rules of conduct through which we govern the organization and ourselves.

1. Sanitation and safety are paramount.
2. Always treat people with dignity.
3. Provide excellence in product and service.
4. Be 100% responsive. Take 100% personal responsibility.
5. Professional behavior at all times.
6. Find opportunities to recognize accomplishments and provide personal growth.
7. Promote a sustainable dining and food system at Virginia Tech and therefore in the greater community.

**VALUE STATEMENT**

I value every individual’s right to have a quality experience.

**GUIDING PRINCIPLES**

**DISCLAIMER STATEMENT**

This manual does not create any rights or benefits. The policies and statements are subject to change at any time. Anyone with questions about the information provided or needing further clarification should contact the Training and Project Manager for Dining Services in New Hall West at (540) 231-7861. This manual is provided as a resource for the employees of Dining Services at Virginia Tech. This manual is not a contract, nor is it an invitation to contract.

Employees can request to view full policies at their dining center.

All employees are held responsible for the information in this book. Please take the time to read it thoroughly. If you have any further questions, ask your manager or assistant director.

Food service at Virginia Tech continues to be an integral part of students’ lives. Virginia Tech’s Dining Services serves over 7 million meals per year in 12 dining facilities with a total budget of more than $60 million. (WOW, that’s a lot of cheddar)
EMPLOYMENT
Employees are responsible for informing their manager of any changes of address, telephone, class schedule, or academic standing.

HOURS/OVERTIME/RATES
Salary, student and non-student wage employees are not allowed to exceed 40 hours per week, unless instructed by their supervisor to do so. Exceeding 40 hours in one week without approval is grounds for disciplinary action. DO NOT EXCEED 40 hours. It is the employee’s responsibility to avoid going over 40 hours.

STANDARDS
Dining Services strives to provide the highest-quality work environment possible for its staff. These standards are designed to protect the well-being and rights of all employees, to assure safe and efficient operations, and to assure compliance with federal and state laws of health and safety regulations.

Employees are to be courteous to all guests and all fellow workers, treating them with respect and dignity. It is the responsibility of all employees to maintain policies, procedures, and management standards.

Abusive or vulgar language and horseplay will not be tolerated.

(We could go on, just bring your basic common sense to work each day along with your uniform.)

UNIFORMS
Knit shirt/T-shirt to be tucked in*
Clean slacks or skirts that are properly hemmed and have no holes (no jeans)
Socks or stockings (hose)
Closed-toe, low-heeled, black, slip resistant shoes
Service unit logo hat/cap or hairnet, if necessary*
Aprons (in retail and production/utility areas)*
Name tag*
* These items are furnished by Dining Services.

No paid time is allotted for changing clothing at the beginning or ending of shifts.

Uniforms shall be clean, neat, and in good repair and worn in a professional manner.

Employees must return their uniforms at the end of each school year regardless of whether or not they are returning in the fall.

The shoe should be either a low top or high top black slip-resistant shoe.

Uniforms will include a shirt, one cap, and one name tag.

The condition of the uniform and the laundering of the shirts are the employee’s responsibility.

If your employment is terminated for any reason prior to the end of the semester, you must return the shirts, name tag, and hat or pay for them.

PERSONAL GROOMING AND APPEARANCE STANDARDS  
(look nice—make your mother proud)

Fingernails are to be short, clean and free of nail polish and false nails.

Hair must be clean, well groomed, and under restraint. Long hair must be secured behind shoulders; a cap or hairnet must be worn while handling food. If the cap is considered part of the uniform, both caps and hairnets may be required.
Mustaches must be well groomed and must not extend beyond the corners of the mouth. Sideburns may not extend below the bottom of the ear lobe or be more than an inch wide. Beards are not permitted.

Uniforms and clothes are to be neat, clean, and pressed. Torn and/or patched garments, shorts, sweat suits, mini skirts, and jogging outfits are not permitted. In addition, plain white, colored, logoed or imprinted T-shirts are not permitted as an outer garment while on duty.

Shoes should be low-heeled, closed-toe, good condition, and have slip-resistant soles. Sandals, clogs, and “Crocs-style” shoes are not permitted. Only chefs and kitchen staff are allowed to wear clog-style shoes.

Employees may wear solid bands/rings. Rings with grooves or stones will not be permitted. Wristwatches and bracelets are not permitted. Necklaces must be concealed behind shirt.

Employees may wear stud or hoop earrings (one earring per ear) that do not extend past 1/4” from the bottom of the earlobe. Facial piercings are strictly prohibited. Tongue rings and plug or gauge earrings are not permitted. Earrings that require multiple piercings are not allowed.

While on duty, you may not eat, chew gum, or smoke in the work area. While on duty, you may not use or consume illegal drugs or alcohol.

Good personal hygiene is expected. Strong odors such as perfumes and after-shave lotions should be used on a limited basis.

**DISCIPLINARY ACTION**

A few examples or reasons for disciplinary action including and up to termination. This is not an exhaustive list.

- Failure to comply with the supervisor’s instructions
- Unsatisfactory job performance
- Failure to work scheduled shift
- Leaving work area without permission
- Theft
- Sleeping while on the clock
- Violation of any university policy, state law, or federal law

**ATTENDANCE POLICIES**

(80% of success is showing up - Woody Allen)

**STUDENT & NON-STUDENT WAGE ATTENDANCE POLICY**

The following chart details the student staff attendance policy for Dining Services.

Any written notices are valid for one year from the date issued.

<table>
<thead>
<tr>
<th>Type</th>
<th>Counts as an absence?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unscheduled Sick day</td>
<td>Yes</td>
</tr>
<tr>
<td>Inclement weather</td>
<td>Yes</td>
</tr>
<tr>
<td>Other unscheduled: family member ill, out of town, etc.</td>
<td>Yes</td>
</tr>
<tr>
<td>Tardiness/Leaving Early</td>
<td>Yes, if more than ¼ of the shift</td>
</tr>
<tr>
<td>Found a substitute</td>
<td>No</td>
</tr>
<tr>
<td>Pre-authorized absence (vacation request, doctor’s appointment, exam, jury duty, etc.)</td>
<td>No, as long as a manager authorizes in advance</td>
</tr>
</tbody>
</table>

Substitutions: You may find a substitute for shifts using the method your Dining Center utilizes. You may use as many of these as necessary without any penalty, as long as a substitute is found. If you have a scheduled event that requires you to miss work, a substitution request should be posted at least one week in advance.

Absences will be recorded as a No Call/No Show unless management receives a phone call at least one hour before your shift begins.

If you are absent for several consecutive days due to illness or to being out of town, you may have the absences counted as a single absence. This is at the manager’s discretion, and documentation may be required for absences due to illness that last more than
three days. A doctor’s note still counts as an absence, but it will allow multiple days missed to just count as one.

Managers should follow the following guidelines for disciplinary measures for attendance violations as follows:
- 3rd and 4th absence – counseling session (with memo to file)
- 5th absence – write-up (memo to employee and file)
- 6th absence – termination of employment (letter to employee and file)
- 1st no call/no show – write-up (memo to employee and file)
- 2nd no call/no show – termination of employment (letter to employee and file)

Managers may take action for excessive tardiness/leaving early and patterned absences mentioned above. There is no substitute for early planning and good communication between both managers and employees.

When notifying the Dining Center, the employee must talk with someone on the management team or an office specialist. The employee must give his or her name, department, scheduled shift, and reason for absence. He or she should also ask for the name of the person receiving the message in case an error is made. Calling in does not “excuse” an absence, but as long as it was done an hour beforehand, will prevent it from being counted as a no call/no show.

Any memos and/or write-ups are valid for one year from occurrence. The above are guidelines for management and employees and should be followed whenever possible under normal circumstances.

**NON-STUDENT WAGE ATTENDANCE GUIDELINES**

Wage employees are limited to working 1,450 hours per year. The year begins May 1 and ends April 30. 1,450 hours is the maximum regardless of how many departments within the university, or state-wide, in which an employee works during the time period. Temporary wage employees who later become 1,450 hour wage employees will still maintain their accumulated hours.

**SALARY ATTENDANCE AND LEAVE POLICY**

This attendance policy applies to salary employees only. This attendance policy does not apply to student wage or non-student wage employees.

**INTRODUCTION**

The mission of Dining Services is to support the academic mission of Virginia Tech by providing exceptional food and service to our students, faculty, staff, and guests. The department relies on its employees to perform the necessary tasks that are required to satisfy our responsibilities to our mission. When a person is absent, the work is still required so co-workers must do their job, plus the absent person’s work. Therefore, it is the responsibility of all employees to report to work as scheduled.

Dining Services also recognizes the needs of its employees to be absent at times. (The Commonwealth of Virginia provides various types of paid leave for salary staff to cover those times of absences. These leave types are covered by associated state policies and will not be discussed here. Please refer to the University Staff Handbook section on leave for details.) Some absences can be planned, while others are caused by situations beyond the control of the employee. These procedures are designed to provide ways employees can avoid being in a Leave Without Pay (LWOP) situation and/or disciplined/counseled for absenteeism. It also outlines the department’s requirements for its employees to communicate their absences, request the use of leave, and schedule leave.

**SALARY LEAVE USAGE**

The state has various types of leave available to employees. It is the employee’s responsibility to use leave as it was intended by the governing policy. It is the employee’s responsibility to manage their leave so that he/she does not go into Leave Without
Pay (LWOP) status. Using leave in an inappropriate manner may be considered abuse of leave and may result in disciplinary action up to and including termination. The employee is responsible to notify his/her supervisor as to what type of leave to use for the absence. The supervisor will not make that determination for the employee, however the supervisor has the authority to approve or not approve the use of earned leave (annual, holiday, compensatory) to cover sick or personal absences. Supervisors and managers will only approve the use of “earned” leave for sick or personal absences under extraordinary circumstance such as for health safety (example: Norovirus) or compassionate leave for death in family. Employees are also responsible for ensuring the accuracy of their leave reports at the time they sign them. Approval of leave is at the manager’s discretion.

SCHEDULING LEAVE
Generally, leave should be requested and approved in advance of it being used. Employees should request leave in writing using the department’s leave request form. Time off requests will be considered on a first come, first served basis. It is the supervisor’s responsibility to maintain an adequate work force; therefore, it is in the employee’s best interest to submit leave requests in a timely manner. The minimum advance notice for leave requests to be submitted is as follows:

<table>
<thead>
<tr>
<th>Length of Leave</th>
<th>Advance Notice Required</th>
<th>Supervisor Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>The current workday</td>
<td>At the supervisor’s discretion</td>
<td>immediate</td>
</tr>
<tr>
<td>1 to 2 days of leave</td>
<td>At least 48 hours before requested shift</td>
<td>24 hours</td>
</tr>
<tr>
<td>3 to 5 days of leave</td>
<td>At least five days in advance</td>
<td>48 hours</td>
</tr>
<tr>
<td>6 or more days of leave</td>
<td>At least ten days in advance</td>
<td>72 hours</td>
</tr>
<tr>
<td>The week of Fall/Spring</td>
<td>Leave normally not approved for these times due to business demands. May be granted on a case-by-case basis with manager’s approval.</td>
<td></td>
</tr>
<tr>
<td>Commencement, Fall Opening weekend, and Summer Orientation</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The supervisor should respond to timely leave requests within the time frame listed above. Supervisors have the discretion to deny a leave request if it would place an undue burden on the department considering the work required to be completed. Requests for leave outside of the guidelines outlined above may be denied at the supervisor’s discretion.

Communicating unexpected absences: If an unforeseen situation arises and an employee cannot report to work as scheduled, it is the employee’s responsibility to report his/her absence one hour prior to the start of the shift by calling the main unit office or alternate phone number.

Absent for one day: If an employee will be off for only one day, they may leave a voice message, giving their name and the name of their supervisor one hour prior to the start of their shift (unless their supervisor/manager states otherwise). If the main office’s voice mailbox is full, they may call the alternate number or assistant director and report their absence on their voice mail. The assistant director will then contact the appropriate person with in the unit. During inclement weather conditions, if the unit’s main office voice mail box is full, the employee should continue to try and contact the unit by either speaking with a manager directly or leaving a message.
Absent for two or more days: If an employee knows they will be absent more than one day, they must call in to the main unit office or the alternate number one hour prior to the start of their shift and report their absence. They need to leave their name and the name of their supervisor, plus the estimated length of time they will be off. The employee is required to contact their manager within the next 24 hours and must speak with them. If the manager is not available, the employee needs to contact the main office between the hours of 8:00 a.m. and 4:30 p.m. to talk with the office specialist or assistant director.

If an employee is absent for one day and realizes they will need additional time off, they must follow the rule for “Absent for two or more days.” When sick leave is being used for the sick absence, the employee is not expected to divulge medical information. Employees are responsible for keeping the department informed of the anticipated length of their absence, including employees using VSDP disability leave and FMLA leave. Discussions with central Human Resources are NOT considered departmental notification. If the leave is going to be extended, the employee must contact the department prior to the original return to work date and inform the department of the extension. They must do this for each extension requested. Failure to do so could subject the employee to disciplinary action.

DOCTOR’S EXCUSES
For absences of three days or longer or during a busy time of the year (announced by management via a posting near the time clock), a doctor’s excuse may be required. Employees should request the doctor to list a return-to-work date on the document and give the excuse to their supervisor upon returning to work. If a person is filing for FMLA or VSDP disability benefits, the doctor’s documents should be submitted to Human Resources or to the proper authority. The employee is still required to notify the supervisor/manager that leave is being requested under these programs and to keep the department informed as to the anticipated length of time off.

VOMITING AND/OR DIARRHEA SYMPTOMS (Yes, it happens)
Any employee who has or lives with someone who has vomiting and/or diarrhea symptoms must remain out of the workplace for 72 hours until after the symptoms have stopped. A doctor’s note may be required for someone experiencing symptoms that persist over a three day period.

You are not allow to report to work if you are diagnosed with any foodborne illnesses. Also, a sore throat with a fever requires a doctor’s note to return to work.

AUTHORIZED UNIVERSITY CLOSING
All dining employees are considered emergency personnel unless otherwise informed by your supervisor. All Dining Services employees are required to work their regular shifts during authorized closings.

Employees should not risk personal harm in trying to arrive at work. If you are unable to get to work, you must call your dining center.

CLOCKING IN & OUT
Bring your Hokie Passport ID to work every day.

Be in uniform and ready to work before you clock in.

Employees are not allowed to clock in more than five minutes prior to their scheduled shift unless requested by their immediate supervisor.

MEALS & BREAKS
All eligible employees will be provided meals or meal equivalence during the academic year for the days on which they work a minimum of 3 hours.

Employees cannot use the meal to purchase Hokie water, bottled juices, carbonated bottled drinks, candy, or prepackaged products.
You are not entitled to meals on your days off. Employees’ meals are only for the employee it is issued to and are not transferable. Misuse of the meal policy or meal equivalence is considered theft, which is a terminable offense. No meals are provided when the dining centers are closed.

An employee’s meal break will not be less than 30 minutes. Any employee who works more than 5 1/2 hours is required to take a 30-minute break.

Employees are not allowed to prepare, serve, or ring up their own meals.

**PERSONAL PROPERTY**

Dining Services will not be held responsible for any personal belongings brought into their buildings.

If lockers are made available for employees, they are subject to inspection at any time by management. No guns, knives, alcoholic beverages, or any illicit or hazardous materials are to be brought onto Dining Services property.

**TELEPHONE & VISITORS POLICY**

Incoming phone calls are limited to emergencies only. If an employee is unable to receive the phone call while on duty, a message will be taken and the supervisor will notify the employee immediately.

During work hours excessive socializing with friends, employees, and guests is not permitted.

**PARKING**

All motor vehicles, motorcycles, bicycles, and motor scooters on campus are required to be registered with the Parking Services Office, located on Tech Center Drive and on the ground level of the Perry Street parking garage. Vehicles operated by faculty, staff, and students in connection with their employment at Virginia Tech are required to display a parking permit before parking on campus or on university leased property. Daily permits are available from the Parking Services office. To register, take your vehicle information and Hokie Passport ID card to Parking Services on Tech Center Drive to purchase a parking permit.

**CELL PHONES AND OTHER PERSONAL ELECTRONIC DEVICES POLICY**

Employees are not allowed to use personal electronic devices in the production and serving areas in the dining center during work hours. Personal electronic devices are not to be used and are to be turned “OFF” during scheduled work hours, however may be kept on your person.

**SALARY AND NON-STUDENT WAGE TRAINING AND DEVELOPMENT OPPORTUNITIES**

Dining Services, through its goals to improve the quality of work and the work environment, promotes the self-improvement of its employees through ongoing training and service growth. Training and employment opportunities will be published regularly and posted in the units. Training and development seminars and other educational opportunities will be offered to Dining Services employees as they become available and as budget allows.

Virginia Tech Human Resources, located in the North End Center building, updates its campus and statewide employment opportunities on a weekly basis.

**SALARY AND NON-STUDENT WAGE EVALUATION CRITERIA**

All employees will receive a periodic performance evaluation leading to improved performance, communication, and potential pay increases. The basis of the evaluation criteria is to let employees know how they are performing in their jobs. The rating system ranges from model performance, strong performance, developing performance, and unacceptable performance.
IN CASE OF ILLNESS OR INJURY ON OR OFF THE JOB
A doctor’s excuse may be requested for any illness that prevents an employee from attending work.

ON THE JOB
All injuries or suspected injuries and illnesses, regardless of seriousness, that occur on the job or on university property are to be reported to the supervisor immediately.

The policy on blood borne pathogens must be followed to protect ourselves and our guests.

RESIGNATION AND TERMINATION
All employees are encouraged to give at least two weeks notice in writing of their intention to terminate their employment with Dining Services. If you do not provide and work out a two-week notice, management reserves the right to not rehire you.

CONCLUSION
(All in all, this is a pretty cool place to work)
Dining Services would like to thank all of its employees for their continued hard work and contributions toward enhancing this university’s community experience.

Dining Services provides this manual as a guideline for its staff. This manual does not supersede any policies or procedures set forth by the Commonwealth of Virginia, Virginia Tech, or the Division of Student Affairs. Dining Services reserves the right to alter or add to the preceding manual in order to enhance its performance or to comply with state, university, or departmental policy mandates.

This manual only provides a brief overview of our policies and procedures. If you have additional questions or would like to view any of the full policies, contact your Student General Manager.

SAFETY

All employees are responsible for familiarizing themselves with any equipment chemical, or other product prior to using it.

GENERAL SAFETY
Promptly remove food, litter, broken glass, etc.
Clean up all spills promptly
Do not block aisles, stairways, doorways, or heavily traveled areas
Be mindful of slippery surfaces
Use hot pads or towels when handling hot items
Handle all equipment according to instructions
Return all equipment to the proper storage areas
Looking before changing directions when moving carts
Do not ride carts or any portable equipment
No running
Utilize hazard markers “Wet Floor” or “Hot”
Use all chemical products according to label directions
Use protective equipment (i.e. gloves, eye goggles) when required
Refer to product Safety Data Sheets (SDS) for information
Lift with the legs; never bend and lift with the back

REMEMBER! Report any safety hazards to management as soon as you see them
**ANTI-HARASSMENT POLICY**

Virginia Tech does not discriminate against employees, students, or applicants on the basis of age, color, disability, gender, national origin, political affiliation, race, religion, sexual orientation, genetic information, veteran status, or any other basis protected by law. Anyone having questions concerning discrimination or accessibility should contact the Office of Equity and Access.

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**RESOURCE DIRECTORY**

**Unit Offices:**
- Deet's Place: (540) 231-8614
- D2: (540) 231-6130
- DXpress: (540) 231-2184
- Hokie Grill & Co.: (540) 231-6187
- Owens Food Court: (540) 231-6187
- Personal Touch Catering: (540) 231-5827
- Goodwin Hall: (540) 231-1765
- Southgate: (540) 231-8671
- Squires Food Court: (540) 231-1765
- Turner Place: (540) 231-5948
- Vet Med Café: (540) 231-9121
- West End Market: (540) 231-5621

**Campus Police:**
- Information: (540) 231-6411
- Emergencies: 911
- Safe Ride: (540) 231-SAFE

**Division of Student Affairs:**
- Dining Services: (540) 231-3933
- Dining Services Director: (540) 231-7549
- Hokie Passport: (540) 231-5121
- Student Health Insurance: (540) 231-6226
- Parking Services: (540) 231-3200
- Tax-Related Questions: (540) 231-5201
- University Information: (540) 231-6000
- Virginia Tech Weather Hotline: (540) 231-6668
- Worker's Compensation Claim Information: (540) 231-4281
- General Information: (540) 231-8060

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