



# DINING SERVICES UNIVERSITY SUPPORT STAFF HANDBOOK

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## WELCOME TO KANSAS STATE UNIVERSITY HOUSING AND DINING SERVICES

We're glad you're a part of our dynamic award-winning team!

To continue our tradition of providing a great foodservice program for our residents, it is important to orient and train our team. Please familiarize yourself with the information included in this handbook and ask questions if you would like clarification. We welcome you to our department and appreciate the contributions you will make to the success of K-State students.

### OVERVIEW

More than 6,000 students call the K-State campus home. This "home away from home" meets more than the basic needs of students living and dining in our facilities. We provide an affordable, safe and engaging environment for our residents while finding unique ways to support their academic pursuits.

Three dining centers, ten residence halls, a female leadership/scholarship house, a house for honors students, and a large apartment community provide many opportunities to meet new friends and be part of a dynamic, supportive and responsive community. Our award-winning dining program offers several meal plans, menu options and a variety of retail operations to our residents. Fun activities and leadership programs round out the many ways we work to help students get involved and stay connected.

We're proud that K-State Dining Services is recognized nationally as having one of the best dining programs in the country. Our objective is to continue this tradition of excellence and provide our residents with wonderful and memorable dining experiences.

## FIRST THINGS FIRST!

As a new employee, you are asked to obtain and/or complete the following as soon as possible:

What	Where	When
Employment Documents and Benefits Enrollment Forms (if eligible)	Personnel/Payroll, Pittman Building	Upon employment
K-State Parking Permit	Personnel/Payroll, Pittman Building and HRIS online ordering process	Prior to parking on campus
Parking Gold Overlay for K-State Parking Permit (allows access to HDS staff parking)	Personnel/Payroll, Pittman Building	Upon receipt of parking permit
K-State ID Card	K-State Student Union	Upon employment
Uniform Information	Work Unit	When hired or during first week of work
Medical/Emergency Contact Information Card	Work Unit	Prior to working first shift/ may be updated through HRS
Locker	Work Unit	Prior to working first shift
IT Security Training	Work Unit/online	As offered
Anti-Discrimination Training	Online	Within 60 days of employment
K-State New Employee Orientation	Edwards Hall	As scheduled— usually within 30 days of employment

### Parking

University support staff who use HDS parking areas must have a faculty/staff permit with a gold overlay affixed to it. In most situations, employees hired for full-time, regular positions can obtain a temporary parking permit for 30 days at no cost. It is the employee's responsibility to purchase a parking permit prior to the expiration of this temporary permit. Parking permits may be purchased online through the HRIS Employee Self Service at <https://hris.k-state.edu>. The cost is determined by an employee's annual salary. A payroll deduction plan for full-year (only) parking permits is available for employees appointed to a .4 FTE or greater position. Contact the personnel/payroll staff at the Pittman Building or a unit administrative assistant if you need assistance with the online process. For more information, call Parking Services at 785-532-7275, or visit their website at [www.k-state.edu/parking](http://www.k-state.edu/parking).

To receive your gold overlay, take your parking permit (hang tag) to the personnel/payroll area in the Pittman Building. A staff member will affix the gold overlay to your permit. You are responsible for any ticket(s) received because of traffic or parking violations.

Please ask your supervisor if you have questions about parking. (See the Appendix for the employee parking map or go to [www.k-state.edu/parking/maps.html](http://www.k-state.edu/parking/maps.html))

## K-State ID Card

The most important use for your ID card is to access the dining center cafeteria and to clock in and out for work. You are required to swipe your card through the card reader each time you eat a meal and through the time clock each time you arrive at and leave work.

Your employment at Kansas State University enables you to take advantage of many opportunities and services. K-State child care, fitness and recreational center, library, credit union, auditorium attractions, notary public service and K-State Student Union services are a few of the services that require an ID card. More information about these opportunities and services may be found in the University Support Staff Handbook ([www.k-state.edu/hcs/benefits/total-rewards/](http://www.k-state.edu/hcs/benefits/total-rewards/)).

To obtain your ID card, take a copy of your appointment form (provided to you by personnel/payroll staff) to the K-State ID Center, located on the second floor on the K-State Student Union. Your initial ID card is provided free of charge. A replacement fee will be charged for subsequent cards. Care should be taken to keep the electronic strip from becoming damaged.

## Dining Services Uniforms

*Full time staff are provided five uniform sets. Two uniform sets are replaced annually after the first year of employment.*

Functional Area	Dress Code	Notes
<b>Production:</b> Main, Bakery, Salad, Veg Prep	<ul style="list-style-type: none"> <li>• Short sleeved double-breasted black chef coat</li> <li>• Chef pants— black or houndstooth</li> <li>• Hairnet— all hair must be confined under a hairnet, including bangs and ponytails. Cool Tech flat-top chef hats are optional and provided but must be worn on top of hairnet.</li> <li>• Shoes— employees in all functional areas are expected to wear shoes that cover the entire foot, front and back, and should be primarily leather and are non-skid..</li> </ul>	<ul style="list-style-type: none"> <li>• Employees can wear another shirt underneath the chef coat that is black.</li> <li>• Employee may provide their own pants if desired and if employee is unable to find a HDS purchased slack that fits properly and is comfortable. They must be black.</li> </ul>
<b>Service/Custodial/                      Storekeeper/Food Stores</b>	<ul style="list-style-type: none"> <li>• Short-sleeved purple polo</li> <li>• Chef pants— black or houndstooth</li> <li>• Hairnet— all hair must be confined under a hairnet, including bangs and ponytails. Cool Tech flat-top chef hats are optional and provided but must be worn on top of hairnet.</li> <li>• Shoes— employees in all functional areas are expected to wear shoes that cover the entire foot, front and back, and should be primarily leather and are non-skid.</li> </ul>	<ul style="list-style-type: none"> <li>• Employees can wear another shirt underneath the polo that is black, white or purple.</li> <li>• Employee may provide their own pants if desired and if employee is unable to find a HDS purchased slack that fits properly and is comfortable. They must be black.</li> </ul>

## Emergency Contact/Medical Information Card

An Emergency Contact/Medical Information Card should be completed by each employee. This card supplies the information needed in case of accident or injury. A change of doctor, phone number or address requires that you update your Emergency Medical Card. The unit administrative assistant will provide you with a new form — please ask for one when changes are needed.

In addition to the Emergency Contact card, employees are encouraged to identify and/or modify emergency contact information via Employee Self Service/HRIS at <https://hris.k-state.edu>.

## Lockers

Lockers are provided for your use. You will need to bring your own padlock. You should lock the locker whenever personal items are inside. Housing and Dining Services is not responsible for lost or stolen personal items.

## WHAT WE BELIEVE

### Code of Ethics

We commit to:

- Serving Kansas State University with loyalty, competence and professionalism.
- Maintaining the highest standards for service, food, nutrition and safety.
- Refraining from engaging in activities where there is or appears to be a conflict of interest with Kansas State University.
- Maintaining standards that support the mission of Kansas State University Housing and Dining Services.

## HOUSING AND DINING SERVICES HISTORY

Before the residence halls were built, Kansas State University's on-campus living consisted of the greenhouse, the dairy barn and other agriculturally related buildings. Van Zile, an all-women's residence hall with dining service, was opened in 1926. At the close of World War II, the great influx of veterans made many temporary measures necessary. Two resident areas were constructed east and west of what is now known as Old Stadium, and military barracks were moved to the southeast corner of the campus. Additional barracks were fashioned into a temporary dining service in 1946, and were fondly referred to as "Bessie's Beanery."

Dining Services at Kansas State has long been known as a quality provider of student food service and has evolved significantly since Bessie's Beanery. In 1926, Van Zile Dining Service served 150 women. Today, the Van Zile Complex serves more than 500 residents in Boyd, Putnam and Van Zile residence halls. Kramer Dining Center now serves approximately 1,850 residents living in Marlatt, Wefald and Goodnow halls. Derby Dining Center opened in 1966 for service to the 2,200 residents in Ford, West, Haymaker, Moore.

You are now part of Housing and Dining Services' proud heritage. You are a member of a team comprising approximately 95 university support staff members and more than 450 student employees, whose role is to serve quality food in pleasant surroundings to Kansas State University's hall residents and their guests.

## GETTING TO KNOW YOUR ORGANIZATION

### Mission

K-State Dining Services creates a supportive environment that is responsive to students' needs as they pursue their academic goals. Quality food, services and programs are designed to enhance students' educational experience and personal growth.

The Housing and Dining Services' Mission is accomplished as we:

- Provide our residents and guests friendly, courteous service.
- Work as a team to serve quality food that is nutritious and tastefully prepared.
- Broaden students' knowledge by introducing new foods and by using different types of service. Many students come to college knowing only the food customs of their own family.
- Move students in the direction of good food habits by providing and promoting nutritional education.
- Encourage and welcome suggestions and ideas.
- Promote social and educational programs (special theme dinners, scholarship receptions, leadership activities).
- Provide convenient, secure, reasonably priced housing and dining service.
- All employees are active participants in the financial operation of the department. Ideas for saving money are welcome and much appreciated.
- Keep buildings properly maintained and clean by providing working conditions that are supportive of team development.
- Remember that students are not an interruption of our work — they are the reason for our work.

### Vision

K-State Housing and Dining Services will contribute to the value of each student resident's education by offering high-quality goods, services and programs through a diverse collection of experiences.

### Philosophy

Provide a caring, friendly atmosphere will serve students, employees and the university, and make our vision attainable.

### Values

Excellence	Integrity	Respect
Dignity	Communication	Collaboration
Fiscal Responsibility	Recognition	Action
Service	Trust	

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## NACUFS

You will hear about the National Association of College and University Food Services (NACUFS) many times during your employment. This association is comprised of nearly 650 institutions of higher education and joins members to promote the highest quality of food service on school, college and university campuses. Participation in NACUFS activities help strengthen our service and the Association. Following are some NACUFS activities we share in.

### **Awards**

Kansas State University Residence Hall Dining Services has been recognized many times for having one of the best foodservice operations in the nation. We are proud of this prestigious recognition as it reflects the commitment, innovation, and dedication our employees have to our profession.

### **Professional Standards**

Every effort is made to comply with a set of operational standards outlined in the NACUFS Professional Practices in College and University Food Services manual. Your supervisors integrate the standards into training programs, job expectations and work assignments. Periodically, a review is undertaken to see how our service compares to the established NACUFS standards. This review will compare how close your functional unit comes to the standards and also will note progress made from year to year.

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## EMPLOYEE WORK PRACTICES

### Teamwork Values

Employment with Dining Services means you have become part of a work group that transforms the efforts of many into the services of which we are so proud. The teamwork values that make this transformation possible include:

- Listening and responding constructively to views expressed by others
- Giving others the benefit of the doubt
- Providing support to your co-workers
- Being flexible with your work schedule
- Recognizing the interests and achievements of others

### Continuous Quality Improvement

Knowing and meeting customers' requirements and continually improving quality requires the efforts of everyone. The Department of Housing and Dining Services encourages all employees to express their concerns about the way things are handled and to give recommendations for improvements. In return, management and employees will work together to understand, analyze and implement new and better ways of doing things.

Embracing a philosophy where continuous quality improvement is ongoing will benefit employees and the organization. Some of the ways:

- Customer's perception of quality is kept at the core of decisions.
- Individuals work together as a team to produce quality outcomes.
- Employees can help change ways of doing things.
- Departments are brought together in ways that highlight everyone's important role in producing quality outcomes.

K-State Housing and Dining Services places a high priority on quality. Each person is encouraged to get involved in order to meet customer expectations, improve quality and to make their job enjoyable.

### Telephone Calls and Mobile Devices

The dining center telephones are reserved for business use and are not for personal calls. You will be contacted if you have an emergency phone call. Please ask your family, or anyone who might call you about an emergency, to inform the receptionist if the call is urgent. Personal cell phones (including use of text messaging) are restricted to use during scheduled meal and rest breaks only. Cell phones should be kept in your locker, not carried in an apron or uniform pocket. Rare exceptions to this policy will be made in emergency situations. Please discuss your emergency with a member of the management staff before your shift.

The use of iPods, portable radios, and other electronic devices are not permitted while clocked in. The dining center's office computers are for official business and are not available for employees to send or receive personal email or social me-

dia use. Some dining centers have computers designated for personal email and Internet access. These computers, as well as personal computers, may be used during scheduled rest and meal periods.

### **Preparatory and Concluding Activities**

Dining center employees are allowed 10 minutes at the beginning and end of their shift for work related preparatory and concluding activities. The preparatory activities may include putting on a uniform and/or apron, washing hands, putting hair nets on, coordinating with the early shift staff (if on the late shift), etc. The concluding activities may include such things as putting away worksheets and HACCP forms, coordinating with the late shift staff (if on the early shift), changing out of a uniform, etc. The time is not designated for breaks, using the phone, reading email or newspapers, smoking, drinking coffee or other personal activities.

### **Rest Periods**

University support staff are encouraged, when operations allow, to take two, 15-minute breaks for each 8-hour work shift. Rest periods begin when the employee leaves the food production floor and end upon return to the production floor. Supervisors will schedule break times. Please enjoy coffee, tea or soft drinks when you take a break. Beverages must be consumed in the dining rooms. Food, including whole fruit, may not be saved from meals to eat at rest breaks. If you have a medical condition that requires food be consumed during your break, please see the unit director or a member of the management staff.

### **Meal Periods**

It is against food safety regulations to bring food prepared in a non-inspected kitchen to the dining centers. Meals should be selected from foods on the dining center menu and not brought from home or other outside sources. If there is a medical reason for bringing food into the dining center, please talk to your unit director before bringing food into the building.

- Meal periods, 30 minutes each, will be scheduled. Some employees may have a rest period scheduled with the meal period, making the time away from work 45 minutes. It is NOT necessary for university support staff to clock out for meal or rest breaks.
- Because of meal times, scheduling needs, and resident eating patterns, meals are provided for dining center university support staff. This usually includes two meals for each 8-hour work shift. The number of meals for part-time employees will vary depending on hours worked. Please ask your unit director if you have questions about this policy.
- Food and beverages may NOT be taken out of the building. This includes fresh fruit selected as a dessert. "To go" meals are not available to employees. If you are taking your rest period outside of the building, you may bring a beverage with you.
- Employee meals should follow the established portioning guidelines used for resident meals. **Some menu items served to residents may not be available for employee meals.** Employees must select from the food offered

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on the service line and may not reserve food for their meals. Please set a good example for student employees and residents by taking only what you can eat during that meal period to minimize food waste and control food cost.

- Biometric identification or a swipe or your K-State ID card by the checker is required prior to eating.
- Food should be consumed only in the dining room during designated meal breaks. The exceptions: food taste testing is approved and expected as a quality assurance measure. Setting beverage cups in the food production area to drink from is not permitted and is a violation of the federal Food Code. Beverage cup exceptions may be made for documented medical needs or when there is no drinking fountain in the immediate work area. The beverage container used must meet health code standards.
- Dining Services schedules three major dining events each year: Thanksgiving, December Holiday and Spring dinners. Each employee may attend one of the events as a guest of Housing and Dining Services. Reservations must be made with the unit administrative assistant. Tickets for family members may be purchased when reservations are made.

## **Visitors**

The dining centers are not public buildings. Please ask family members or friends to check in at the dining center office when they arrive in the facility. If you see someone unfamiliar walking through the building, please ask if you can help them.

The dining centers are not public cafeterias. Unit director approval is necessary before employees invite family members or friends to eat in a dining center. Regular cash guest prices will apply.

## **Illness**

Your health is important for the safety of residents, guests and fellow workers. Disease transmitted through food frequently originates from an infected food service employee even though the employee shows little outward appearance of being ill. A wide range of communicable diseases and infections may be transmitted by infected employees through the contamination of food and through careless food-handling practices.

It is the responsibility of both management and staff to see that no person affected with any disease that can be transmitted by food shall work in any area of a food service establishment where there is a possibility of disease transmission.

To provide and maintain a safe work environment, these practices must be followed:

- No person, while infected with a disease in a communicable form that can be transmitted by foods or who is a carrier of organisms that cause such a disease or while afflicted with a boil, an infected wound, or an acute respiratory infection or a fever shall work in a food service establishment in any capacity in which there is a likelihood of such person contaminating food or food-contact surfaces with pathogenic organisms or transmitting disease to other persons. Employees should be free of fever for 24 hours before returning to work.

- Employees should inform their supervisor if they exhibit symptoms that might suggest influenza or another contagious illness or are infected with a communicable disease that can be transmitted through food. Employees presenting contagious or communicable disease symptoms should leave work.
- Employees should not handle food when they have an external cut, scrape or open sore, unless the affected part of the body can be safely covered by a durable, moisture-proof barrier to isolate it from coming into contact with food, utensils, equipment or work surfaces.
- If an employee unexpectedly becomes ill and cannot work, a telephone call must be personally placed by the employee to the telephone number or person specified in each dining center. This call is expected a minimum of 30 minutes before the start of the work shift. As much advance notice as possible is appreciated. Advanced planning benefits the entire team. Texting and email messages are not acceptable means of communication. Employees are expected to personally speak with a supervisor regarding their need to be absent and the reason. Check with your supervisor for detailed call-in procedures for your dining center.
- Employees who use sick leave for more than three (3) consecutive work days will be required to submit a doctor's statement upon return to work indicating they have seen a doctor for treatment of the illness. A doctor's statement will be required before returning to work after any hospitalization or emergency room care whether due to an accident on-the-job or away from the job. Any work limitation shall be clearly stated and will be considered carefully before the employee can return to work. In some cases employees may be asked to provide a work limitation form filled out by their personal physician.

### **Personal Appearance and Cleanliness**

Because appearance is an important aspect of public relations and customer service, employees are expected to show pride in their personal appearance. Employees shall wear a clean uniform and adhere to the department's uniform policy.

Personal cleanliness is necessary to prevent the contamination of food and food-contact surfaces, and the resulting potential transmission of foodborne illness. It is essential that employees observe strict standards of cleanliness and proper hygiene during their working period and before starting work or returning to work after any interruption of their food service activities. Each employee must maintain a high degree of personal cleanliness and shall conform to good hygienic practices during all working periods in the food service establishment.

To help maintain acceptable cleanliness standards, the department asks these practices be followed:

- No person, while infected with a disease in a communicable form that can be transmitted by foods or who is a carrier of organisms that cause such a disease or while afflicted with a boil, an infected wound, or an acute respiratory infection or a fever shall work in a food service establishment.

- Employees shall keep their body clean and odor-free by bathing on a regular basis.
- Men shall be clean shaven. Closely trimmed mustaches not extending below the upper lip and sideburns not extending below the ear tip are acceptable. (Exceptions granted for documented medical or religious reasons.)
- Simple bands (rings) and small pierced earrings are permitted. Elaborate jewelry, dangling earrings, watches and bracelets are sanitation and safety hazards. Necklaces, including religious and medical pendants, should be worn under clothing. Large bars or rings in facial piercings are not permitted.
- Employees shall keep their fingernails clean, trimmed and nail polish free. Artificial or acrylic nails are not permitted.
- Employees shall thoroughly wash their hands and the exposed portions of their arms that may come in contact with food with soap and warm water before starting work, during work as often as is necessary to keep them clean, and after smoking, eating, drinking, or using the toilet. Hands should be washed after eating, drinking, using tobacco, coughing, sneezing, touching the mouth, nose or hair, using the toilet, handling raw meat, poultry, or seafood, handling soiled utensils or equipment, handling garbage, or doing any other activity that could contaminate their hands and/or arms.
- Employees shall consume food and beverages only in designated dining areas.
- Employees shall not use tobacco in any form while engaged in food preparation or service, nor while in areas used for equipment or utensil washing or for food preparation. Employees shall use tobacco only in outdoor designated areas.
- Employees shall handle soiled tableware in a way that minimizes contamination of their hands.
- Employees shall remove aprons prior to dining or using the rest room.
- Smoking or eating by employees anywhere but in designated areas is prohibited because of the probability of contamination of food and food-contact surfaces by the employees as a result of these activities.
- Aprons are required while working in most positions. An apron appropriate for your work area will be provided. Remember to remove your apron prior to dining or using the restroom. Apron pockets should not contain articles that may fall into food or convey a negative image such as cigarettes or candy.
- Dining Services uniforms are to be worn only when working in Dining Services while preparing and serving meals. Uniforms are not to be worn when cleaning or assigned to another area of Housing and Dining Services.
- Unsanitary and unsightly personal practices such as scratching the head, placing the fingers in or about the mouth or nose, or indiscriminate and uncovered sneezing or coughing may not only result in contamination of the food, but may adversely affect consumer confidence in the establishment.

- Careless handling of and unnecessary contact with the soiled surfaces of tableware or linens should be avoided because it unnecessarily exposes employees to health hazards and increases the possibility of disease transmission to consumers.
- When attending departmental, university or off-campus meetings or presentations professional dress is expected. Professional dress is defined as your work uniform or business casual clothing, depending on the circumstances. Employees are expected to sit up straight, pay attention, take notes if desired, and ask questions when appropriate. Hats, sweatshirts or coats with hoods covering the head need to be removed from the head before the meeting begins. Slouching, sleeping, lounging over chairs, or laying one's head down on a table is not acceptable professional behavior. There should be no side conversations with others while the presenter or others who have the floor are speaking. Phones should be turned off.

## GETTING ALONG

### **How Do You Communicate Openly?**

Consider how the words you choose are interpreted by others. Express your concerns as ideas and opinions rather than facts. Ask questions and listen carefully to answers. A simple "I don't know" or "What do you think?" can open the door to better communication.

### **How Do You Say "No"?**

In the dining centers, it is very important to work together. However, if you know that you have reached your limit and cannot help someone, you must try to refuse graciously. Perhaps you can offer an alternative suggestion. Explain your position honestly.

### **How Do You Soothe the Sting of Criticism?**

No one likes criticism! When you are criticized, put off any discussion until you are calm. Make an effort to see your critic's view. You might learn something useful. Take criticism for what it's worth and nothing more. Very often, criticism is given as a way to help you improve.

### **How Do You Temper Your Temper?**

When you feel a surge of anger, remove yourself until you can rationally evaluate the situation. Next, express your anger in a non-accusatory manner without using profanity. Say how you feel, state what your problem is — not what so-and-so did. Ask yourself, "Is this conflict worth it?" It is never appropriate to lose your temper or be rude to a customer. Remove yourself from the situation and find a manager to assist.

### **Admit When You Are Wrong.**

When you must apologize, do so directly, straightforwardly and as soon as possible. Know when to apologize.

## **Treat Others With Respect**

Listen carefully when others have a different view than you and try to understand their perspective. Talk to people as you would want them to talk to you.

### **Being Heard**

Sometime you will want to make a suggestion, register a complaint or just want to talk to someone. There are many in your facility ready to listen. The Dining Services Employee Advisory Committee serves also as your advocate for ideas, suggestions and concerns. Ask your supervisor for the name of your representative on this very important departmental committee.

The formal organizational channels are identified on the organizational charts found in the Appendix of this booklet. The informal organization will become apparent as you network between departments. Often accomplishments happen through cooperation and communication between functional areas. If you have questions or concerns, please talk to your supervisors and/or unit director.

## **SMOKING POLICY**

The university's smoking policy does not permit smoking in any university building or vehicle. This includes residence halls, dining centers, and all university retail operations such as Quik Cats, The Bakery and the Jardine Marketplace. The policy includes electronic cigarettes and hookah.

Smoking is a public health and fire hazard. Locations where smoking is allowed shall be restricted in order to: (A) prevent infringements upon others and (B) create and maintain an environment that is in the best interests of the safety, health, and well-being of all the users of university property.

Smoking is not permitted in any university building or vehicle. Research investigating smoking is allowed in laboratories designated for that purpose with authorization granted by the Department of Environmental Health and Safety.

Smoking is prohibited only in specified areas on HDS grounds. Ask your supervisor for their location.

The Building Authority is responsible for compliance with this policy at each building.

Unlawful smoking is a misdemeanor and is punishable under state or local law.

This policy is effective Jan. 5, 2009, and is in accordance with K.S.A. 21-4009, et seq, and City of Manhattan Ordinance No. 6737.

## **POLICY PROHIBITING DISCRIMINATION, HARASSMENT, SEXUAL VIOLENCE AND STALKING, AND PROCEDURE FOR REVIEWING COMPLAINTS**

Kansas State University will maintain academic, housing and work environments that are free of discrimination, harassment (including sexual harassment and sexual violence), retaliation and stalking. Discrimination based on race, color, ethnic or national origin, sex, sexual orientation, gender identity, religion, age, ancestry, disability, genetic information, military status, or veteran status is prohibited. Retaliation against a person for reporting or objecting to discrimination or harassment is a violation of this policy, whether or not discrimination or harassment occurred. This policy is not intended for, and will not be used to, infringe on academic freedom or to censor

or punish students, faculty, employees, or staff who exercise their legitimate First Amendment rights.

For more information, go to [www.k-state.edu/policies/ppm/3000/3010.html](http://www.k-state.edu/policies/ppm/3000/3010.html).

## **THREAT MANAGEMENT POLICY**

The safety and security of Kansas State University employees, students and customers are very important. Threats, threatening behavior, acts of violence, or any related conduct which disrupts another's work performance or the University's ability to execute its mission will not be tolerated. Any person who makes threats, exhibits threatening behavior, or engages in violent acts on state-owned or leased property may be removed from the premises pending the outcome of an investigation. Threats, threatening behavior, or other acts of violence executed off state-owned or leased property but directed at state employees or members of the public while conducting official university business, is a violation of this policy. Off-site threats include but are not limited to threats made via the telephone, fax, electronic or conventional mail, or any other communication medium. Violations or retaliation for reporting violations of this policy will lead to disciplinary action that may include suspension or expulsion, dismissal, arrest, and prosecution.

Employees are responsible for notifying the Director of Labor Relations, Human Capitol Services, Edwards Hall, of any threats which they have witnessed, received, or have been told that another person has witnessed or received. Employees should also report any behavior they have witnessed which they regard as threatening or violent when that behavior is job related or might be carried out on state-owned or leased property or in connection with state employment. Employees are required to report to the campus police or other appropriate law enforcement agencies any incidents of child sexual abuse that relate to minors as victims, which they witness on the University's campus or at a University sponsored event.

Employees who receive a protective or restraining order that lists state-owned or leased premises as a protected area are required to provide the university with a copy of the order.

For more information, go to [www.k-state.edu/policies/ppm/3000/3015.html](http://www.k-state.edu/policies/ppm/3000/3015.html).

## **K-STATE PRINCIPLES OF COMMUNITY**

Kansas State University is a land-grant, public research university committed to teaching and learning, research, and service to the people of Kansas, the nation, and the world. Our collective mission is best accomplished when every member of the university community acknowledges and practices the following principles:

*We affirm the inherent dignity and value of every person and strive to maintain an atmosphere of justice based on respect for each other.*

*We affirm the value of human diversity for community.*

*We affirm the right of each person to freely express thoughts and opinions in a spirit of civility and decency. We believe that diversity of views enriches our learning environment, and we promote open expression within a climate of courtesy, sensitivity, and mutual respect.*

*We affirm the value of honesty and integrity. We will operate with honesty in all professional endeavors and expect the same from our colleagues.*

*We acknowledge that we are a part of multiple communities, and we have an obligation to be engaged in a positive way with our civic partners.*

We recognize our individual obligations to the university community and to the principles that sustain it. We will each strive to contribute to a positive spirit that affirms learning and growth for all members of the community.

## “I AM A TEACHER”

Kansas State University dining facilities serve as teaching laboratories for classes in the Department of Hospitality Management and Dietetics (HMD). All employees share in the charge to help students gain work and management experiences in a model dining facility. Students often write about their learning experiences with us and remark about what help the dining staff was in shaping their careers. You are very important to the success of the teaching program and the success of the students who graduate from it. You are expected to actively exhibit extra effort to positively share knowledge with students so they may have a beneficial learning experience in our facilities. The HMD department contributes financially to Housing and Dining Services for your participation.

In addition to some HMD internships, classes taught in the dining centers include the supervised practice component for:

Food Production Management (FPM) — Derby, Kramer

Management in Dietetics (MGT) — Derby, Kramer, Van Zile, Smurthwaite

### A sampling of student learning expectations for these classes are:

Menu Planning	Service Quality	
Recipe Standardization	Time Management	Labor & Food Controls
Sanitation Principles	Food Production Principles	Evaluation of Quality
Productivity	Product Standards	Training
Food Quality	Production Schedules	Production Scheduling
	Equipment Operation	Fiscal Management
	Forecasting	Value Analysis
	Productivity	Marketing
	Labor & Food Controls	Merchandising
	Costs	Decision Making
	Motion Economy	Purchasing
	Equipment Maintenance	Systems Approach to Management
	Food Production	

## PERSONAL SAFETY AND WORKERS' COMPENSATION

### Basic Personal Safety Knowledge Checklist

The dining centers work hard to protect you, but the only person who can keep you safe on the job every day is you. Much more safety information will be discussed with you as we progress through orientation and training. Make these common-sense rules part of your job:

- Identify hazards before you start a job, i.e. spills on the floor, equipment in the way.
- Walk (do not run), in all the work areas.
- Respect all precautions — don't take chances.
- Know in advance what could go wrong and what you will do if it does.
  - Know the emergency procedures for your area. (Fire, tornado, etc.)
- Know how to reach the nearest exit in your work area, and other evacuation routes in areas you may frequent.
- Know the location of fire alarm pull-stations in your work area.
- Know where the nearest severe weather safe area is located.
- Know where your designated evacuation area is located.
- Turn off and disconnect all equipment before disassembling or cleaning.
- Use only the proper utensils to hold or feed food into slicers, mixers, choppers or grinders.
- Learn basic first aid procedures.
- Know how and where to get help.
- Know what to do in case of blood spills.
- Contact your supervisor if you have received an electrical shock from an appliance, equipment or switch.
- Immediately report needed equipment maintenance or repairs to your supervisor. Do not attempt to make repairs yourself.
- Use a wooden-handled broom or mop to knock a plug from the socket in the case of an electrical fire or an electrical short.
- During times of emergency, do not use the elevators.

As an employee, you share the responsibility for the safety of residents, guests, fellow workers and yourself. Unfortunately, not all accidents can be avoided. The following is information dealing with medical procedures, personal safety and worker's compensation.

### Accident Reports and Workers' Compensation

Workers' compensation is compensation provided by an employer for an injury caused by an accident arising out of and in the course of employment. Employees who sustain compensable injuries from an accident, injury or occupational disease may be entitled to reasonable and necessary medical treatment expenses; disability compensation to replace part of the wages lost due to a disability. If you have any

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questions concerning workers' compensation, contact the unit secretary or HDS Human Resources Manager, 785-532-0325.

### **What If I Have an Accident at Work?**

- Call 911 for any LIFE THREATENING injury or report directly to the emergency room at Via Christi Hospital, located at 1823 College Avenue.
- To request a medical appointment for non-life threatening injuries, telephone the State Self Insurance Fund Office at 785-532-2364.
- Non-life threatening injuries are treated at Via Christi Clinic, 315 Seth Child Road (north of Home Depot) from 8 a.m. to 5 p.m. The 24-hour Occupational Health Hotline is 785-323-6000 or toll-free at 866-323-6003. The hotline is helpful for non-life threatening situations that occur after 5 p.m. or on weekends.
- All accidents must be reported to your supervisor as soon as possible so they may be investigated to prevent recurrence. However, the most important purpose of prompt reporting is to allow you to receive timely medical care and/or other benefits an injured employee may be entitled to. Failure to report an injury in a timely manner may jeopardize benefits.
- A written accident report (Form 1101-A) and follow-up must be completed by you and your supervisor, and submitted by your supervisor to the unit secretary within 24 hours of the accident. It is important that these reports are accurate, specific and completed thoroughly. Failure to report an accident could jeopardize a claim for benefits, so report any and all accidents to your supervisor regardless of severity. Completing an accident report form does not mean you are automatically approved for workers' compensation benefits. It is important to check with the dining center unit administrative assistant, to make sure that the report was properly processed.

### **Medical Treatment**

You are entitled to all reasonable medical treatment that may be needed to cure or relieve the effects of an injury. Under the law, the employer has the right to choose the treating physician. The State of Kansas has contracted with Via Christi Clinic, 315 Seth Child Rd. If you first receive medical care from a provider not approved by the state, you may receive unauthorized medical payments limited to \$500. Seeking medical treatment does not automatically mean a claim will be approved. For information, contact your unit administrative assistant or the human resources/business operations manager 785-532-0325.

### **What Should I Do Following Medical Treatment**

If you receive medical treatment for an on-the-job injury, you should receive a summary and instructions sheet from the physician treating you. This will outline any work or activity restrictions. You should immediately share this information with your supervisor. A determination will then be made if any restrictions can be accommodated and you can return to work. It is important that you communicate changes in any restrictions to your supervisor.

## WORK HOURS, SALARY AND COMPENSATION

### Using The Time Clock

The number of hours you work per pay period will be recorded by an electronic time clock. Your K-State ID Card is used for clocking in and out of the timekeeping system. You must clock in and out each day using your K-State ID card. If you make a mistake in time recording, forget to clock in or out, or your K-State ID card is rejected, report it immediately to your supervisor. You will need to fill out a time edit form and have it signed by your supervisor. Failure to complete an edit form can result in an incorrect paycheck.

Each employee should take responsibility for clocking only themselves in and out as close to their scheduled time as possible. Clocking in or out for other employees, a habitual pattern of not using your K-State ID card to clock in and out, inaccurately reporting hours worked and leave taken, and any other misuse of the time clock may be considered fraudulent behavior and may be cause for disciplinary action up to and including dismissal.

If something is left undone at the end of the work shift, make sure a supervisor is informed prior to leaving work.

### Hours of Work and Days Off

Full-time Dining Services employees work 40-hour weeks with two meal periods (30 minutes each) and two rest periods (15 minutes each) scheduled each eight-hour shift. Part-time employees are scheduled for one 15-minute rest period during any four consecutive hours of work and a meal period, when scheduled over a meal. Meal periods are in addition to the hours scheduled for the work week. Schedules are set up on a two-week or three-week cycle; Week I and II or Week I, II and III. Full-time employees will have two days off each week. Part-time employees' schedules will vary. The work week begins on Sunday at 12:01 a.m. and ends on Saturday at midnight.

### Attendance

As an employee of Dining Services, you have the unique and very important role of preparing and/or serving meals to thousands of K-State student residents. All Dining Services employees are considered "essential personnel" and your attendance is critical to the success of the Dining Services team. During known periods of inclement weather your attendance is imperative. Please speak to a manager if accommodations need to be made to ensure your safe and prompt arrival to work.

As a condition of employment, employees are expected to report for work at the assigned time and place, and to remain on duty during scheduled work hours. Failure to attend your scheduled shift will result in the enforcement of the university's disciplinary action procedures [www.k-state.edu/policies/ppm/4020.html](http://www.k-state.edu/policies/ppm/4020.html).

Please take time to read the Attendance Guidelines for Classified Staff [www.k-state.edu/policies/ppm/4000/4025.html](http://www.k-state.edu/policies/ppm/4000/4025.html). Your attendance is a critical part of your success.

### Leave Requests

Leave requests must have prior approval from a supervisor. This is necessary to ensure adequate staffing levels before granting your request. Because of the work we do,

advance notification is important and it may not be possible to grant all requests for time off. Types of leave and leave requests will be further explained during your new employee orientation session. If you have any additional questions, please feel free to ask the unit administrative assistant or call personnel/payroll, 785-532-7658.

### Telephone Numbers To Use When Absent

If illness or an emergency delays you in getting to work, you are required to call your dining service office (below) at least one hour before your scheduled shift. Each dining center follows slightly different procedures for reporting absences. Please be familiar with your building's procedures. Texting or emailing an absence is unacceptable. Employees should personally speak with a supervisor about their need to be absent and the reason for the absence.

Derby.....	785-532-6483
Kramer.....	785-532-6482
Van Zile.....	785-532-6484

### Inclement Weather And University Closings

Because snow and cold only seem to increase students' appetites, all dining center employees are expected to work their scheduled shifts regardless of weather conditions. It is recognized, however, that severe weather conditions may prevent employees from reporting to work, cause some to report late, or require those at work to leave earlier than scheduled. Rooms may be available in the residence halls for dining center employees needing overnight accommodations because of developing snow and ice conditions that are making or are forecasted to make travel hazardous. Upon request, your unit director will check for room availability.

On rare occasions the university president may announce a "Declaration of Inclement Weather" and close the university for non-essential state employees. All dining center employees are considered essential when classes are in session and/or meals are scheduled to be served to customers. During student holiday periods when meals are not being served, all dining services employees are considered non-essential. The essential and non-essential designation also applies when the university is closed by the university president for reasons other than inclement weather.

Employees should listen to one of the local radio stations listed below for weather-related statements made by the university. Weather-related information may also be found on the university website [www.k-state.edu](http://www.k-state.edu).

WIBW 94.5 FM	KMKF 101.5 FM	KABI 1560 AM
WIBW 580 AM	KQLA 103.5 FM	KSAJ 98.5 FM
KMAN 1350 AM	KSAL 1150 AM	KZBZ 104.9 FM
KJCK 1420AM/97.5FM	KYEZ 94 FM	KBLS 102.5 FM
KACZ 96.3 FM		

Closings of the university for reasons other than weather will be posted on the university website, [www.k-state.edu](http://www.k-state.edu).

It is important that employees contact their work supervisor with any weather related schedule changes they may need to make. The standard call-in number to your dining center should be used during the period when meals are being served. When working in Facilities Management or Dining Services during student holiday periods when meals are not being served, ask your supervisor for the phone number that should be used.

### **Overtime**

Overtime is not anticipated and never allowed without supervisor approval. Employees are not to work “off the clock,” while eating meals or taking a rest break. If a problem arises during your workday, discuss it with your supervisor so adjustments can be made to prevent the need for you to work late or miss breaks. If overtime is approved, the employee may elect compensatory time or compensatory pay. The election must be made prior to working.

## **YOUR PAY**

### **Pay Period**

Pay periods are biweekly and pay is issued every other Friday. If a payday occurs on a state of Kansas holiday, pay will be issued the working day before the holiday. Each biweekly pay period begins at 12:01 a.m. Sunday and ends two Saturdays later at midnight.

The K-State biweekly pay periods and pay dates can be viewed at [www.k-state.edu/hcs/work-life/paydates/index.html](http://www.k-state.edu/hcs/work-life/paydates/index.html). Printed copies of pay schedules are also available in dining center offices or the personnel/payroll area in Pittman.

### **Electronic Deposit**

Employees may elect one of two methods for payment of wages: electronic direct deposit (recommended method) or the Skylight pay card. Paper paychecks are not issued. Details about your pay may be viewed through HRIS Employee Self Service (see information in the next section).

Direct deposit assures that wages are deposited safely, timely and conveniently. Your pay can be electronically deposited to any financial institution within the United States and to one or more checking and/or savings accounts. You may initiate direct deposit by completing an “Authorization for Direct Deposit of Employee Pay, PER-58” form and VOIDED blank check, photocopy of a voided blank check or a deposit slip. The authorization forms are available in the personnel/payroll area, Pittman Building, or in the dining center offices.

Electronic deposit can be cancelled or changed to another financial account at any time. Please allow at least one pay period for processing new transactions or making changes.

The Skylight pay card (associated with U.S. Bank) is an FDIC-insured ATM/debit-based bank account to which pay can be deposited if an employee does not have any banking accounts. Employees should carefully review information about the Skylight pay card before enrolling. Most pay card transactions are free of charge, but there are fees associated with the card that the cardholder (employee) will incur for some transactions. Information is available in the personnel/payroll area, Pittman Building.

## HRIS Employee Self Service

Employee Self Service allows K-State employees to view their pay data (gross and net earnings, deductions, taxes); leave balances; benefit and personal information online. Employees may update their W-4 and/or K-4 tax information, personal information, and direct deposit elections online as well as purchase annual parking permits and enroll in on-campus training sessions. Employees access Employee Self Service at <https://hris.k-state.edu> by using their K-State eID and password. Be sure to sign out when you are finished using Employee Self Service. Additional information and instructions can be found at [www.k-state.edu/hcs/work-life/ess/selfserve.html](http://www.k-state.edu/hcs/work-life/ess/selfserve.html).

## JOB EXPECTATIONS

You will receive the following documents sometime within the first to second week of your employment. These will include:

- **Position description:** The position description is the document that contains all the requirements for the job you will be doing as well as the short version of the job standards.
- **Job Standards:** Job standards are objective statements that focus on expected performance outcomes. These standards will be used to guide your learning and to evaluate performance at the end of your rating period.
- **Job Outline:** The job outline is a timeline that explains in general terms what tasks should be accomplished during a given period of time for the 8 hour shift you will be working.
- **Performance evaluation information** for the six-month probationary period that you will be beginning.

## Performance Reviews

Performance reviews are designed first and foremost to facilitate communication between you and your supervisor. The evaluation of your work will also help clarify your duties and responsibilities and identify how well you are doing your job or how you might improve your performance. Newly hired employees will be on probationary status for the first six months of employment and will receive a formal evaluation at the end of the probation and annually (at least) thereafter. Your supervisor may also evaluate your work at any time to document changes in your performance. You are encouraged to talk to your supervisor anytime. You may just ask, "How am I doing?"

## Evaluation Process

At the beginning of employment, you and your supervisor will set performance objectives and competencies based on the primary duties and responsibilities reflected in your job description.

You and your immediate supervisor will meet to talk about your performance, concerns and suggestions you may have to help you do your job more effectively. A performance review is required after the probationary period and annually October 1 through December 31. Mid-year discussions between employees and supervisors occur April 1 through June 30. In the spirit of good communication, you will be provided informal

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and formal feedback on your performance. You are encouraged to talk to your supervisor at any time if you have questions or concerns about your job.

Occasionally, disciplinary action is needed when standards are not met by an employee. Please read the Kansas State University Disciplinary Action Procedures at [www.k-state.edu/policies/ppm/4000/4020.html](http://www.k-state.edu/policies/ppm/4000/4020.html).

## **POLICIES IN HANDBOOK**

The policies described in this handbook are not conditions of employment and are subject to change. The language is not intended to create a contract between Kansas State University and its employees.

### **K-State Notice of Nondiscrimination**

Kansas State University prohibits discrimination on the basis of race, color, ethnicity, national origin, sex (including sexual harassment and sexual violence), sexual orientation, gender identity, religion, age, ancestry, disability, genetic information, military status, or veteran status, in the University's programs and activities as required by applicable laws and regulations. The person designated with responsibility for coordination of compliance efforts and receipt of inquiries concerning nondiscrimination policies is the University's Title IX Coordinator: the Director of the Office of Institutional Equity, [equity@k-state.edu](mailto:equity@k-state.edu), 103 Edwards Hall, Kansas State University, Manhattan, Kansas 66506-4801, 785-532-6220. The campus ADA Coordinator is the Director of Employee Relations, [charlott@k-state.edu](mailto:charlott@k-state.edu), who may be reached at 103 Edwards Hall, Kansas State University, Manhattan, Kansas 66506-4801, 785-532-6277. Revised July 7, 2015.

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## HOUSING AND DINING SERVICES

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104 Pittman Building, 1531 Mid Campus Dr. North  
Manhattan, KS 66506

785-532-6453 • 888-568-5027 • [housing@k-state.edu](mailto:housing@k-state.edu)

@KStateHDS



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