safe and wholesome foods.
4. Personal hygiene of food workers.
5. Prevention of cross-contamination by equipment or any other means.

Management will discuss specific procedures, but it is important to always follow HACCP guidelines. Employees are responsible for food safety in every aspect of the job.

Cleaning in Service Areas

Sanitation is very important in a food service area and, although Dining Services has contracted with Facilities Management for the majority of the cleaning, it is necessary for all employees to keep their areas clean and safe. Cleaning as described in all job postings is expected. "Maintaining clean and sanitary conditions in the work area" is how this is most often expressed in a posting. At times cleaning emergency spills from beverages or food is also necessary.

Food Waste

Given the unique style of production and service in each area, there may be leftover food at the end of each meal. We hope to minimize the amount by cooking to order whenever possible, adjusting forecasts and orders, and/or reusing food at another meal when possible. Food left from serving lines and self-service area will be discarded as compost as a safety measure, or donated to the Second Harvest Northern Lakes Food Bank, which feeds approved charitable organizations, under the supervision of management. No leftover food may be taken off the premise by employees unless there has been approval by the management because it has the potential to encourage increased leftover practices, as well as theft, or possible illness due to improper handling and temperature control.

Notes:

Review Check List

Name: _____ **Date:** _____

Work Area: _____ **Supervisor:** _____

As an employee of UMD Dining Services there are many things you should know and learn about our operations. The following items will be discussed with you. If you have any questions regarding any of these items, please ask.

Student Employees

1. Scheduling
2. Pay
3. Closedown Periods
4. Finals
5. Absences and Tardiness

All Employees

1. Expectations
2. Sanitation and Personal Hygiene
3. Employee Uniforms
4. Time and Attendance
5. Time Clocks
6. Notification of Illness
7. Work Assignments
8. Inclement Weather and Campus Closure
9. Lockers
10. Food and Beverages
11. Employee Meals
12. Cell Phone Usage
13. Open Door Policy
14. Personal Conduct
15. Accountability
16. Warnings and Dismissal
17. Termination of Employment
18. Intolerance Policy
19. Sexual Harassment
20. Safety
21. Giving Food Allergen Assistance Information
22. Food Safety
23. HACCP
24. Cleaning in Service Areas

25. Food Waste

Please sign and date below that you understand and will adhere to the policies of the Dining Services Department at the University of Minnesota-Duluth.

Again, **Welcome to UMD Dining Services!**

Name: _____ **Date:** _____