WMU Dining Services Student Employees
Updated: June 15, 2018

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

Qualifications:
- All applicants must be current full time students at WMU and MUST be taking classes the semester they wish to apply for.

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. Student employees can be assigned to any 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 – Campus Cafes (Cash Operations)
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 Centers
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 - Back of House (production kitchen and support areas)
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.

Student Employee – Front of House (serving areas, seating and guest areas)
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 Front of House 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 ADDITIONAL 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 of hair, skin and clothing 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: 1 shift every weekend and 3 every week, including one shift in the dishroom
  - Week Day ONLY Unit Requirements: 3 shifts every week, including one shift in the dishroom
- 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.
- Complete Dining Services Student Employee Training and quiz, with a 100% score, within two weeks of hire or the beginning of the semester/session.

### Unacceptable Behaviors:

WMU Dining Services is a team dedicated to providing quality food, excellent service and exceptional value while advancing the University mission and goals. Student employees are expected to follow the policies and procedures set in place by the WMU Dining Services management team. Management helps to guide Student Employees to success and appreciates the integral component of the work force that students provide. However, there are a few policies/behaviors that if broken will result in immediate termination and in-eligibility for rehire at any Dining location. These behaviors include: **theft, poor conduct/insubordination, working more than 20 hours per week, quitting without notice and poor attendance.**

If a student employee is terminated for any of the above reasons, and wishes to be rehired in Dining Services, the student employee may appeal to the Director of Dining Services after one year has elapsed.

### 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 and completely 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 Services Student Employee position. The job requirements, qualifications and physical requirements/working conditions must all be met in order to work in Dining Services. Student employees with any concerns should contact the dining manager. Student employees should contact the Office of Institutional Equity (wmich.edu/OIE) to request disability accommodation to perform the essential functions of the Dining Services student employee position at WMU.