pay and breaks

For each Dining Service shift, you are allowed a meal and beverage. Clock-out and eat before or after the corresponding shift. Purchase a meal plan or pay a guest meal rate to eat at the dining centers during any other time. Do not eat or grab snacks while working. In the unusual event that you are given permission to eat during a shift, punch out for the meal. No food or beverage may be taken out of dining; this is theft. Beverages are not allowed while working or at work stations. This includes drinks and containers brought to work or obtained from Dining Services. Use the water fountain during work.

Students working four consecutive hours or longer, are required one paid 15-minute break. Drinks are allowed during this break, but not food. Eating requires clocking out. Let your supervisor know when leaving the workplace.

We use both an electronic timekeeping system (KRONOS) and a punch-card time clock for recording time worked. The electronic system’s clock utilizes WMU Bronco Cards for swiping in and out. Instructions on swiping are posted by the clock. Pay particular attention to these instructions since they will change around campus. When swiping in, select the correct job. Clock-in with your WMU Bronco Card and a paper punch timecard before and after a shift. When you “clock-out” for a break, use both clocks. See your supervisor if you forget to swipe. Cash operations employees will use the MICROS cash register to record their time at work. WMU establishes the pay scales for student employees. These are published on the University’s website. Most Dining Services jobs are Level A, Step 1.

Each pay period is two weeks in length. WMU offers two payment options: direct deposit to your bank account or an issued VISA Payroll Card. All employees are required to enroll in one of these programs. Paychecks are not issued. The document that specifies the number of hours worked, pay rate, taxes and other withholdings (a check advice or check stub), is available online. Check stubs can be found at the GoWMU web portal. Click on the “Employee Self Service” link, click on “Self Service” then “View Paycheck.”

To ensure a safe and alcohol/drug free workplace, Dining Service policy requires that student employees do not work impaired. This prohibits the following before or during shifts: alcohol consumption, prescription drug abuse or unlawful drugs. Any student employee violating this policy is subject to disciplinary action, including termination of employment.

The use of tobacco products is not permitted indoors or outdoors on any University property. The use of tobacco products is only permitted in enclosed personal vehicles. To view the Tobacco-Free Campus Policy, please visit: wmich.edu/tobaccofree.

We encourage student employees to sign up for direct deposit, a direct pay installment for a student’s supplied bank account. Sign up for direct deposit online at the GoWMU “Self Service” link referenced in the previous paragraph. Request forms may also be submitted directly to the payroll office. Aside direct deposit, bring a picture ID to the payroll office to pick up a VISA payroll card.

We are a team dedicated to providing quality food, excellent service and exceptional value while advancing the University mission and goals. The Dining Services motto is to provide S.E.R.V.I.C.E. in a Superior, Effective, Responsive, Valued, Innovative, Consistent and Excellent way. While you are on the job it’s your responsibility to provide proactive high quality service to our customers. Be courteous and smile! Your actions and appearance make a difference.
Flexible work hours are offered to fit around your busy schedule. Most shifts are two to three hours in length and may occur on weekends and holidays. Weekend staffing varies by unit. Schedules are posted in the workplace. It is your responsibility to know this schedule. Some units may email schedules for convenience.

Student employees are paid for scheduled times only. Do not report to work unless scheduled. Clock-in time is definite. Clock-out may vary depending on workload. It is important to emphasize that University policy does not allow students to work over 25 hours per week. Dining Service student employees may not work over 20 hours per week. Students are responsible for tracking their work hours to avoid exceeding the maximum 20 hours. Student employees must comply with the WMU Student Employment policy found at wmich.edu/career/campus.

Laptops, head phones, cell phones and personal electronic devices are not allowed during work time. These devices are banned for safety, productivity, customer service and sanitation reasons. Laptops may be used in cash operations to check work related communications, away from food, serving and register areas. Electronic devices may only be used on break and in break areas.

Any student employee violating related Dining Service policies, the University work hour policy, electronic device restrictions, tobacco-free, environment respect, or other expectations may be subject to disciplinary action, including termination of employment.

Improper hand washing is the main cause of foodborne illness. Each employee is expected to practice good personal hygiene. Wash hands before work, before putting on disposable gloves, after breaks, after touching your face or hair, after using a tissue for nose or eating. Never touch ready-to-eat food with bare hands. Instead, use a serving utensil, such as tongs, or disposable plastic or latex gloves. Ready-to-eat foods include cookies, bagels, fruit, salad preparation and any other food not cooked before serving. Change gloves between hand washings.

Fingernails must be clean and neatly trimmed. Nail brushes are available at hand wash sinks to clean under the nails. Fingernail polish is not allowed; it can chip and contaminate food.

Dining Service student employees are responsible with understanding information provided here. In many instances, failing to comply may result in termination. Ask a dining manager or student supervisor for further clarification. Student supervisors oversee student employees and report to the unit managers. They also hire, assign jobs, train, schedule shifts, track attendance and perform student employee duties. These supervisors are identified by a WMU Dining Services shirt or supervisor name tag.

We expect our student employees to follow their supervisors’ instructions. Check with your supervisor before clocking out at each shift. We expect attentive effort to your duties and the customers. No socializing with friends beyond typical customer relations. Be courteous and respectful towards your co-workers. You may not read or study on the job—work time is for working. Give a two week notice before resigning.

• Report all accidents to the unit manager.
• Walk, do not run. Clean up all spills on the floor immediately.
• Use a broom and dustpan to pick up broken glass and china.
• Put broken items in the designated broken glass bin.
• Wear personal protective equipment (PPE) when handling hazardous chemicals. PPE’s include goggles, face mask and rubber gloves.
• Keep chemicals away from food. All chemicals must be labeled. Use as instructed. Never mix chemicals.
• Lift properly, using your legs. Get help with heavy objects.
• Store personal items in the area provided; personal items are not allowed in work areas.

Appearance

All student employees must have their hair restrained and hats on. Facial hair must be clean and neatly trimmed. Hair shoulder-length or longer must be tied back behind the shoulders or pulled up. Wear the WMU Dining Services hat brim forward while at work in all units. This hat will be supplied on the first day. If not, ask your student supervisor or manager for one. All student employees including checkers and cash operations student employees must wear the approved WMU Dining Services hat. A haimet, headband or scarf is not a substitute. A replacement WMU Dining Service hat ($7) may be purchased with cash only from the Dining Services main office located in the Bernhard Center room 161, on Monday, Tuesday, Thursday or Friday, 1:30 to 4:30 p.m.

Shoes must enclose the entire foot and be made of leather or other substantial materials to prevent burns. Athletic type shoes are acceptable. Socks must be worn. No sandals, flip flops, open-toed shoes, lightweight cloth shoes or high heels.

Pants must fit properly and go to the ankles. Jeans, khakis or dress pants are acceptable. Female employees may wear a knee length skirt. Cash Operations drivers may be permitted to wear knee-length shorts in hot weather. Shorts, cutoffs, capri pants, yoga pants, sweatpants, leggings and tights are not acceptable.

Shirts must be appropriate for the work environment, including writing or graphics. Western Michigan University logos are the only University logos permitted. T-shirts are acceptable. Sleeveless shirts and midriff-baring tops are not acceptable.

All student employees must wear an apron, the only exceptions are student supervisors, checkers, cashiers and drivers. Aprons are to be removed and left in the kitchen when using the bathroom.

Keep jewellery to a minimum for sanitation and safety reasons, ensuring nothing gets caught in equipment. Watches may be worn. No sandals, flip flops, open-toed shoes, lightweight cloth shoes or high heels.

Clothing must be kept clean and in good condition. Employees not properly dressed may be sent home to change or retire for the day.

Do not spread illnesses to other employees and customers. Fully recuperate before returning to work. In case of extended illness or injuries, doctor notes may be needed for verifying an ability to return to work. A doctor’s note might be needed for staying home.

Upon hiring, employees sign a Food Employee Reporting Agreement. The purpose is to prevent foodborne illness resulting from sick employees in the food environment. STAY HOME if any of the symptoms listed are present: diarrhea, fever, vomiting, jaundice, sore throat with fever, and infected cuts or wounds on the hand, wrist or other exposed body part. Employees experiencing these symptoms while at work must report to their dining unit manager. For food safety reasons, return to work after being symptom free for at least 24 hours.

You are important to Dining Services. Absences result in customer service decline and additional work load for fellow workers. We understand there might be schedule conflicts. When this happens, make an effort to switch hours with student co-workers. Each unit has its own system for substitutions. Call work before the shift starts for late arrivals or absences. Consider fellow employees when arriving late. Tardiness can cause the previous shift to stay later.

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