WELCOME

Appalachian Food Services is pleased that you have chosen to join our team! We hope you will find your employment with us both personally and financially rewarding. Our Food Services units employ more than 800 students per semester, making us the largest student employer on campus. Our primary goal is to serve the students, faculty and staff of Appalachian State University in the best way possible. We want to provide quality service to our customers. Working with Appalachian Food Services is more than just merely clocking in, working and clocking out. You are part of a team collectively working toward a goal of excellence.

Because we are part of the University system, we understand that as a student your first priority is your education. Upon accepting employment with Appalachian Food Services you must realize your employment is also a priority. COMMIT TO A WORK SCHEDULE THAT ENSURES A SUCCESSFUL BALANCE BETWEEN YOUR CLASSES AND EMPLOYMENT. Appalachian Food Services requires you work a minimum of nine hours per week. *We also encourage you to accept as many hours as your schedule will allow.* Excellent time management skills are essential for success in the classroom and workforce.

This handbook is intended to orientate you with the philosophy, rules and regulations of Appalachian Food Services. PLEASE READ THIS BOOKLET CAREFULLY. You are responsible for knowing its contents.

Again, Appalachian Food Services thanks you for choosing us as your employer. If you have any questions concerning the contents of the Student Handbook, do not hesitate to contact the Student Coordinator’s Office (Roess Dining Hall) or your student manager. They will be happy to assist you.

TABLE OF CONTENTS

- General Information 3
- Compensation 5
- Personal Appearance & Dress Code 7
- Uniforms 9
- Personal Conduct 10
- Attendance & Substitutes 12
- Disciplinary Procedures 13
- Employee Health Policy 15
- Directory 16
GENERAL INFORMATION

STUDENT COORDINATOR’S OFFICE

The Student Coordinator’s Office is located in the Roess Dining Hall, on the River Street side.

The office coordinates:

- All hiring procedures;
- Dropping or adding work hours;
- Work schedules including ALL changes.

Files on all temporary student employees are maintained in this office. The student coordinators are available to assist you with any difficulties concerning job responsibilities. Please feel free to contact this office at (828) 262-6145.

MANAGEMENT

All Food Services units employ an assistant director, supervisor and student manager. They are the best source of information and communication concerning job related matters.

HIRING REQUIREMENTS

Students must bring their ASU ID, one US government issued ID (social security card, birth certificate or passport) and a copy of their class schedule when applying for work in Appalachian Food Services.

TRAINING

Each semester all students employed in Food Services must serve a 30-day probationary period. The full-time management, student management or other assigned trainers will issue instructions for your assigned job. At any time during the probationary period, a student employee may be terminated at the sole discretion of Appalachian Food Services. This type of termination is not necessarily a result of poor discipline and is not subject to grievance under the Student Employment Grievance Procedure. This applies to only the unit in which you are terminated. If you are employed in multiple units and in good standing you may continue to work in those units.

RESIGNATIONS

The Student Coordinators’ office must be notified with a reason and effective date of resignation. Employees must resign in person. PHONE & EMAIL RESIGNATIONS ARE NOT ACCEPTABLE. A two-week notice, beginning on the effective date of resignation, is required to ensure an acceptable reference. Exceptions to this policy include class schedule changes and medical leaves. Failure to work a notice will result in permanent no-hire for all Food Services units.
GRIEVANCE PROCEDURES
The first step in resolving a complaint is to discuss the issue with your student manager or supervisor. If you feel that your grievance has not been resolved effectively in your unit, the Student Coordinator’s office along with management will make every effort to assist you in solving your grievance. All further appeals or grievances may be discussed with the Appalachian Food Services assistant director for your unit. The assistant director has the final authority in resolving the grievance.
*Students are encouraged to inform their student manager, management or the student coordinator if a problem exists in their unit.

RECLAIMING HOURS FOR THE NEXT SEMESTER
Each semester students must re-apply for a position in Food Services. You must complete an application and a Student Temporary Employment Authorization form. This Employment Authorization form is an approval that enables you to be paid for each unit in which you are employed.

Student employees may reclaim hours with the Student Coordinators’ office during pre-registration. The process works as follows:

1. Come by the office on the designated date(s) to reclaim your hours worked the previous semester;
2. Schedule an additional appointment to claim new hours;
3. Be prompt for your appointment and bring a copy of your class schedule with you.

The dates and time for this process will be posted at the time clock in each unit. EMPLOYEES WILL NOT BE GUARANTEED A JOB FOR THE FOLLOWING SEMESTER IF HOURS ARE NOT RECLAIMED DURING PRE-REGISTRATION. A two week notice is required if you drop reclaimed hours. Exceptions include conflict with final class schedule and medical leave.
COMPENSATION

STUDENT ID CARDS

Please be sure to bring your student ID to work everyday. It is the only way to clock in and out. Time clocks are available in each unit. To clock in correctly:

- Press F1;
- Swipe your student ID card;
- Swipe your unit budget code card (white);
- Press enter.

To clock out, swipe only your ID. If upon receiving your check you feel that your hours are inaccurate please contact or come by the Student Coordinator’s office in the Roess Dining Hall.

Students are not permitted to clock in or out for other coworkers. Immediate termination of both employees will result if this policy is not observed. A supervisor or the assistant director will handle corrections and/or mistakes regarding clocking in/out.

PAYROLL PROCEDURES

Students are paid bimonthly. Payroll checks are issued on the 15th and the last working weekday of the month. If the 15th falls on a weekend, checks are issued the preceding Friday.

- You will receive a check for hours worked from the 1st through the 15th of the month on the last working day of that month.
- You will receive a check for hours worked from the 16th through the last day of the month on the 15th of the following month.

All employees are compensated at minimum wage ($7.25) for their first semester. Service raises are issued per semester according to a set of criteria detailed on the following page.

DIRECT DEPOSIT

As part of the university’s commitment to sustainability, all Food Services employees are required to enroll in the Automatic Payroll Check Deposit System. You will receive a form for this service when you are hired. Fill out this form, attach a voided check or fill in your routing and account numbers and turn it in to the Student Coordinator’s office promptly. This form can take up to three weeks to process, so turning it in as soon as possible will ensure that your direct deposit service will begin promptly. Until this form is processed, all pay checks will be deposited in the employee’s ASU PO Box.
TIME-SHEETS
Every month, there will be time sheets posted at the time clock, indicating your name and the hours that you have worked for that period. You are required to sign these sheets. If the sheet is not at the time clock, a student manager will bring it around for you to sign.

SERVICE RAISES
Appalachian Food Services offers a ten cents per hour raise each consecutive semester that an employee works for us. The criteria for a raise is as follows:

- Student must work a minimum of twelve consecutive weeks per semester up to but not including Reading Day;
- Student must work a minimum of nine hours per week;
- Student must not have any written warnings.
PERSONAL APPEARANCE & DRESS CODE

Employees are expected to arrive to work fully dressed in uniform, and remain in uniform until their shift has ended. Listed below is a set of guidelines for all Appalachian Food Services employees to follow.

- All employees are required to keep their hair in an acceptable restraint (hair net or approved hat). Hair nets can be worn more than once. Please take care of them.
- Employees are expected to have a clean shave. Beards and mustaches are permitted, however, they must be neatly trimmed with a 1/8th inch maximum length, otherwise beard restraints will be required.
- Employees are expected to arrive to work with clean, neatly combed hair, a clean body and clean fingernails. Nail polish is not permitted! Employees must not, in any way, violate health code requirements.
- Gloves must be worn at all times when serving or preparing food. Please change gloves regularly.

DRESS CODE

Employees are expected to wear clean and presentable clothing. Each unit has its own criteria for clothing requirements that will be described to you during the hiring process. It is also detailed later in this handbook. The student manager, supervisor or assistant director reserves the right to determine clothing appropriateness.

CLOTHING

In certain units, students are permitted to wear clean street clothes provided they are without tears, patches or frays (i.e. Jeans with holes are not permitted). Clothing with inappropriate slogans or graphics are not permitted.

- Sandals, open-toed, open-heeled and high-heeled shoes are NOT permitted.
- Cutoffs, tank tops and sleeveless shirts are NOT permitted.
- The length of shorts and skirts should strike no more than six inches above the top of the knee. NO EXCEPTIONS.
- Comfortable and sturdy shoes are recommended.

Students who are issued uniforms (aprons, vests, ties, hats, etc.) are expected to keep them neat and laundered. (NOTE: Not all units issue these items). Any issued items must be returned to Appalachian Food Services once employment has ended.
**JEWELRY**

**EARRINGS:** Dangling earrings are not permitted. Hoop earrings are allowed as long as they are not more than 1 inch in diameter. Small post earrings are permissible, but must be tasteful with nothing hanging below them.

*Students are NOT permitted to wear any other form of piercing while on the time clock (i.e. nose, eyebrows, lips, etc.).*

**RINGS:** Wedding ring or band/engagement set is allowed. One ring is permitted.

**NECKLACES:** One necklace or chain with a small charm or stone is acceptable, provided the length is no more than 2 inches below the neckline.

**BRACELETS:** Not permitted.

**WATCHES:** Not permitted.

**DISCIPLINARY PROCEDURES:**

**PERSONAL APPEARANCE & DRESS CODE**

The following steps are taken with regard to disciplinary procedures relating to appearance and dress code:

- 1st Offense: Oral warning: inappropriate dress (employee will be asked to change);
- 2nd Offense: Written warning (forfeit raise);
- 3rd Offense: Dismissal and placed on Temporary No-Hire for that unit.
UNIFORMS

CATERING & BANQUET UNIFORM
The Appalachian Food Services’ catering team is expected to wear clean and presentable clothing. The student manager, supervisor or assistant director reserves the right to determine clothing appropriateness.

FORMAL FUNCTIONS
Men:
- Black dress pants (no corduroy/jeans);
- Pressed white, long-sleeved dress shirt;
- Black socks and shoes;
- Black bow tie (provided);
- Black vest (provided).

Women:
- Black dress pants or skirt (skirt must cover knee and no corduroy/jeans);
- Pressed white, long-sleeved blouse;
- Black shoes and hose;
- Black tie (provided);
- Black vest (provided).

INFORMAL FUNCTIONS
Men:
- Tennis shoes and socks;
- Black dress pants (no shorts);
- Collared shirt.

Women:
- Tennis shoes and socks;
- Black dress pants/skirts;
- Collared shirt.

MCALISTER’S DELI UNIFORM
McAlister’s Deli has developed the following uniform guidelines:
- Employees may wear tan khaki pants, shorts, or skirts (must be no more than six inches above the top of the knee);
- NO CUTOFFS OR DENIM;
- Must wear a belt;
- Must tuck in shirt;
- Must wear closed toe and closed heel shoes;
- NO BIRKENSTOCKS.

*Hats and shirts will be issued based on the number of shifts worked. As in all units, uniform materials that are issued must be returned to avoid any inconvenience to the student’s account.
PERSONAL CONDUCT ON THE JOB

Courtesy is a vital function of the food service industry. Students should remember that not only are they employees, they are also representatives of Appalachian Food Services.

Our customers are the reason we have a job and they deserve our full attention and respect. The supervisor and/or student manager is available to assist you with any problems that might occur. Please avoid handling a difficult situation that is beyond your control.

Negative comments and criticisms while serving customers are unacceptable and will result in disciplinary action. All employees should report any problems or concerns with the food immediately to his/her supervisor. Constructive comments and suggestions are encouraged.

STUDENT EMPLOYEE PERSONAL GUIDELINES ARE:

- Respect fellow workers. Cooperate as a friendly team player with coworkers and supervisors.
- NO PROFANITY ALLOWED.
- Reporting to work under the influence of any alcohol or illicit drugs is grounds for immediate dismissal and placement on the Permanent No-Hire list. (Prescription drugs are permitted as long as side effects do not hinder employee performance.)
- The removal of food or drinks from the units during work shifts is not permitted and may be considered theft and result in dismissal and placement on the Permanent No-Hire list.
- Designated break areas have been assigned for employee use. Smoking, eating, drinking, chewing gum, or the use of tobacco and tobacco related products are not allowed while on duty in food production areas or behind the serving lines. Coffee, tea, water and fountain drinks are allowed in break areas only. DRINK CUPS ARE NOT PERMITTED IN WORK AREAS.
- Avoid excessive handling of food and nonfood items. The use of serving utensils or plastic gloves when handling food is required at all times.
- Employees required to work four (4) consecutive hours are eligible for a 15-minute on-the-clock break. Employees scheduled to work six (6) consecutive hours are required to take a 30-minute off-the-clock break. Employees scheduled to work eight hours must take two (2) 30-minute off-the-clock breaks. The supervisor will approve and/or assign all breaks.
• Students should arrive for work and clock-in at the scheduled time. A supervisor approval is required for students who clock-in before or after scheduled time. Employees must successfully complete all assigned tasks and check with the supervisor at the end of the assigned shift.
• Keep panned foods covered and nonfood items clean.
• Respect equipment, property and facilities at all times. Maintain high efficiency standards. Slow periods should allow time for assisting other employees, and straightening/organizing surrounding areas.
• “If you have time to lean, you have time to clean.” Employees should appear attentive to all customers. Please do not sit, lean or stand on equipment, tables, etc.
• Employees are not permitted to carry toothpicks, tobacco or matchsticks in their mouths. Do not carry pencils in hair or behind ears.
• Employee’s voice tone should remain pleasant. Courtesy to customers is a must at all times. Give service with a smile and alert the unit supervisor for uncontrollable customers.
• Radios of any kind (including iPods) are not allowed. Exceptions include areas designated by the unit supervisor.
• No cell phone usage while at work. Disregarding this rule will result in an immediate write-up.
• Employees should strive to do their very best and are encouraged to have an active interest in Appalachian Food Services.
ATTENDANCE POLICIES & SUBSTITUTES

Unsatisfactory attendance, reporting late, and leaving early without permission are grounds for disciplinary action and/or immediate dismissal. Employees must notify the unit supervisor or student manager in advance if he/she cannot report to work. Management requires at least twelve hours notice for absences and/or substitutes. Failure to provide twelve hours notice will result in a written warning.

Employees are expected to replace missed hours with an approved substitute (including illness). FRIENDS AND ROOMMATES SHOULD NOT CALL FOR EMPLOYEE’S ABSENCE. The unit’s student manager will provide an approved substitute list for all units. IT IS THE EMPLOYEE’S RESPONSIBILITY TO FIND A SUBSTITUTE! Students accepting sub positions are bound by the rules concerning “no shows.” Employees must notify management in advance for absence approval.

DISCIPLINARY PROCEDURES FOR ATTENDANCE

NO CALL/NO SHOW
• 1st offense: Written warning/forfeit raise;
• 2nd offense: Dismissal and placed on Temporary No Hire.

CALL IN WITHOUT A SUBSTITUTE (including illness)
• 1st offense: Oral warning;
• 2nd offense: Written warning/forfeit raise;
• 3rd offense: Dismissal and placed on Temporary No Hire.

INCLEMENT WEATHER POLICY
If classes are cancelled because of inclement weather, student employees are not required to work. Units tend to be extremely busy on these days. If you are on campus or can safely travel, it is strongly encouraged that you call in and ask if your unit needs help. This is a great way to earn extra hours and help your unit. We ask that no employee take unnecessary risks to show up for work.
GENERAL DISCIPLINARY PROCEDURES
All Appalachian Food Services’ employees are subject to disciplinary procedures. Disciplinary procedures are to encourage employees to strive for correction and prevent more serious measures.

Steps for disciplinary procedures are as follows:

- Oral Warning (record will be made for student’s file);
- Written Warning (forfeit raise);
- Dismissal.

*Student coordinators and management will determine the severity of the offense to determine what action is warranted. If you have any concerns regarding policies or their application to your case, please speak to your student manager or the Student Coordinator’s office.

GROUNDS FOR ORAL WARNINGS:
- Insubordination;
- Eating or chewing gum, except during break;
- Lack of proper attire;
- Excessive conversation with employees or customers;
- Unauthorized breaks;
- Violation of safety or sanitation rules;
- Tardiness;
- Poor job performance;
- Violation of attendance policies (listed earlier);
- Any other infraction of Appalachian Food Services’ policies (listed under personal conduct);
- Excessive failure to clock in or out correctly;
- Call out of work without a substitute.

*Based on the severity of the violation, management will determine how many warnings are given.
DROP POLICY

Any employee dropping shifts in excess of one per semester for reasons other than a class conflict will receive a written warning and lose their service raise for the following semester (see page 6).

Any employee dropping shifts within the last two weeks (14 days) of classes will receive a written warning and lose their service raise for the following semester.

Students are able to drop shifts that conflict with class scheduling, without penalty, if proof of scheduling is presented. Drops due to class conflicts do not count towards the one allotted drop.

GROUNDS FOR WRITTEN WARNINGS:
- Second offenses for oral warnings;
- A 3rd oral warning of any kind will result in a written warning and/or dismissal;
- No call/no show;
- Drop Policy infractions;
- Use of cell phone or other electronic devices while on the clock (except during breaks).

GROUNDS FOR DISMISSAL:
- Infraction of attendance policies stated above;
- An accumulation of infractions regarding policies;
- Theft of ANY KIND (immediate dismissal);
- Striking an employee, supervisor or customer will result in immediate dismissal;
- Under the influence of illicit drugs or alcohol will result in immediate dismissal;
- Insubordination (failure to comply with reasonable request);
- Profanity aimed at any Food Services supervisor, employee or customer;
- Failure to work a two-week notice.

NO-HIRE POLICIES

Students who fail to observe Appalachian Food Services’ policies regarding attendance, resignations, disciplinary actions, etc. will be placed on TEMPORARY NO-HIRE for one calendar year in the unit from which they received the infraction.

Students dismissed for more serious offenses will be placed on the PERMANENT NO-HIRE list for all units of Appalachian Food Services. The Student Coordinator’s office and management will determine the severity of the offense and placement on the Temporary No-Hire or Permanent No-Hire lists.
OVERVIEW
Upon hiring, a student employee is required to sign an Employee Health Policy Agreement (EHPA) form as per the North Carolina Health Department. This form lays out the procedure for reporting symptoms of illness, exposure to illness and diagnosed illnesses to a supervisor/manager. This ensures a healthy and safe work environment and prevents the spread of illness. EHPA forms will be filed with each employee’s Food Services Unit.

EXCLUSION & RESTRICTION FROM WORK
If an employee has any of the symptoms or illnesses listed on the EHPA Form, he/she may be excluded* or restricted** from work.

* If an employee is excluded from work, he/she is not allowed to come to work.
** If an employee is restricted from work, he/she is allowed to come to work but duties may be limited.

RETURNING TO WORK
If you are excluded from work for having diarrhea and/or vomiting, you will not be able to return to work until more than 24 hours have passed since the last symptoms of diarrhea and/or vomiting have subsided.

AGREEMENT
Upon signing the form, employees agree to do the following:

- Report exposure to any of the specified symptoms and/or illnesses;
- Comply with work restrictions/exclusions.
Appalachian Food Services believes that customer service is a number one priority. All employees should strive to ensure the best possible customer service. Employees should treat all customers’ requests with respect and importance.

A customer is someone like you with feelings and personal needs. All customers deserve to be treated with respect, courtesy and warmth. Customers are essential to our business and PAY OUR WAGES. Customer service is the most important aspect of our business, and the quality of our service depends on YOU!
THANK YOU FOR CHOOSING APPALACHIAN FOOD SERVICES

Appalachian State University is committed to equality of educational opportunity and does not discriminate against applicants, students or employees on the basis of race, color, national origin, religion, gender, age, disability or sexual orientation. Appalachian also actively promotes diversity among students and employees.