



DINING SERVICES STUDENT EMPLOYEE HANDBOOK

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WELCOME TO IC DINING SERVICES

Congratulations on accepting your position with Ithaca College Dining Services! We are pleased to welcome you as a valued employee and essential member of the Dining Services team. You are joining a group of full-time and student employees who work together to provide all food services to members of the College. IC Dining Services serves both on-campus and off-campus students, as well as faculty, staff, and guests in two dining halls, retail locations, and catering. Dining Services is a major part of the College's Strategic Plan, and we have the opportunity and responsibility to make it the best program possible.

Our reputation and our guests' experiences are shaped by the food we serve, the service we provide, and the atmosphere we create. Our goal is to create a collaborative work environment that educates, engages, and supports our students so they may succeed in their roles as supportive and responsible employees whose performance makes a positive impact toward guest satisfaction.

Dining Services is an integral part of most students' lives and also provides a source of income for many students such as yourself. Since you also most likely eat on campus, it is important to consider the quality of service you would like to receive when you dine at IC. Let that same quality of service show up in the work you do here.

An excellent dining experience requires each member of the team to work together and provide authentic service. You can achieve this by being physically and mentally present in the work you do; maintaining open lines of communication with your team and treating them with respect; developing your knowledge of the products you serve and how your unit operates; connecting on a genuine and personable level with your guests; preparing to attend to your guests' needs and inquiries or to seek the advice of your management team.

This handbook contains information that you, as a student employee, will need to know about working in Dining Services. Please take the time to read it thoroughly and review it as needed. Let us know how we can best support you as we hope your employment with Ithaca College Dining Services is both enjoyable and rewarding. We look forward to watching all of our student employees become integral parts of the IC Dining Services program.

EMPLOYMENT AGREEMENT

The following guidelines and expectations are provided to help clarify your responsibilities and work commitments as a student employee. After reading and reviewing the policies and information, we ask that you sign an agreement to confirm your understanding of the following guidelines, policies, and expectations.

1. Please note that the Dining Services employment period for the 2019 – 2020 academic year begins on Monday, August 19, 2019, and ends on Sunday, May 17, 2020. Please confer with your unit as start and end dates may differ. Student Managers must be available a week before units open for the semester, as well as during Senior Week and Commencement.
2. Mandatory training and staff development meetings are held at the beginning of the Fall and Spring semesters. If necessary, you will be allowed to move into your residence hall one day prior to the date you are scheduled to begin training. Attendance at these training and development sessions is a requirement for continued student employment in Dining Services. Failure to return early for the training and development may result in termination of employment in Dining Services. In the event of an emergency conflict, you must contact your supervisor or manager as soon as possible to discuss your situation.
3. It is imperative to follow the guidelines provided in the Student Employee Handbook and at trainings. In doing so, you ensure that you are contributing your concentrated effort to provide maximum success to our dining program.
4. Schedules are prepared to suit the needs of the business. Therefore, it is imperative to have staff at each shift. You are expected to arrive for your scheduled work shifts on time, as scheduled, and in full uniform. In the rare instance that you may be late or will not be able to show up for your shift, it is your responsibility to notify your immediate supervisor prior to the beginning of your shift to discuss your situation. It is expected that you will find a *suitable* substitute for the scheduled shift that you cannot attend. Leaving a work shift unattended is never an option and could be cause for termination of student employment with Dining Services.
5. Your attendance at all mandatory staff meetings is expected. In the event of an unforeseen conflict during the meeting time, it is your responsibility to contact your supervisor or manager prior to the meeting to discuss the agenda and to give input as needed.
6. Student employees are required to work shifts during finals week and Senior Week. During these specific weeks, the Dining Services department expects that each student employee will provide their supervisor or manager with their availability for those times *3 weeks prior* to finals week.
7. During student vacation times (i.e., Fall Break, Thanksgiving Break, Winter Break, Spring Break, etc.), Dining Services still has a need for student employees to cover shifts. Because of this, it is expected that you will be willing to stay late or return early during these times. If there is a time

that it is not possible to accommodate these expectations, it is your responsibility to discuss your situation with your supervisor or manager *at least one month* prior to the start of the break. Failure to do so will indicate that you are available to cover shifts, and you will be scheduled and expected to work during these times.

8. Timecards for hours worked should be submitted for approval to your supervisor or manager before 9:00 am on the Monday before Friday's payday. Failure to do so will result in a delay of pay until the next available payday. If for any reason you are unable to submit your timecard before 9:00 am, it is your responsibility to inform your supervisor of the cause for the delay.
9. Any confidential information received in any domain of the Dining Services' office, or while carrying out your employment responsibilities, will remain confidential.
10. During the course of your student employment in Dining Services you will be provided with and expected to follow the information with regard to processes and procedures that will be given to you via manuals, newsletters, emails, etc.

REGULATIONS AND STANDARDS OF CONDUCT

To function efficiently, Dining Services must have certain regulations and standards of conduct. Although there are procedures for dealing with violations, Dining Services expects that all employees will observe these standards through the process of self-discipline. In accepting employment, the employee understands and agrees to accept Dining Services' regulations and standards of conduct.

TIMEKEEPING

- Ithaca College policy states that students are not allowed to work more than 20 hours per week (Monday - Sunday) while classes are in session (10 hours per week for RAs).
- It is your responsibility to keep track of these hours. If you work more than 20 hours, you may get a warning via e-mail from the Student Employment Office.
- You must have permission from your supervisor or manager to work beyond your maximum hours in one week.
- There are certain times during the academic year when you can work up to 40 hours in one week: Thanksgiving Break, Spring Break, and Senior Week.
- NOTE: You cannot go over 20 hours during Fall Break without the approval of your supervisor or manager. This is College policy and not something Dining Services can change.
- If you work for Dining Services over the summer, and you have on-campus housing (excluding Circle Apartments), you cannot work more than 37.5 hours a week without prior approval from your supervisor or manager. If you live off-campus, you can work up to 40 hours per week.
- Cheating on a timecard (e.g., submitting false hours) is considered stealing and will result in termination of your employment.
- Submit time cards no later than 9:00 a.m. on the Mondays of pay weeks. Student employees receive bi-weekly paychecks.

WAGES

The pay rate for student employees depends on their unit and position. Dining Services student staff begins their employment with the base pay of NY State minimum wage. Raises are not guaranteed.

POSITION	BASE PAY RATE
Dining Service Student Manager	\$12.10
Dining Service Student Staff	\$11.80
Catering Student Manager	\$12.50
Catering Student Staff	\$ 11.80
Marketing Intern	\$ 11.80

Student employees with full-time academic standing (those taking more than 6 credit hours of classes) will receive wages that are FICA exempt. This means that they will not be taxed for Social Security and Medicare. Students who are taking less than 6 credit hours will NOT be FICA exempt.

If a student wants to work during the summer, they MUST be enrolled as an active student for the upcoming fall semester. Student employees working during the summer will NOT be FICA exempt. If student employees work during the summer, there are no expressed or implied meal credits. A meal will be provided before or after the scheduled shift, which is the same as working a shift during the semester.

PAYCHECK INFORMATION

- You are encouraged to use direct deposit for your payroll. You will use IC HR Cloud to retrieve your paycheck information. For information on how to get direct deposit, go to the following link:
https://www.ithaca.edu/hr/studentemployment/Stdempinfo/item=8626#tab_current_student_employee
- If you do not sign up for direct deposit, a paycheck will be available for pickup at the Mail Center. Your paystub will have your paycheck information.

SCHEDULING

Student employees must work at least 1 shift per week, and Student Managers must work at least 3 shifts per week. Students working in Catering Services will find that the duration and frequency of their shifts depends on the needs of the department. Students working in retail divisions are required to work at least 5 hours per week; their schedules are based on experience and availability. Student Managers must work during Orientation Week, Alumni Weekend, Senior Week, and Commencement.

SHIFT SUBSTITUTION PROTOCOL

1. All employees are required to work all shifts as scheduled. If an employee is unable to work a scheduled shift, it is the responsibility of the employee to switch shifts or to find someone else to work that shift (a sub).
2. Calling your manager to inform them you cannot work a shift does not grant an excused absence. It is NOT the responsibility of the manager to find a sub for you. You will still be written up for a "no-show."
3. In the event you are ill and cannot work that day, or the following day, you should use your unit's email chain to find a sub. If you cannot find a sub and need to call in sick, please do so as soon as possible, at least 2 hours before the start of your shift.
4. For shift substitutions, you must find a fellow student worker who holds the same position as yourself (i.e., only student managers can cover the shift of a student manager). Once you find someone, both parties must agree to the switch via e-mail for confirmation purposes.
5. Shift substitutions must be presented in writing in your unit on a shift substitution list that is checked by your manager. It requires you to record the date of the substitution, your name, and the name of the person covering your shift.
6. Once e-mails are sent and the shift substitution list is filled in, the shift is the responsibility of the person who said they were covering it. If this procedure is not followed, the original

employee is responsible for the shift and the repercussions that come with not showing up to work.

Please convene with your supervisor or manager to discuss this protocol further, as there may be slight variances across units.

MEAL AND BREAK PERIODS

Dining Services student employees are permitted to eat a meal in a dining hall on the day of their shift ONLY. This meal must be consumed prior to or after their shift or on a scheduled break, not during their shift unless the shift is over 6 hours. Depending on the unit in which you work, you may be given a meal coupon to use in a dining hall in exchange for a meal.

Mandatory unpaid breaks are required after six hours of work. Your manager or supervisor may issue you a 15 minute break based on your shift and workload.

RESIGNATION AND LEAVE OF ABSENCE POLICIES

Circumstances do arise that cause an employee to conclude or suspend their employment with Dining Services. The following two options are available to employees faced with this situation if they would like to use the Dining Services team in the future as a positive job reference.

Resignation

1. Student employees must submit a letter of resignation to their manager.
2. Student employees will be expected to work for two weeks from the date their letter of resignation was turned into their manager.
3. Student employees must work their scheduled shifts during their two-week notice period.

Leave of Absence

1. The employee must submit a letter to their manager stating their reasons for taking a leave of absence and the approximate duration of their absence with a date they plan to return to their unit.
2. The employee will be expected to work for two weeks from the date their manager receives the leave of absence letter.
3. The employee will be expected to assist in filling their vacant shifts for the rest of the semester.

CONFIDENTIALITY POLICY

It is our responsibility not to discuss confidential material where others can hear. If you have any doubts, assume material is confidential. Each person must conduct themselves at all times in a manner that reflects a high degree of professionalism. In doing this, you promote high ethical standards, are more respected by the people you work with, and make Ithaca College a better place to work.

OPEN DOOR POLICY AND CONFLICTS

Many problems can be averted through open communication of realistic expectations by all parties: supervisors, managers, and student employees. Therefore, it is important to address problems as they arise, not after they build up. Additionally:

- Review responsibilities, duties, and expectations and make sure they are obvious to all parties to help clarify an issue or resolve a conflict.
- If you are having a problem with a person, individual problems may be solved quickly and easily if you communicate openly with that person – this should be your first approach.
- Any concern you have while working should first be brought to the attention of your student manager. If you do not feel comfortable discussing the concern with the student manager, you can schedule an appointment with a supervisor or manager.
- If you feel your concern was not taken care of by the student manager, please schedule an appointment with the supervisor or manager to discuss your concern.
- If there is an issue you feel should be addressed with the whole staff, you may schedule an appointment with your supervisor or manager and ask for it to be discussed with all student staff.
- Suggestions for improving the services or operations of your unit are ALWAYS WELCOME. Stop by your manager's office or send an email with your suggestions.
- Remember that the full-time staff members are always available for concerns. Please do not hesitate to stop by. This is a great way to build a relationship between yourself and the rest of the staff.

DISCRIMINATION AND HARASSMENT

Harassment will not be tolerated at the College, which is consistent with the Equal Employment Opportunity Commission guidelines and the definition of harassment contained therein. In compliance with this, College policy requires that all employees maintain professional relationships with students and supervisors. Any type of abusive or harassing behavior (whether intended or perceived to be intimidating, hostile, or offensive) including, but not limited to the following, will not be tolerated.

- Telling jokes of racial, sexist, or sexual nature
- Making racial, ethnic, or sexual slurs
- Any communication, whether spoken, written, nonverbal, or pictorial, made for the purpose of intimidation or humiliation
- Sexual contact of any nature
- Abusive and foul language
- Displaying or posting pictures which could be offensive to others

GUIDELINES FOR ALL AREAS OF SERVICE

HOW TO BE A SUCCESSFUL STUDENT EMPLOYEE

As a member of the Dining Services team, we expect you to exhibit professionalism and cooperation in your individual and team performance. The following section outlines key elements, that when followed and applied, will allow you to excel in your position.

CUSTOMER SERVICE EXPECTATIONS

Ithaca College strives to provide an environment where you can flourish and grow. We want you to be successful. To help your success, we believe it is important to set clear expectations of performance and behavior in your role as a student employee. We expect you to always perform your job duties to the highest professional and ethical standards of business. Ithaca College Dining Services employees must consistently deliver service that exceeds customer expectations. The following are vital aspects to remember and perform during your shift.

Greet with a Smile

Show a smile and provide a warm, genuine greeting for each one of our customers and your co-workers. Within 10 feet, visually acknowledge the customer. Within 5 feet, verbally acknowledge the customer.

Focus

Actively listen and make eye contact. Give the customer your full focus and undivided attention; listening with just your ears isn't enough. Repeating an order back to the customer is a strategy for remembering orders correctly. Remember, you are empowered to make it right for the customer when a mistake happens; just let your manager know what corrective action was taken.

Appreciation

Show the customer your appreciation. Thank the customer for their request and encourage them to have a good day. Likewise, show appreciation for your co-workers as they help you throughout the day.

Uniform

Uniforms need to be clean and in good condition. This includes sensible, closed toe shoes and your name tag.

Telling

Keep your customers informed. Be responsive and adaptable. Tell them what is different or new on the menu that day! Update them on the progress of their request.

Appearance Matters

You never get a second chance to make a first impression. Clean areas and facilities are extremely important to a first impression. Keep workspaces and point of service areas clean, organized, and safe.

Speed of Service

Greet and serve customers promptly. If there's a wait, acknowledge the customer, thank them for their patience, and help them as quickly as possible. Help your co-workers; if they are asking you for help, it is most likely so they can help guests or improve their performance.

Assistance is Available

Asking for help is a strength, not a weakness. Keep your head up and have a pleasant look on your face so our guests know they can approach you if they need help. If you are unable to assist with a customer's request, find someone who can. Refrain from saying "I don't know."

PERFORMANCE GUIDELINES

The purpose of the Dining Services performance guidelines is to clarify employee expectations and track job performance.

Four-Strike Policy

The four-strike policy is a performance system that applies to all Dining Services student manager staff and regular student staff at Ithaca College. Below is a list containing behavior considered to be violations of performance and employment policies. Upon your first citation for any of these incidents, you will receive a verbal warning. A second citation will result in a written warning. A third citation will result in a written warning and counseling from your supervisor or manager. A fourth violation will result in termination of employment.

Performance Violations

- Arriving 30 or more minutes late for an assigned shift
- Non-adherence to dress code
- Use of vulgar language
- Insubordination or refusal to perform duties as directed
- Engaging with friends at an area for more than 5 minutes
- Misuse of equipment
- Use of cellphone in any area
- Use of headphones/earbuds while working
- Completing schoolwork while working
- Cheating on payroll, signing another student employee in, or allowing another student employee to sign you in
- Discrimination and/or Harassment
- Lying
- Giving away free products

Grounds for Immediate Termination

- Theft, willful destruction, or damage to Ithaca College property
- Misrepresentation or falsification of records
- Being under the influence of or selling alcoholic beverages or drugs while on duty

- Immoral or indecent behavior
- Gambling or soliciting games of chance on college property
- Engaging in physical violence on the premises

Cell Phone Policy

Cell phone use is not permitted during your shift. Your phone must be left with your personal belongings, or if you desire, you may ask your supervisor to lock it in their office.

Homework and Entertainment Policy

When you come to work, you are doing just that, coming to work. Please do not bring your laptop or homework to work with you. You may not complete schoolwork during your shift or engage in non-work activities like reading.

Socializing Policy

Socializing is to be kept to a minimum. If it is busy in your area, please inform your social visitor that they have to leave, and you will get back to them after your shift is over. Please limit ALL social visits with others to no more than 5 minutes. Please inform social visitors that you must get back to work and will contact them after your shift is over. The customer is always your FIRST priority.

Station Policies

During your shift, you will be assigned to work at a designated station. It is your responsibility to maintain the cleanliness and service of that station. Do not permit anyone to borrow anything from your work area that requires they leave the area with the borrowed item. Do not let anyone store anything in your work area.

If you need to leave to use the restroom, please let your student manager or supervisor know. They will arrange coverage of your station until you return. This will also make them aware that you are not at your designated work area should an emergency arise.

Please refer to unit-specific directives for details and further information about station responsibilities and expectations.

UNIFORMS

The following outlines the uniform policy for student employees working in any of the Dining Services units. If a student does not have the proper uniform, they will not be allowed to work. Each student employee will be issued shirts and aprons (amount depending on number of shifts worked each week), one hat, and one name tag.

At the end of the semester, upon resignation, or upon termination of employment, students are responsible for returning their (washed) uniforms to their supervisor or manager. There is a cost for each piece of the uniform, and students will be charged for any uniform that is damaged or not returned.

- Shirts should be fully buttoned; although the button at the neck may remain open.

- Shirts must be tucked into pants; blue or black denim, trousers, or twill cotton pants may be worn. Students working for Catering may only wear black dress or "Dockers"-style (cotton twill) pants. Pants should be in good condition (no rips, stains, tears, holes, etc.).
- Aprons must be tied.
- Hats must be worn facing front. One hat is issued to each student employee. If you forget your hat, you will be given the option to wear a hairnet or purchase a new hat.
- A name tag must be worn.
- Facial hair ½ inch in length or longer must be covered with a beard guard.
- Hairnets must be worn by student employees who cannot put all their hair up under a hat.
- Hair that touches the shoulders must be tied up and contained. No "swinging ponytails" are allowed. In some cases a hairnet in addition to a hat may be required.
- Socks must always be worn.
- Shoes must be sensible and closed-toed; this means sneakers, or in some units, work boots.
- All clothes should be properly fitting.
- No undergarments should be showing.

For safety reasons, the following are examples of inappropriate dress and are NOT allowed:

- Pajamas
- Leggings, capris pants, or any pants of any kind above the ankle
- Shorts of any kind
- Sweatpants
- Overalls
- Gym clothes
- Halter tops
- Dresses or skirts
- Baggy or skintight items
- T-shirts
- Open-toed shoes, flip-flops, high-heeled shoes, cowboy boots, winter boots, or clogs
- Any hat which is not part of the uniform

STANDARDS OF GROOMING

Minimum standards of grooming/hygiene for all Dining Services student employees are as follows:

- Practice good hygiene through regular bathing and use of deodorant or antiperspirant and reasonable oral care.
- Please keep perfumes and body sprays to a minimum.
- Cuts, abrasions, and burns on hands and exposed arms must be covered with a clean bandage. A bandaged hand must also be covered with a single use disposable glove.
- Clean hands and trimmed, neat fingernails must be maintained. Nail coverings including polish, acrylics, tips, and gels are NOT permitted.
- Jewelry may not be worn on the hands or arms; this includes watches, bracelets, necklaces, etc. Only a plain, smooth surface ring/wedding band and a medical bracelet are acceptable. No jeweled earrings or earrings larger than 8mm may be worn.
- No facial piercings are allowed. They must be removed for your shift or covered with a bandage.

SAFETY EXPECTATIONS AND PROCEDURES

PERSONAL HYGIENE

Safety starts with you! Please refer to "Standards of Grooming."

ILLNESS AND INJURY

Tell your supervisor or manager if you:

- have symptoms such as vomiting, diarrhea, fever, jaundice, sore throat with fever.
- have infected open wounds or boils.
- are diagnosed with an illness that can be transmitted through food (i.e., bacterial and contagious infections).

HAND WASHING

The main reason for not touching ready-to-eat foods with bare hands is to prevent viruses and bacteria, which are present in your body, from contaminating the food. Viruses and bacteria are invisible to the naked eye but may be present on your hands if you do not wash them thoroughly, particularly after using the bathroom. The law prohibits bare hand contact with ready-to-eat foods and requires good hand washing by food service workers.

When am I required to wash my hands?

- before starting work
- before working with ready-to-eat foods
- between handling different types of food
- before putting on single-service gloves
- after touching raw, fresh or frozen beef, poultry, fish, or meat
- after mopping, sweeping, removing garbage, cleaning or handling chemicals
- after using the bathroom and again in production or service areas before returning to work
- after smoking, eating, sneezing, or drinking
- after touching hair, face, nose, or other parts of body
- after touching anything that might result in contamination of hands

What is good hand washing?

All employees involved with food preparation must wash their hands and exposed portions of their arms with soap and water. Thorough hand washing is done by vigorously rubbing together the surfaces of lathered hands and arms for at least 20 seconds followed by a thorough rinse with clean water. Use a single-service towel or hot air dryer to dry hands, never use your apron or a kitchen towel. Use a paper towel to turn off the faucet and operate the door handle. No special soaps are needed.

PPE (PERSONAL PROTECTIVE EQUIPMENT)

Wearing disposable, single use gloves

- Gloves are not needed when cleaning or handling trash.
- Wear gloves when handling ready-to-eat foods without utensils.

- Where gloves when switching from raw food to ready-to-eat food. (Hands must be washed before putting on gloves.)
- Change gloves when they are torn, dirty, or contaminated. (Hands must be washed before putting on fresh gloves.)
- Avoid touching refrigerator doors and other equipment while wearing gloves. If this happens, you must change gloves before handling food.
- Remove and discard gloves when leaving the work area, going to the restroom, and going on break. Do not eat, drink, touch your phone, face, hat, hair, or uniform while wearing gloves.

Cut-Resistant Gloves

- Cut-resistant gloves must be used when cutting foods and working with a food slicer.
- Wear the cut-resistant glove on the hand that touches the food (the knife will be in your dominant hand). Cover this glove with a disposable glove.
- When cleaning a food slicer, wear cut-resistant gloves on both hands.
- Anytime you are using or handling a knife, you must wear a cut-resistant glove.

SAFE FOOD HANDLING

Thermometers

- Employees must use a properly cleaned, sanitized, and calibrated thermometer.
- Thermometers must be calibrated to 32° Fahrenheit in a cup of ice water. If they are not calibrated properly, see your manager for assistance.
- Thermometers must be recalibrated at the beginning of each shift, and when accidentally dropped, or if there is an extreme temperature change.

Food Temperatures

Food temperatures must be checked and recorded accurately on the HACCP log for the corresponding station every hour during service. Food must be cooked, held, and served at the correct minimum internal temperature. The required holding and serving temperatures are listed below.

Hot Food must be held / served at 140°F or above.

Cold Food must be held / served at 40°F or below.

Cooling and Reheating Food

Food prepared for later use or food that will be saved after meal periods must be cooled properly (from 140 to 70 within 2 hours and then to 40 within an additional 4 hours, for a total of 6 hours). This will ensure safe food is being served and a high standard of quality is being maintained.

Cooling Methods

- Place food in shallow containers, no more than 2-3 inches full.
- Use an ice bath to rapidly cool hot items.
- Place food in a walk-in cooler – not a reach-in – uncovered for the remainder of the cooling process.
- If necessary, stir food with an ice paddle to accelerate cooling.

- Cut large pieces of meat into 6-pound pieces.

Thawing Food

There are 4 ways to properly thaw food:

- In the refrigerator
- Immersed in and under cold running water
- In the microwave
- As part of the cooking process

Cutting Boards

- Clean and sanitize cutting boards when moving to different food items.
- Store cutting boards vertically for proper draining and quick drying.
- Cutting boards are color coordinated for specific foods: **Red**, raw meats; **Green**, washed fruits and vegetables; **White**, ready-to-eat foods; **Purple**, allergen-free foods (i.e., Station 8)

CROSS-CONTAMINATION

Pathogens can be transferred from one surface or food to another. The first step is to keep contaminated food, equipment, and utensils out of the operation. The following are important for preventing cross-contamination during the food service process.

Storing Food

- Store food only in designated food-storage areas.
- Store food away from walls and off floors.
- Raw meat, poultry, seafood, and shell eggs must be stored below ready-to-eat foods. Store foods in the following order: ready-to-eat food; seafood; whole cuts of beef and pork; ground meat and fish; whole and ground poultry.
- Food may only be stored in food-grade containers. Food may not be stored in containers used for purposes other than their intended use. Never use chemical containers to store food.
- All prepared food must be labeled with the product name and production date.

Preparing Food

- Make sure workstations, cutting boards, equipment, and utensils are cleaned and sanitized.
- Clean and sanitize work surfaces, utensils, sinks, equipment, and work areas between each product.
- Food should be removed from coolers in small batches.
- Food should be out for production at room temperature for no more than 40 minutes.
- Raw food must be kept separate from ready-to-eat foods during preparation.

Self-Service Areas

- Make sure food is properly labeled.
- Provide separate utensils for each item, and keep food under sneeze guards.
- Do NOT let customers refill dirty dishes or use dirty utensils.

- Do NOT let customers use their bare hands to pick up food or put their head underneath the sneeze guard.
- Do NOT let customers use containers they have brought in other than a clean, green container.
- NEVER serve ice that is used to keep food or beverages cold.

CLEANING AND SANITIZING

Soap, sanitizer, window cleaner, and floor cleaner are used in the front of the house. All chemicals are dispensed from the chemical dispenser that is calibrated to mix chemicals with water in the proper ratios. Do not remove chemical concentrate bottles. They may not be used without proper dilution. All food contact surfaces and utensils (including thermometers, prep knives, and stationary parts of the food slicer) must be cleaned and sanitized before and after each use.

Cleaning

Cleaning is the removal of food particles, grease, dirt, chemical residues, allergens, and any other residue that doesn't belong on the food-contact surface. Remove these using the solution marked "Xcelenté, Multi Purpose Cleaner" and a clean towel to loosen and dissolve the particles. The surface may then be rinsed with clean water to make sure everything is washed off. Follow this step by sanitizing (described below).

Sanitizing

Sanitizing is done to reduce the number of harmful germs, contaminants, and microbes to a safe, acceptable level. Remove these using the solution marked "SANI-T-10Plus" and a clean towel. The sanitizer is not designed to break down and remove residue. Always sanitize after cleaning.

ALLERGENS

There are 8 major allergens:

- Dairy
- Tree Nuts
- Peanuts
- Soy
- Shellfish/Fish
- Gluten
- Wheat
- Eggs

Other types of food allergies include sesame, sulfites, nitrates, and food dyes.

Symptoms of allergic reactions:

- Swelling of lips and face
- Difficulty breathing
- Coughing, sneezing, watery eyes
- Itchy, bumpy rash, or hives
- Vomiting

- Anaphylaxis

Potential causes of allergic reactions:

- Cross-contamination
- Cross-contact
- Mislabeled items
- Unknowledgeable staff

Station 8 and Minus 3 room:

- Only use designated plates and serving utensils
- Know what you are serving
- DO NOT bring any outside drink or food into the station

EMERGENCY PROCEDURES

The following situations are rare, and you should not expect to deal with them often; however, this information should be kept for easy reference.

Notify the supervisor and manager ANY TIME Public Safety is called.

INJURY

- Do not treat an injured person yourself. Call the supervisor or manager. Wait for Public Safety to arrive.
- Make sure that the Office of Public Safety (x3333) is called, especially if the person needs emergency first aid.
- Calmly assure the injured person that trained help is on the way.
- Automated external defibrillators are available for anyone who appears to be having a heart attack.
- Narcan/naloxone is also available in each AED unit in the building. Your managers will show you where these resources are located.
- Public Safety officers are trained in emergency medical procedures and will make the decision whether to call the Health Center, ambulance, etc. Do not attempt to handle this situation on your own.

REPORTS

Student employees, like regular employees, must fill out an incident report, whether or not Public Safety responds to the incident. Public Safety should respond to any incident that requires first aid more than a Band-Aid. They will also take pictures for the investigation. Assist Public Safety in any way that you can.

POWER FAILURE

Notify a supervisor or manager as soon as possible. Contact Public Safety and wait for their instructions. An emergency generator should come on in the event of a power failure.

FIRE ALARM

These procedures hold true for ALL SERVICE AREAS.

1. Student managers must notify people that they need to exit the building and encourage people to do so. Employees should not remain in the building in an attempt to ensure that the building is empty. This is the responsibility of the fire department.
2. All employees need to evacuate the building through the closest exit. There are emergency evacuation routes listed in each unit with designated meeting areas. Designated areas for each unit are listed below.
3. Remain 50 feet away from the building to stay safe from flying debris in case windows blow out, etc.
4. Do not re-enter the building until advised to do so by the Office of Public Safety.

AED CABINET SECURITY

To provide the public with access to the AEDs, they must be left loose in unlocked cabinets. Each cabinet is equipped with a high-pitched local alarm that sounds when the cabinet door is opened and is silenced upon securely closing the door. In addition to the local alarm, the cabinet doors are wired to immediately send an “emergency 911 notification” to Public Safety Dispatch in the same way that blue-light telephone calls are received (e.g., “Campus Center AED,” “Textor AED,” etc.) via the telephone display. The cabinets also bare the following message - *Notice: Removing this device alerts Public Safety. Also call 911 to report location.*

AED CABINET LOCATIONS

Athletics and Event Center	Track level: on the wall between the overhead roll-up doors Pool area: on the wall outside of Coaches office suite Main concourse: lounge area outside coaches’ hallway
Bookstore	In corridor leading to Bookstore, near drinking fountain and restroom doors.
Campus Center	In main lobby above fire extinguisher cabinet to right of Grand Central Café
Center for Health Sciences	2 nd floor, on the wall to right of fire alarm panel
Center for Natural Sciences	On brick wall, 2 nd floor vestibule, greenhouse entrance, right of fire alarm panel
Ceracche Center	On concrete block wall above fire extinguisher cabinet in corridor that Ts with the Athletics administration hallway on second floor (down the hall from Room C-120)
Circles Community Center	In the center corridor, outside the TV lounge
Dillingham Center	Lobby area outside Clark Theater
East Tower	14 th floor elevator lobby
Fitness Center	On concrete block wall to left of blue light telephone, behind front desk.
Gannett Center	2 nd floor, on right – around corner from turnstile entrance, to right of Reference Desk
Grounds Garage - Break Room	On the wall, southwest side of building, next to time clock
Health Center	On stone wall, to left of courtesy telephone in main entrance vestibule.
Hill Center	Main lobby, south end by fire alarm panel
Muller Chapel	On the wall, inside the southeast entrance
Office of Facilities Admin.	Ground floor, bottom of stairs by drinking fountain
Office of Public Safety	Public Safety entrance vestibule
Park Communications	South entrance vestibule
Park School of Business	On the wall, 2 nd floor, right of elevator
Peggy Ryan Williams Center	On the wall, right of 1 st floor main entrance, just past the stairs
Terrace Dining	On the wall, 2 nd floor, outside the Dining Services offices
Terrace 13	First floor by room 126
Textor Hall	On brick wall, beneath clock and above wall-mounted heater across from T104
Towers Concourse	On wall next to the restrooms
Warehouse/Physical Plant	On concrete block wall in between time clock and key box
Wellness Clinic- Center for Health Sciences	On cart in room 302F
West Tower	Outside of Room 1413, in recessed wall next to door to south stairwell
Whalen Center	3 rd floor, in Ford lobby area on purple wall below clock, to right of elevator
Williams Hall	On the wall, first floor, east hallway, right of curved wall

EMERGENCY MEETING AREAS DESIGNATED BY UNIT

Business School Café

Exit through the downstairs out the door to the right and meet in parking lot.

Campus Center Dining Hall

Meet outside the loading dock of CC and assemble by the Williams Building.

Campus Center Café

Meet on the Academic Quad.

Catering

Meet on the brick walkway located by the parking lot outside Campus Center and on the way to the Park School of Communications.

Circles Marketplace

Exit through the main door and proceed to the left, into the parking lot and toward the dumpster enclosure.

CHS Café

Exit through the nearest double doors and meet in the parking lot.

Dillingham Deli

Exit through the lower level door and meet in front of the fountain.

Food Court and Ithaca Bakery

Meet on the brick walkway located by the parking lot outside Campus Center and on the way to the Park School of Communications.

Park Café

Exit through the door nearest the café and meet out on the patio on the back side of Park.

Library Café

Exit through the double doors on the rear side and meet on the sidewalk.

Terrace Dining Hall

The emergency evacuation plan is posted on the safety board located on the wall across from the office. In the event of an evacuation, staff should meet on the sidewalk directly outside the entrance to the Whalen walkway.

Towers Marketplace

Follow the exit guidelines and meet outside in the parking lot in the front of the building.

CONTACT INFORMATION BY UNIT

CAMPUS CENTER DINING HALL	607-274-3204
TERRACE DINING HALL	607-274-3905
CATERING	607-247-1886
FOOD COURT	607-274-1873
CAMPUS CENTER CAFÉ	607-274-1339
ITHACA BAKERY	607-274-3273
PARK SCHOOL CAFÉ	607-274-1645
CHS CAFÉ	607-274-3605
BUSINESS SCHOOL CAFÉ	607-274-7914
TOWERS MARKETPLACE	607-274-3154
CIRCLES MARKETPLACE	607-274-3566

ITHACA COLLEGE DINING SERVICES STUDENT EMPLOYEE ACKNOWLEDGMENT

If you have any questions about the information contained in your orientation training or in the Student Handbook, please speak to your manager.

I, _____, acknowledge that I was presented
Print Name

with the link to the Student Employee Handbook and the information was reviewed.

It is my responsibility to maintain knowledge and adherence to the rules and procedures laid out in the Student Handbook.

Sign

Date