Dining Service Student Employee

General Summary:

A Dining Service Student Employee is expected to work in a variety of different areas performing all assigned duties to provide efficient operation of the dining center (Residential) or cash operations (Retail). There are some positions that do not include all job requirements below; or include additional requirements. (delivery drivers or cashiers).

Job description – Dining Student Employee

The following list is a summary of the jobs that you will find in Dining Services. These are generic descriptions only. Student employees are required to perform many other duties in addition to the assigned job. Students must meet the job requirements and physical requirements/working conditions as stated within. Employees will provide excellent customer service to the whole campus community which includes: students, staff, faculty, and off-campus guests.

Cashier – Cash Ops (Retail)

Duties include, but are not limited to: greet customers; adhere to cashiering procedures, proper cash handling, credit card processing and meal plan/Dining Dollars procedures; prepare minimal assembly of some foods/beverages at various venues; maintain cleanliness in and around the cashier area.

Cashier – Dining (Residential)

Duties include, but are not limited to: greet customers; adhere to cashiering procedures, proper cash handling, credit card processing and meal plan/Dining Dollars procedures; maintain cleanliness in and around the cashier area; swipe Bronco Cards upon entrance into the dining room or carryout areas; monitor all persons leaving the dining room/area; assist with opening and closing procedures.

Dining room attendants

Duties include, but are not limited to: clean and sanitize tables, food and beverage serving areas, restock napkins, salt and pepper shakers and organize chairs; keep the floor around serving areas and seating areas clean by keeping food and other debris swept up, mop up spills as needed; assist full-time employees (staff) in refilling and restocking food and beverage service areas.

Dish room attendants

Duties include, but are not limited to: service the tray return area, load and unload the dish machine, clean pots and pans and sort silverware; return clean pots and pans to storage rack; keep the storage racks clean and stocked to provide efficient and safe access to pots and pans; keep the dish return and dish room areas clean and organized.

Student Employee BOH (Back of House)

Duties include, but are not limited to: assist the cook, salad or stock personnel (staff) in meal preparation, prepare ingredients for recipes and performs other duties as directed by the staff; keep work areas clean and organized; wash utensils used during the shift; assist in retrieving/stocking ingredients as needed. NOTE: equipment usage is limited to grills and fryers.

Student Employee FOH (Front of House)

Duties include, but are not limited to: bring food/ingredients from the kitchen to the venues; make sure that all items are kept full; take empty pans to the pot and pan area for washing; prepare minimal assembly of some foods/beverages at various venues; assist the FOH Line Servers (staff) in keeping the serving areas clean, stocked and organized.
*Delivery Driver*

Duties include, but are not limited to: pull and organize stock from the warehouse to be delivered to campus cafés; load and unload trucks; sweep, mop, clean and organize the work area as needed. *SPECIFIC REQUIREMENTS: valid driver’s license, excellent driving ability and driving record and the ability to pass the test for a chauffeur license within 3 months of hire.*

**Job Requirements:**

- Excellent personal hygiene. Hair, skin and clothing cleanliness is required at all times. Free of detectable body odors and colognes/perfumes.
- Proper WMU Dining uniform/hat is required.
- Substantial shoes that cover the entire foot with a slip-proof sole are required. Socks must be worn.
- Use of laptops and personal mobile devices is prohibited.
- Headphones, earbuds or Bluetooth devices are not allowed in your possession while working.
- Work attendance is taken very seriously.
- Students may work up to 20 hours per week in WMU Dining.
  - Weekend Unit Requirements: 2 shifts every other weekend and 2 every week
  - Week Day ONLY Unit Requirements: 3 shifts every week
  - ALL Units require at least 1 shift in the dishroom every week
- All dining employees are to provide friendly, high-quality customer service.
- Compliance with food safety and sanitation requirements is required.
- Compliance with workplace safety requirements, including properly wearing personal protective equipment when required.
- Job safety is everyone's responsibility.

**Qualifications:**

- All applicants must be current full time students at Western Michigan University and MUST be taking classes the semester they wish to apply for.

**Physical Requirements/Working Conditions:**

- Lifting and/or carrying 25lbs unassisted.
- Stand and walk for up to four hours. Ability to climb stairs several times in one shift.
- Ability to push loaded stock carts for up to 50 feet.
- Work with frequent interruptions
- Maintain emotional control under stress
- Must be able to frequently stoop, bend, kneel, push, pull and reach overhead.
- Moderate exposure to 1) extreme hot and/or cold temperatures, 2) excessive humidity, dampness, or chilling, 3) excessive noise; fumes, smoke, or gases and 4) chemicals used in de-greasing, de-liming, cleaning and sanitizing.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception, able to adjust focus.

**Statement of Understanding**

This job description is not intended to be and should not be construed as an exhaustive list of all the responsibilities, skills, efforts or working conditions associated with the Dining Service Student Employee position.