



UCen
Dining
Services
Employee



The Store **B**
at Buchanan



Coral Tree Cafe

Courtyard Café

NICOLETTI'S

ROMAINE'S



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Welcome

Welcome to University Center UCen Dining Services at UC Santa Barbara! We are pleased to have you join our team. This handbook contains useful information needed for your employment; what our expectations are of you, and what you can expect from us. If you have any questions about the information presented here, please ask your Supervisor, Student Manager/Manager or Divisional Manager.

About UCen Dining Services

UCen Dining Services includes a variety of retail, convenience, and production units. Your employment in one or more of these units will provide you with valuable experience in the areas of customer service, business management, and product development.

Our purpose in UCen Dining Services is to supply the campus with a variety of food alternatives and good customer service in clean and pleasant surroundings. It takes the effort of each employee to accomplish this goal. That is why we depend upon **TEAMWORK**. To adhere to this philosophy, it is everyone's responsibility to represent the standards of service we have set for UCen Dining Services.

The standards of service include; **quality food, quality service, and quality of environment**. In turn, the management of UCen Dining Services will strive to provide **good communication and recognition** to employees. Standards are required in order to maintain effective and efficient dining operations. This requires that every employee maintain the proper standards of personal conduct and to excel in the performance of all job duties. As a representative of UCen Dining Services, it is imperative that each employee be receptive to our customers' needs and suggestions. UCen Dining is open 12 months of the year. When you are hired to work it is important for you to understand that you may be required to work during academic breaks which include the weeks following finals in the months of December, March or April, and June. Your unit manager(s) will inform you of the work calendar of each quarter so you know in advance when the last day of work for each quarter will be.



Sexual Harassment

Federal, State, and UC Policy prohibits sexual harassment in the workplace and in the educational setting. Sexual harassment can occur between professors and students, students and supervisors or students and peers.

The definition of sexual harassment is unwelcome sexual advances, requests for favors, and other verbal or physical contact of a sexual nature when:

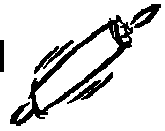
- Submission to such contact is made either explicitly or implicitly a term or condition of instruction, employment, or participation in any University activity;
- Submission to or rejection of such contact by an individual is used as a basis for evaluation in making academic or personnel decisions affecting an individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's performance or creating and intimidating, hostile, or offensive university environment.

If you feel you are being sexually harassed in the workplace or in the classroom there are resources available to you. Talk with your Divisional Manager, the Director of UCen Dining or visit the campus webpage on sexual harassment for a list of campus contacts and other campus resources and information.

<http://www.sa.ucsb.edu/womenscenter/sexualharassment/contact.asp>

Whistleblower Policy

The University, as a public institution, has an obligation to the public, the legislature, and the campus community to conduct business ethically and in compliance with laws and regulations. A Whistleblower is someone who discloses information that may show improper governmental activities. Improper activities in the workplace may include:



- Corruption, bribery, theft, or misuse of University property, University funds, fraud, coercion, and fraudulent claims.
- Activities that can demonstrate economic waste, gross misconduct, gross incompetence, or gross inefficiency.
- Activities that significantly threaten the health or safety of employees or the public.

You can make your complaints orally or in writing to:

- Farfalla Borah
Whistleblower Coordinator
4129 Cheadle Hall
Santa Barbara, CA 93106-2033
(805) 893-2184
- Campus investigative units e.g. Audit Services, Academic Personnel, Labor Relations, Campus Police, Vice Chancellors, and Deans
- Your immediate supervisor

For additional information on the campus policy you can find it online at <http://www.vcadmin.ucsb.edu/whistleblower.html>

Communication from within UCen Dining Services

In a department of this size, communication is critical to the success of your work unit. UCen Dining Services utilizes several methods for ensuring that all employees receive pertinent information about their work unit or about the department as a whole.

Weekly Briefing Sheet

The Weekly Briefing Sheet (WBS) is a tool used to inform the staff of problems, concerns, or changes to that week's operation. The WBS will be posted in each unit. It is important for you to review



this upon clocking in for your shift so that you can be prepared to address problems or concerns with your customers or your fellow employees.

Weekly Status Report

The Weekly Status Report (WSR) contains useful information about current events in UCen Dining Services. Information such as monthly paydays, where to pick up pay checks, and information on obtaining more work hours are all posted in this newsletter. We also recognize employees for outstanding contributions, weekly. The WSR for your unit should be posted near the time clock or on a bulletin board in your unit. If it's not there in your unit, please ask your Supervisor or Student Manager/Manager where you can locate it. It is your responsibility to seek out this weekly newsletter and read it!

Staff Meetings/Orientation/Training Session

Staff meetings and/or Orientations/Training Sessions are other methods of sharing information about UCen Dining Services. Staff meetings may be called at any time, Orientations/Training Sessions are less frequent for new employees. These meetings are **mandatory** and you will be paid for attending. These meetings are a great opportunity for you to get acquainted with co-workers, learn more about UCen Dining Services, and to review unit goals. These meetings also provide a chance to discuss problems, concerns or suggestions on how to improve our facilities and services, as well as our interpersonal relationships at work. Remember that you are the first person our customers come in contact with. Therefore, your suggestions and comments play an essential role in our growth and improvement in the service we provide to the campus community. Because these meetings are **mandatory**, you may not miss a meeting without a legitimate excuse and Manager notification. If you miss a meeting it will be considered a "no show" and the appropriate disciplinary action will be taken.



Communication from the Customer

UCen Dining Services strives to provide excellent customer service along with a clean and comfortable dining area. In order to understand how our customers perceive our services, UCen Dining Services utilizes several methods for receiving communication (feedback).

Suggestion Boxes

Most units have a suggestion box in their area. This provides our customers with a quick method for commenting on services or requesting change in services. Comments are collected and Divisional Managers review them for ideas to improve our dining areas.

Secret Shopper Reports

UCen Dining Services coordinates a group of secret shoppers to “shop” the units and rate the quality of food, service, and environment. Shoppers are made up of student Supervisors from UCen Dining Services. Shopper reports are done weekly and ratings for each unit are published in the WSR. Your Student Manager/ Manager has copies of the shopper reports and will share those with the staff.

Customer Satisfaction Survey

UCen Dining Services does an extensive annual (spring) customer satisfaction survey for each unit. Approximately 700-800 customers are selected to participate in the survey which asks them to rate our services. Copies of this survey are given to the Student Manager/ Manager to share with the staff.

Quarterly Employment

When you are hired to work in UCen Dining Services, you are committing to working the full quarter. If you are employed in more than one dining unit (dual employment) you will be required to fulfill your commitments to each of those units for the entire quarter. Changes such



as ending employment in one unit or switching units can only be done at the quarter break. If you are hired mid-quarter of any quarter you will be expected to work the entire quarter plus the quarter following.

*If you are hired mid-quarter it is expected you will work through the quarter **plus** the entire following quarter. We request this commitment due to the investments of training time and resources involved in filling open positions.*

Because your employment commitment is quarterly, you will need to submit a Returning Application to “apply” for the next quarter and receive a new work schedule. The application process lets us know that you are still interested in continuing your employment and also informs us of the hours you will be available to work. Those employees who submit “Returning Applications” by the posted deadline will receive priority in scheduling. We give preference in “shift” and “unit” selection to workers who have proven their dependability and performance. However, submitting a Returning Application does not guarantee continued employment. A reduction in staff may require fewer new-hires, or your class schedule may conflict with our scheduling needs, or your current work habits are less than satisfactory.

Prior to the end of each quarter there will be an announcement in the WSR which will notify employees of the Returning Application deadlines.

Benefits

UCen Dining Services is one of the largest student employers on campus. As part of our mission, we strive to provide flexible scheduling tailored to the students school schedule. Other benefits that we provide to each employee are:

Script

Script is a meal price reduction benefit provided to each student employee who works a minimum of 10 hours per week. Each employee is allowed to purchase up to \$40 per month in reduced meal benefits. Script is put on your Campus ID card, and operates like



the ACCESS debit program. Your meal benefits are good at the following locations; Arbor, Buchanan, Coral Tree Café, Corner Store, Nicoletti's, Romaine's, and Wendy's. **Your meal benefits are not accepted at:** the Bookstore, Post Office, Subway, Domino's, Woodstocks, Rice Garden, Chilitos, the Dining Commons, Panda Express, Gaucho Deli & Cafe or Jamba Juice.

Scrip is available for purchase in the UCen Dining Services Main Office, room #1175C, on **Monday's between 9:00 am-12:00 am**. If you are in class on Monday's during the Scrip sales hours, you may drop a check off on Friday after 1pm. Your account will be credited with your Scrip benefit within 48 hours following the Monday sales hours. Scrip is also sold on paydays between 11 am and 3pm. Expect the same time frame of 48 hour to have funds available on your card. However, once you terminate your employment, your Scrip will not be valid. Any remaining balance will be de-activated and not reimbursed.

Advancement Opportunities

UCen Dining Services offers advancement opportunities for student employees. These positions are part of our in-house Supervisor Training Program(STP), Manager Development Program (MDP), and Student Divisional Manager training programs. We are proud to provide a growth opportunity for employees who want to broaden their employment experiences and responsibilities. This is a great opportunity for you to develop supervisory and leadership skills, and to expand your resume. Ask your Student Manager/Manager how you can become eligible for these programs.

Incentive Awards

UCen Dining Services is proud to offer several incentive award programs. Each program has varying criteria, but all student employees are eligible for receiving awards.

Individual and Team awards are based on outstanding performance and extraordinary contribution to UCen Dining Services. Incentive awards are not based on longevity, seniority or for performing



normal duties that are expected in your job description.

UCen Scholarship Awards

The University Center Student Employee Scholarship was established to both recognize exceptional performance on the part of the student staff and assist student employees with their educational costs. Scholarships provide funds for textbook purchases at the UCSB Bookstore.

Eligibility

Nominees must be enrolled as full-time students at UCSB and have a cumulative Grade Point Average of 2.8 in order to receive a scholarship award. All nominees must have worked at the University Center for one quarter.

Service - Be positive at work, exceed customer's expectation, and "recover" when something goes wrong.

Unity - Share information, provide honest feedback to other staff, help co-workers...be a team member.

Responsibility - Show up for work and know your job, do what you say you'll do, take responsibility...don't blame others.

Fun - Choose to have fun at work, include customers in your fun, participate in UCen staff events.

Nomination Process

Any employee of the University Center may nominate any student employee for this scholarship. Self-nomination is also appropriate. All nominations should be presented in the form of a letter which must include:

- Nominator's name
- Nominee's name
- Address



- Phone number
- Written justification for the nomination based on the “core values” as stated above.

The nomination form must be received by the Director, University Center, before the advertised deadline for submission. Nominations will be evaluated for funding approval by an evaluation committee consisting of the Director, University Center, the Bookstore Director, and the Director of UCen Dining. Award amounts shall be determined on the basis of available funds.

Coca Cola Incentive Award

The Coca Cola Incentive Award program is funded by our fountain bid provider, Coca Cola. The award is for UCen Dining Services students only. The awards are in the sum of \$350 and the money is placed on the Student’s ACCESS card. Award money can be used in all dining areas (including Panda, Chilitos, Domino’s, Subway, Woodstock’s, Rice Garden, Jamba Juice and Gaucho Deli & Cafe) and both the Post Office and the Bookstore.

Criteria: For exemplary contribution.

Nomination Process: Any employee may nominate a student employee for this scholarship. Self-nomination is also appropriate. Nomination forms can be picked up in UCen Dining’s Main Office room 1180. Nominations are received by the Divisional Manager, the Director of UCen Dining, with the final approval given by the Director of the UCen and the ECen.

Work Attire

As an employee of UCen Dining Services, your appearance makes a statement about the quality of our services. For units requiring a hat, one will be provided or you can purchase a UCSB logo hat. We will provide an apron and name tag. (Exceptions to the work attire are in Catering where a uniform is required and distributed to each Catering employee, and Wendy’s where a Wendy’s shirt and hat is required). These items will be provided to you at the time of your



first shift. In order to ensure a professional and consistent appearance, name tags are placed on the left side of the apron and hats must face forward. Other work attire requirements are as follows:

1. Clothes must be clean and free of holes and stains.
2. Pants must be full length, no stretch pants, athletic pants, or sweats
3. Shorts are acceptable if mid thigh or longer (except in Wendy's and Central Kitchen)
4. Shoes must be closed toe and heel with rubber soles.
5. No halter tops, sleeveless shirts, or tank tops.

You must be dressed in the proper attire before clocking in. If you do not have on the correct work attire, you will be considered tardy, and if necessary, sent home to change. When you leave UCen Dining Services, you will be responsible for returning all items issued to you in the condition in which you received them.

For your convenience, most units provide limited space to store your belongings. Use these areas at your own risk; neither the UCen or UCen Dining Services is responsible for the security of items lost or stolen.

Appearance

Your personal appearance has an impact on how customers perceive the quality and professionalism of our dining facilities. While you are working, it is important for you to understand that appearance is dictated by applicable Health Code regulations. Those regulations are as follows:

Hands

Hand cleanliness is critical to handling food. Hands are to be washed thoroughly before the start of work and frequently throughout the work shift, particularly if you are involved in food production. Gloves must be worn if working in food preparation



areas. Always wash your hands after using the restroom, blowing your nose, straightening or brushing your hair, smoking, or, if switching from a register to food handling, eating.

Nail polish is not approved for food production areas as it may chip or peel and contaminate food. If nail polish is worn, hands must be covered with plastic gloves.

Hair

The campus Environmental Health and Safety Department, as well as local Health Code Regulations, require that hair is covered while working with or around food. If your hair is short, above the shoulders, a hat will suffice. If it is longer than shoulder length, it will need to be tied back.

Well trimmed mustaches, sideburns, and beards are permitted. The decision regarding cleanliness and grooming of beards, mustaches, and sideburns is exclusively that of the Student or Divisional Manager. In absence of the aforementioned, male employees should be clean shaven prior to the beginning of their shift.

Jewelry

Jewelry can be dangerous in the workplace. Rings, bracelets, and necklaces can get caught in equipment and are also a good source for harboring bacteria. For your safety, and the protection of our customers, only small earrings (1/2 inch or less) are allowed in food production areas. Your Student Manager/Manager will clarify what is acceptable in your work area.

Shoes

All positions in UCen Dining Services require a lot of standing and walking. For your comfort and safety, wear sensible, sturdy, low-heeled shoes or sneakers with non-slip tread. Sandals, flip flops, or open toed shoes are not accepted in any of the units as they do not protect the feet from hot liquids, chemicals, glass, or falling objects.



Cell Phones

We realize that most students carry a personal cell phone. However, using your cell phone for calls or text messages, while you are on the clock is prohibited. Cell phones must be turned off and kept out of sight while you are clocked in.

Gum and Tobacco

Gum chewing is not permitted at any time during your work shift. Smoking is prohibited in all campus buildings, however you may smoke outdoors during your assigned break. While on break, please remove your uniform, and if smoking, please make sure you are in a designated smoking area.

Schedules and Attendance

Every student employee of UCen Dining Services is required to work a pre-set schedule, arranged at the beginning of each quarter. However, alterations may be necessary as business dictates scheduling needs. Your schedule may be adjusted and/or you may be moved to another area as work loads change. We expect that you will make the change willingly and continue to perform to the best of your ability. (The Catering department is exempt from pre-arranged schedules, for the functions it serves change on a daily basis.)

Our first concern when scheduling is to meet our business needs. This includes early mornings, late nights, and weekends. UCen Dining Services will accommodate all class schedules with the expectation that each employee will be a responsible, dependable individual committed to his/her assigned schedule.

Prompt and regular attendance is necessary for the operational success of each unit. As an organization built around student employees, UCen Dining Services depends on each employee to work all scheduled hours. When employees are late, or do not notify a Supervisor, Student Manager/Manager of an absence, it places stress on co-workers, who must compensate for the absent employee. It also decreases the quality of our customer service and diminishes



the standards of performance we have established for UCen Dining Services.

- To ensure that UCen Dining Services is always prepared to operate at the designated time, we expect the following from you as an employee:
- You will be in complete dress code before you clock in.
- You will clock in at your scheduled time, no more than 5 minutes before, and no later unless requested by a Supervisor or Student Manager/Manager.
- After clocking in, you will report to your Supervisor or Student Manager/Manager and begin working in your assigned area.
- If you must call in sick, call your unit at least two hours before the start of your shift (unit phone numbers are on the last page of this handbook). You are required to call all employees on the phone list to find a suitable replacement. Anyone missing a shift without providing reasonable notice will be subject to termination/or ineligible for re-hire within UCen Dining Services.
- If you are unable to work a shift for any reason, it is your responsibility to find a replacement. First fill out a Sub Slip and post it on your unit's bulletin board. Then actively search for a qualified employee to take that shift. Once a suitable replacement is found, have that person sign and date the Sub Slip. Finally, have a Supervisor or Student Manager/Manager approve the change. This is a mutual effort and responsibility; it is important that you know the name of the person who agrees to take the shift in case of any misunderstanding. Simply filling out and posting a Sub Slip is not acceptable.
- If you are having difficulty in finding a replacement, ask your Supervisor or Student Manager/Manager for assistance. They may be able to help you find someone or direct you to another employee seeking additional hours. In consideration, we ask that you return favors and sign other Sub Slips when possible.



- If a problem arises with your schedule, speak to a Student Manager/Manager immediately about any necessary changes. If you are planning to change/drop a shift or terminate employment, we require at least TWO WEEKS NOTICE. Failure to submit the proper two weeks notice will render you ineligible for re-hire within UCen Dining Services.
- You are expected to work through Finals week. We realize your schedule will be different and we will arrange your work schedule around your finals. Anyone who does not fulfill their obligation to work the full quarter will not be permitted to return to work in UCen Dining Services.

Terminating Your Employment

If for some reason, you are not able to fulfill your work commitment for the quarter, we ask that you give us two weeks notice. We ask this as a courtesy, so that your fellow employees are not short handed. **You must work all your regularly scheduled shifts during these two weeks. Failure to give two weeks notice could make you ineligible for re-hire. If you are discharged, voluntarily resign (72 hr. notice), or voluntarily resign (without notice) you will receive your final handwritten paycheck within the “72 Hour Wage Rule.”**

Tardiness and Absences

Tardiness or absences are not permissible for any reason other than illness or an emergency situation. If you are late or absent without a legitimate excuse, disciplinary action may be taken. To avoid any problems, you must call your Supervisor, Student Manager/Manager as soon as possible (at least 2 hours before the start of your shift) if you are going to be late or absent due to circumstances beyond your control. It is not acceptable to tell a fellow employee you are going to be late or sick.

If you are going to be absent due to illness, we want you to stay home and get well. We have the responsibility of preventing the passage of communicable diseases to our customers and fellow



workers. However, it is important to be aware that you are still held accountable for your shift. Except for cases of extreme illness, we require that you attempt to provide a suitable substitute to cover your shift. Most illnesses do not come on suddenly, so please contact your Student Manager/Manager immediately if you feel you may be absent due to illness. For any illness removing you from a shift, we may require a doctor's note. Finally, it is your responsibility to maintain ongoing communication with your Student Manager/Manager about extended illnesses.

Time Clocks

All employees are required to clock in and out on a time clock. You should clock in no earlier than 5 minutes prior to the start of your shift. At the end of your scheduled shift, and with approval of your Supervisor, you need to immediately clock out. By law, you may not work "off the clock". No one may clock in or out for another employee. If you make a mistake punching in or out, or simply fail to clock in or out, notify your Supervisor immediately. All changes must be handled by your Supervisor or Student Manager/Manager.

Pay Schedule

Student employees are paid monthly, on the first working day of each month. We encourage you to sign up for Sure-Pay. Sure-Pay automatically deposits your paycheck into your account. Often your money is in your account before paychecks are distributed. Sure-Pay is environmentally friendly, convenient, and there is no risk of losing your paycheck. Notification of pay check distribution is announced in the WSR and are always distributed in the UCen. Signs will be posted indicating the time and location of distribution. In order to claim your pay check/direct deposit stub, you will need to bring photo identification. After receiving and reviewing your check, if you have any questions, see the Admin Div. manager in the Main Office, room 1180 of the UCen.



Performance Evaluations

All employees will receive an evaluation during spring quarter. Performance evaluations are a tool designed to let you know how you are performing. During the course of the evaluation process, each employee will have the opportunity to discuss their appraisal with their Student Manager/Manager. Evaluations are based upon the job description and are used when considering an employee for continued employment, incentive awards, and for future job references.

Breaks and Meal Periods

Breaks and meal periods are scheduled mutually between the employee and the supervisor and are taken at the operating convenience of your work area. The eligibility requirements for breaks and meal periods are as follows:

Breaks	<u>Hours Worked</u>	<u>Length of Break</u>
	Under 3 hours	Not eligible
Over 3 hours		Optional 15 minute (paid) for each 3 hours worked

A fifteen minute break should be taken while on the clock so that you will be paid for the time. If eligible for two fifteen minute breaks, they may not be combined to add up to one thirty minute break. Also, breaks may not be added to a meal period or be taken at the start or conclusion of your shift. During break periods, be sure to take off your hat and name tag so that you do not misrepresent UCen Dining Services.

<u>Hours Worked</u>	<u>Length of Break</u>
Up to 6 hours	One 30 minute period
8 hours	One 60 minute period

You must clock out for both a thirty or sixty minute meal period, these are not paid time. If you forget to clock in or out for your break, see your Supervisor or Student Manager/Manager. All thirty minute or one hour meal breaks must be taken, this is a State Labor



Law. You may not elect to work through a shift over six hours or eight hours without taking the required break.

You may use your Scrip to purchase a meal for your break period. All employees are required to purchase meals as customers do, by standing in line and placing the order with the cashier. You are not allowed to “custom” make or prepare your own meals or beverages. Meals must be consumed in the dining areas or outdoors. Meals are never to be eaten in the serving areas or the offices in the dining units.

Drink Policy

While at work you are allowed to drink a beverage from your unit. The beverages allowed are either fountain sodas or brewed coffee (not espresso drinks or blended drinks). Please ask your Supervisor which drinks are acceptable in your unit. Drinking beverages while “on the clock” must be done discreetly and out of the customers’ view. Never place a beverage on counter tops, or near the computerized cash registers or their hard drives. Always dispose of your beverage cup at the end of your shift!

Working in UCen Dining Services atmosphere makes it tempting to snack on various foods, however, for purposes of security, presentation, and sanitation, food may not be consumed in the work areas at any time.

Work Ethic

While you are working your scheduled shift, it is important for you to stay focused on the job. Conversations with fellow employees should be limited to the business at hand; visiting with friends is never allowed. Employees are expected to work their assigned duties without interruption during their entire shift. Personal business and soliciting funds is prohibited. The telephones in the units are for business purposes only and are not to be used for personal business.



Safety and Security

UCen Dining Services has the responsibility of providing a safe working environment for all employees. However, safety is everyone's job. It is a responsibility that must be kept in mind throughout the entire shift. Accidents are caused by not knowing the proper way to perform a task, or by carelessly performing a task with your attention focused elsewhere. If you are unfamiliar with any task or equipment involved in your job, ask your Supervisor for assistance before proceeding. Knowledge is important for preventing accidents. For safety concerns, ear buds or head phones cannot be worn during your shift

Any utensils, equipment, work areas, or conditions that you recognize as being hazardous, should be immediately reported to the Student Manager or Divisional Manager. Because safety is one of our most important priorities, it is important that each employee is aware of what to do in the event of a major emergency. In each unit there is an emergency manual, located in a visible site, which outlines the steps to take in a major emergency; fire, flood, or earthquake. Please take the time to review this manual, prior to an emergency.

For your protection and ours, UCen Dining utilizes surveillance cameras in all work locations and storage areas. Please be mindful of cameras!

Keyless Locks

Most of our units have keyless door locks. For those needing access to units for opening, your ACCESS card will be your door key. Just as with a key, your ACCESS card is **never** to be transferred to another employee.

Work Accidents

If you are hurt on the job, no matter how minor, you are responsible for reporting the incident to your Supervisor, Student Manager, or Divisional Manager. This is extremely important in case there



are further complications due to your injury. A Supervisor will complete a Worker's Compensation form and provide you with the necessary attention to your injury or emergency care.

Food Safety

Aside from the threat of personal safety, the business of food service has its own particular guidelines for ensuring safe and wholesome foods. UCen Dining Services, in addition to Campus Dining Services, follows the Serv Safe for food safety. Many career employees of UCen Dining Services have been SERV-SAFE certified. If you are assigned to work in a production unit, your Supervisor will train you on the important food handling skills in your work area. Also, all new hires are required to take the online food service training course at www.ucen.ucsb.edu. Some simple tips to remember in any work area are:

- Perishable foods (dairy, meat, or mayonnaise based products) need to be kept refrigerated at all times. Refrigerator temperatures should be checked hourly (there are thermometers in each refrigerator). The temperature should be 41° or lower for holding perishable food products.
- Prepared hot foods such as those found in steam wells; soups, sauces, chili, and main entrees, should be kept at or above 140°. To determine if the food meets this standard, insert a clean thermometer half way through the pan. Do not allow the thermometer to touch the bottom or sides of pan. This will give a false temperature reading. If the temperature does not meet the minimum standard, please inform your supervisor immediately.
- All food areas should be free of debris. For work counters and utensils, there are special sanitizers that are to be used in food production areas. Your supervisor will instruct you on where and how to use these chemicals to ensure your area is safe.



University Vehicles

Only authorized employees who have been trained to operate University vehicles may drive or ride in a University vehicle and only on official UCen Dining Services business. All drivers for UCen Dining Services must be oriented in our Vehicle Training Program. Drivers must possess a valid driver's license at all times while operating a vehicle. Authorized drivers are expected to obey all traffic laws. UCen Dining Services will not be held liable for any traffic violations committed by the driver. All accidents must be immediately reported to a Supervisor and a report must be completed.

Personal Conduct/Disciplinary Action

Certain standards of conduct must be observed at all times. Every employee must follow the rules and procedures of UCen Dining Services as well as recognizing safety and sanitation standards, and the laws of the State of California.

In order to ensure fair and adequate treatment of employees who are reprimanded, procedures have been established in regards to such actions. They include, but are not limited to:

- Discipline by oral reprimand
- Written warning
- Suspension without pay
- Disciplinary demotion and or termination

Depending upon the severity of the offense or the frequency of improper actions, the individual can be subject to disciplinary action up to and including immediate dismissal. In all cases, the employee will receive justification for any disciplinary action.

Reasons for disciplinary action may be of a special nature or may be justified by, but not limited to, one of the following:



- Unexcused or excessive absences/tardiness
- Unsatisfactory work performance (excessive cash shortages)
- Disrespectful behavior towards customers and/or fellow co-workers
- Failure to adhere to time keeping regulations (punching in for someone else)
- Horseplay, throwing food or other objects, fighting, or any other action that endangers anyone's safety
- Eating while on duty or removing food or supplies from a UCen Dining Services unit (including: scraps, waste, or day-old food)
- Giving food away to friends or customers
- Working without proper attire
- Extended breaks
- Excessive socializing with friends, customers, or other employees
- Reading or studying while working
- Sitting on counters
- Unauthorized release of information regarding University employees, customers, or operational information

At UC Santa Barbara there are specific grounds for immediate dismissal without prior warning. These include, but are not limited to:

- Misappropriation, embezzlement, or theft of UCen Dining Services time, property, money, or merchandise
- Destruction of property
- Willful injury or intent to injure another person



- Insubordination
- Use, sale, exchange, or possession of narcotics, drugs, or alcoholic beverages while at work or reporting to work while under the influence of such intoxicants.
- Falsification of records or documents
- All forms of harassment, exploitation, or intimidation, including sexual.

Employee Records

A personnel file will be accumulated while you are employed with UCen Dining Services. This work history is available for you to consult or to discuss with your Student Manager/Manager.

It is the goal of UCen Dining Services to continue to grow and build our department based on providing a pleasant work environment, pertinent training programs, and incentives for our employees. Because you are our most valuable asset, we are dedicated to your fair and equal treatment, and the development and enhancement of your job skills.

As you work for UCen Dining Services, you may have questions or situations which require some help. Please keep in mind that we have an “open door” policy which allows you to discuss your ideas or questions with management. We hope you find your employment with us to be a positive experience, beneficial through your college years and your future career.

Unit Phone Numbers

Arbor.....	893-4164
Buchanan	893-3748
Catering	893-7637
Central Kitchen.....	893-2388
Corner Store.....	893-4593
Coral Tree.....	893-4704
Courtyard Café.....	893-7638
Nicoletti's	893-4492
Romaine's	893-8550
Student Manager Office.....	893-2451
Wendy's.....	893-7060
Main Office	893-3773
SPA Office.....	893-8054