



EMPLOYEE HANDBOOK



Campus Dining Services
University of Missouri



TABLE OF CONTENTS

- Welcome 4
- Mission, Vision and Motto5
- Statement of Values 6
- A Work Place to be Proud of7
- Have Pride in your Job8
- Employment Terms 9
- Attendance, Time Clock and Pay10
- Safety and Health Regulations 11
- Employment Policies11-12
- Tips on Your Appearance 13
- Employee Benefits 14-15
 - Workers' Compensation
 - Credit Union
 - Family Medical Leave Act
 - Advisory Groups/Committees
 - Employee Assistance Program
 - Campus Dining Services Opportunities
 - Professional Associations
 - University Training Courses
- Full-Time Employee Highlights 16-19
 - Schedules and the Probationary Period
 - Wages and Raises
 - Promotion Opportunities
 - Parking
 - Identification Card
 - Post Offer Employment Testing
 - Background Checks
 - Benefits
- Student Employee Highlights 20-21
 - Attendance
 - Meals
 - Promotion Opportunities
 - Employee Concerns
 - Wages and Raises
 - Scholarships
- Office for Civil Rights, Title IX and ADA 21
- Definitions 21
- Important Numbers 22



WELCOME TO CAMPUS DINING SERVICES!

I am glad you were selected to join our team. Your work is important no matter what role you play in our department. Our job is to support student success by offering quality products and services to students, faculty, staff and campus visitors.

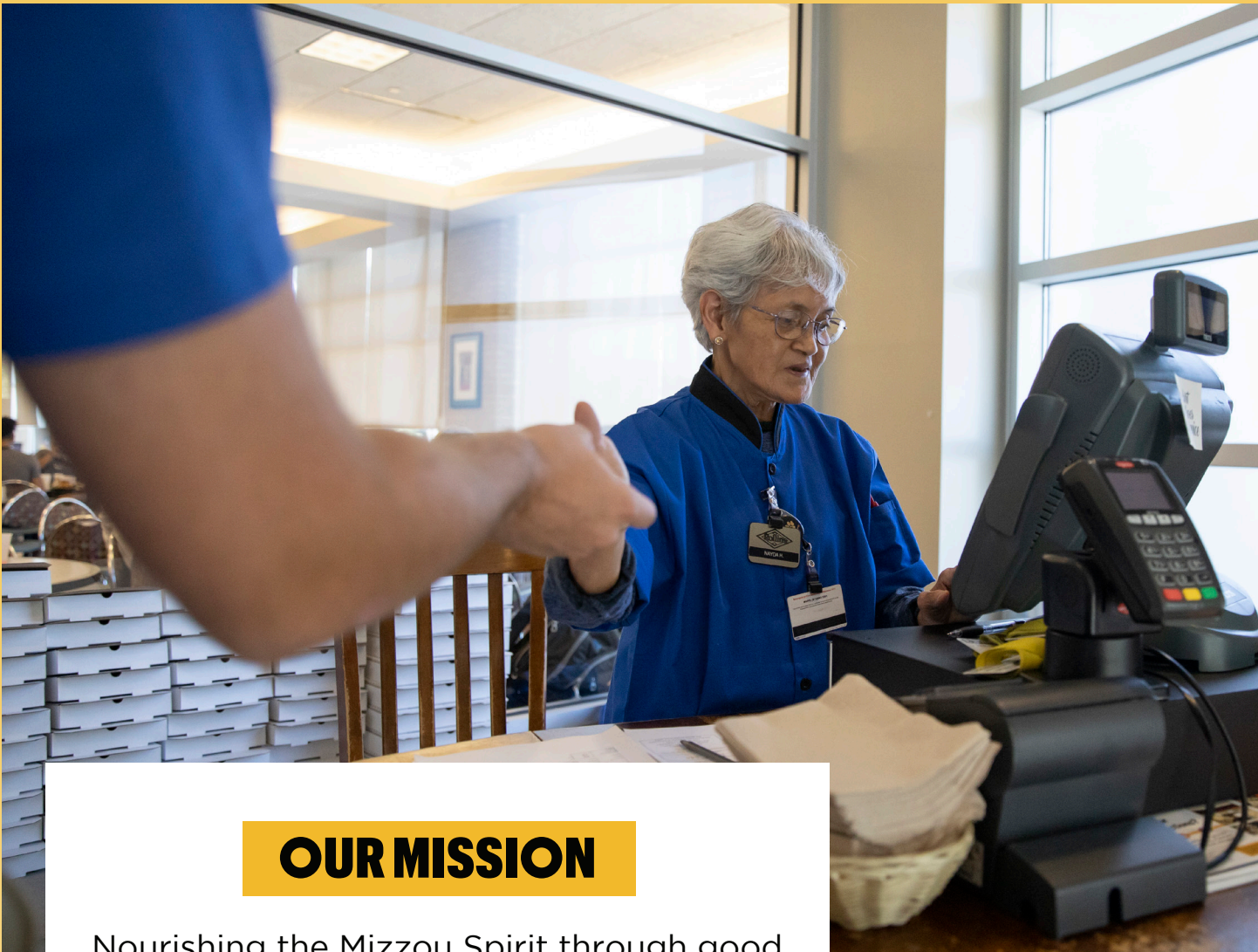
At Campus Dining Services, we take pride in serving quality products through excellent service in up-to-date facilities, but mostly we take pride in our quality people. We uphold the University of Missouri's values of respect, responsibility, discovery and excellence. Those values should be important to you, too, as we work together to have each of these values evident in every area of Campus Dining Services.

You were selected to be part of Campus Dining Services because we believe you will contribute to our success in meeting and exceeding our customers' expectations. This handbook will help you know how you can be most effective in performing in a positive and successful manner with Campus Dining Services and in helping us meet our goals as a quality customer service organization.

We are glad you have joined the Campus Dining Services team. We know you will give your best as you feel a sense of pride gained from being a part of an organization that focuses on excellence.

Sincerely,

Nancy Monteer
Director, Campus Dining Services



OUR MISSION

Nourishing the Mizzou Spirit through good food—happy people—comfortable places

OUR VISION

To make a positive daily impact on each student's success and learning.

OUR MOTTO

Campus Dining Services—the place you want to be!

A STATEMENT OF VALUES

“WITH THY WATCHWORDS, HONOR, DUTY ...”

-Old Missouri, the Alma Mater

The University of Missouri, as the state's major land-grant university, honors the public trust placed in it and accepts the associated accountability to the people of Missouri for its stewardship of that trust. Our duty is to acquire, create, transmit and preserve knowledge and to promote understanding. We the students, faculty, and staff of MU hold the following values to be the foundation of our identity as a community. We pledge ourselves to act, in the totality of our life together, in accord with these values.



Photo by Rob Hill, Mizzou Creative

RESPECT

Respect for one's self and for others is the foundation of honor and the basis of integrity. A hallmark of our community is respect—for the process by which we seek truths and for those who engage in that process. Such respect is essential for nurturing the free and open discourse, exploration, and creative expression that characterize a university. Respect results in dedication to individual as well as collective expressions of truth and honesty. Respect is demonstrated by a commitment to act ethically, to welcome difference, and to engage in open exchange about both ideas and decisions.

RESPONSIBILITY

A sense of responsibility requires careful reflection on one's moral obligations. Being responsible imposes the duty on us and our university to make decisions by acknowledging the context and considering consequences, both intended and unintended, of any course of action. Being responsible requires us to be thoughtful stewards of resources—accountable to ourselves, each other, and the publics we serve.

DISCOVERY

Learning requires trust in the process of discovery. Discovery often fractures

existing world views and requires acceptance of uncertainty and ambiguity. Therefore, the university must support all its members in this life-long process that is both challenging and rewarding. As we seek greater understanding and wisdom, we also recognize that knowledge itself has boundaries—what we know is not all that is.

EXCELLENCE

We aspire to an excellence which is approached through diligent effort, both individual and collective. Pursuing excellence means being satisfied with no less than the highest goals we can envision. Pursuing excellence involves being informed by regional, national, and global standards, as well as our personal expectations. We recognize and accept the sacrifices, risks, and responsibilities involved in pursuing excellence, and so we celebrate each other's successes. We commit ourselves to this process in an ethical and moral manner.

These statements are mere words until we integrate them as values in our individual lives and reflect them in our institutional policies and practices. We pledge ourselves to make them effective in the very fabric of our lives, our community, and all our relationships with others, thereby enhancing the development of individuals and the well-being of society.

CAMPUS DINING SERVICES

A WORK PLACE TO BE PROUD OF

Dining at Mizzou is more than just great food; it's all about the experience. We are proud of our award-winning program, team members and facilities.

A few of our recent awards include:

- 2019 Foodservice Equipment and Supply Magazine named Julaine Kiehn, retired director, winner of the Hall of Fame award
 - 2018 Chancellors Outstanding Staff Award presented to Fred Wyss, for his combination of job performance, interpersonal relationships, job-related personal qualities and dedication to the Universities core values
 - 2017 Platinum (LEED Leadership in Energy & Environmental Design) Certification for Sabai
 - 2017 MU's Division of Student Affairs recognized Anessa Sullivan with a Staff That Are Remarkable (STAR) award for Outstanding Newcomer
- 2017 The National Association of College & University Foodservices (NACUFS), Nutrition Award, for Most Innovative Wellness & Nutrition Program
 - 2016 University of Missouri's Staff Advisory Council saluted CDS for: Epitomizing the four core values of the university: Respect, Responsibility, Discovery and Excellence
 - 2015 The American Institute of Architects presented a Merit Award for the newly developed Sabai
 - 2015 Executive Chef, Eric Cartwright won an ACF Gold Medal

Each year, we serve more than 3.8 million meals and prioritize local purchasing, top quality team members and up-to-date facilities.



HAVE PRIDE IN YOUR JOB

Our Targeted Service Objectives

1. All customers are pleasantly greeted at all times.
2. All products are available as scheduled.
3. All customers receive a personal response within 24 hours of the department receiving their comments.
4. All products are served at the proper temperature.
5. All recipes with combined ingredients are taste tested to ensure we serve superior products.

TRAINING

To enhance your contribution to Campus Dining Services, you are trained in several areas. All staff members begin their training with online and in-class department orientation where our mission, vision, motto, goals, values, philosophy, sanitation, safety, security and customer service expectations are highlighted. Training programs and goals are established to assist staff in achieving high levels of competence in all areas of responsibility as outlined in the task statement. At times, you will also be asked to work in other positions within the department.

GOALS AND EXPECTATIONS

The department looks forward to a mutually beneficial relationship with each employee.

Campus Dining Services will:

1. Provide training and skill development opportunities.
2. Offer a structured work environment.
3. Provide opportunities for advancement.
4. Provide opportunities for meeting people and making friends.
5. Offer competitive wages.
6. Treat everyone with respect.

In return, we expect you to:

1. Have an active interest in your job and in the success of Campus Dining Services.
2. Be pleasant, polite, neat and courteous at all times.
3. Handle concerns about your work in a professional manner.
4. Actively participate in meetings, workshops and training programs.
5. Treat everyone with respect. Employee meetings are held periodically to provide training and information. Unless you have an excused absence, you are expected to attend and actively participate.

The way you feel about yourself is reflected in your work. To meet our goals, we must all strive to show pride in our work. Our customers deserve friendly and courteous service—they alone are the reason for our employment. They deserve the best we can give them.

Discuss any problems with any area of work with your supervisor in private. Communicate your feedback or feedback from your customers to the supervisor. Stay positive and you will feel good about yourself and your workplace. Teamwork is essential to our goals.

ESSENTIAL EMPLOYEES

In the event of severe weather or other emergency where classes are cancelled and the University remains open, Campus Dining Services staff members are considered essential employees and asked to report to work as scheduled. Students living on campus and other essential staff required to keep the campus functioning still need to eat.

SITUATIONALLY CRITICAL EMPLOYEES

If the University cancels classes and also closes, the majority of academic and administrative operations are suspended. Employees who are not designated as situationally critical for the event are instructed not to report for work. However, even in full closure, the campus has certain continuous operations that must be maintained such as providing dining services for on-campus students and other situationally critical staff. The director, associate director and managers determine which staff members are designated as “situationally critical” (defined as those employees who may be required to work by their administrative superior during a temporary closing) for the event. Staff members who are designated as “situationally critical” are expected to report for work.





YOU WILL BE ASKED TO SIGN A VERIFICATION FORM STATING:

- You have read the handbook.
- Your supervisor has reviewed the handbook with you.
- You understand and realize that you are expected to follow the policies and the procedures as stated in the employee handbook.

It is the employee's responsibility to notify the supervisor whenever their total hours for the week at the University will exceed 40.

EMPLOYMENT TERMS

It is your responsibility to provide your address and telephone number to your supervisor so that any needed information can be communicated to you.

Where possible, employees are permitted one 15-minute rest period during any four consecutive hours of work.

Any time you work more than 40 hours in one work week, you receive overtime pay. Unauthorized overtime may result in disciplinary action.

The department looks forward to a long and gratifying association with each employee. All employees are expected to contribute to a positive work environment. When an employee wishes to resign in good standing, at least two weeks notice is required.

All employees should be aware that certain circumstances are grounds for dismissal. These may include:

1. Walking off the job
2. Unsatisfactory work performance
3. Excessive absenteeism and/or tardiness
4. Theft (including food taken from a unit)
5. Working under the influence of alcohol or drugs
6. Possession of alcohol or drugs on the premises
7. Possession and/or discharge of firearms, weapons or explosives
8. Refusal to follow directions of the supervisor
9. Fighting
10. Gambling
11. Willful destruction of University property
12. Unauthorized absences from work
13. Conduct that is abusive to others
14. Sexual harassment
15. Inappropriate use or misuse of the time and attendance system

Disciplinary action is handled on an individual basis. The process for discipline includes verbal warning, written reprimand, suspension and dismissal, depending on the circumstances.

ATTENDANCE

You and the job you do are important to maintain a quality food service organization. You are expected to be at work and on time whenever you are scheduled. You are expected to be in uniform, clocked in and at your designated station at the assigned time.

You are expected to always do the following:

1. If you are going to be late or cannot come to work, communicate with your supervisor as far in advance as possible, but at least 30 minutes before your shift begins; however, communicating does not excuse the tardiness/absence.
2. If you must be away from the job due to illness or injury for a period of time, keep your supervisor informed. Always state the reason for your absence. You may be asked for a doctor's excuse if you call in sick. Any falsification of these statements may be grounds for dismissal.
3. Plan your personal activities on your scheduled days off or before or after your shift. This includes doctor's appointments, when possible.

TIME CLOCK & PAY

Policies regarding the time clock and pay include:

1. If you do not clock in or out, or if the time clock or your ID card is not working, notify a supervisor and have your time corrected. The time card report must represent a true record of the actual number of hours you worked each day.
2. Under no circumstances are you to use the clock for recording another employee's time. Using another employee's ID card subjects you to disciplinary action.
3. All employees are expected to clock in and out at the assigned time. Unexcused tardiness may be followed by disciplinary action. All overtime must be approved in advance by a supervisor.
4. Employees may be required to clock out and back in for meal breaks.
5. If you need to leave the unit during your shift or unpaid 30-minute meal break, request approval from your supervisor and clock out (and back in).

6. Employees are paid every other Wednesday (11 days after the end of a two-week pay period). The payroll department is required to deduct Federal Income Tax and Missouri Income Tax from each paycheck. This is according to the W-4 Form you signed and the schedule of deductions provided by the Internal Revenue Service and Missouri Department of Revenue. You must have your pay deposited directly to your bank or credit union account.
7. There are established hourly rates for each job. Pay rates for jobs are available from your supervisor.
8. myHR is the university website where staff may access and track payroll information, benefit accruals and W-2 forms. myhr.umsystem.edu



SAFETY & HEALTH REGULATIONS

The health and safety of our customers and employees are very important. A major source of food contamination and the spread of infectious disease is from the nose, mouth and hands. Therefore, it is essential that all employees maintain high personal hygiene standards.

Any Campus Dining Services employee absent from work because of illness may be required to submit a doctor's statement, verifying that the employee is free of communicable disease, before they may return to work. This action is taken to prevent the spread of disease and to comply with the health laws of the State of Missouri.

We need your help to maintain a safe work environment. Watch for unsafe conditions, such as greasy or wet floors. Be alert and cautious while using



the equipment. Be sure you understand how each piece is to be operated before using it. Immediately report any on-the-job injury to your supervisor. It is very important and a top priority for you to complete the proper forms and receive prompt and proper treatment for an injury. Failing to do so jeopardizes not only your personal health, but also your claim for disability and Workers' Compensation.

If treatment is necessary, the supervisor submits the Report of Injury to the University's Workers' Compensation Office (within 24 hours of the injury). In the event of an emergency, the employee is transported to Work Injury Services with a copy of the report of injury, MC-11 (or the Urgent Care Center or the Emergency Room, as applicable) at the University Hospital and Clinics (If transported via ambulance instruct the driver to go to University Hospital & Clinics). For your safety, you must furnish your supervisor with the required occupational health nurse's or doctor's release before you may return to work.

Meetings on safety and sanitation are held regularly in your unit. Following the safety rules and regulations listed below protects you, customers and fellow workers.

1. Think safety and work carefully. Many accidents can be prevented. Report any unsafe conditions to your supervisor.
2. Walk (rather than run) in all work areas.
3. Immediately report needed equipment maintenance repairs and adjustments to your supervisor, rather than attempting to make repairs yourself or operating malfunctioning equipment.

4. Keep your work area neat and orderly. Immediately clean up spills, dropped food items and water on the floor.
5. Shut off equipment before leaving the work station.
6. Turn off and disconnect all equipment before disassembling or cleaning.
7. Use only proper utensils (feeder plate, plunger or paddles) to hold or feed food into slicers, mixers, choppers or grinders.
8. Keep clear access to all fire exits, fire extinguishing equipment and electric panels.
9. Operate fire-extinguishing equipment only in an emergency.
10. Serve food at the proper temperature and avoid cross-contact (e.g., use utensils to handle food and wear gloves which are changed often).

EMPLOYMENT POLICIES

For your protection, safety and comfort and to ensure the quality of our products and services, a set of policies has been developed. This list is not all inclusive.

1. Assignments are made by your supervisor. You are expected to work where you are assigned.
2. Employees are responsible for following all verbal and written instructions given by their supervisors.
3. Property belonging to others (e.g., students, faculty, staff, guests or the University), including empty containers, may only be removed from the work site or campus with specific written approval of the supervisor on duty. No food may be removed from the unit.



EMPLOYMENT POLICIES cont.

4. All packages and containers you wish to bring into or take from the work site/campus are subject to inspection and approval by the supervisor on duty.
5. University equipment and supplies are for University business, rather than personal use.
6. Telephones in the units are for business use only. If it is necessary for you to make a telephone call, you must always receive permission from the supervisor on duty. As a general rule, employees are not called to the telephone; however, emergency messages are taken.
7. While you are on duty, friends and relatives should visit you only in the case of an emergency. In this case, they should report to the office and remain there until the supervisor gets you. Friends and relatives should not be in the working area or provided food at any time. They may purchase and eat meals during meal hours by paying the cashier and eating in the dining area.
8. An employee on their day off is considered a visitor and should only be in the office or in the dining room as a paying guest during meal hours. Meals or snacks are provided to employees only during their scheduled work shifts.
9. To be courteous to customers, food service employees must wait their turn in the serving line and are only offered the same foods and portion sizes as the customers. No food item may be saved to be eaten later.
10. Campus Dining Services provides uniforms for applicable staff. It may be the employee's responsibility to launder and maintain uniforms.
11. Before clocking in, employees are expected to be in uniform, ready to report to their work stations, and to clock out before changing clothes at the end of their shifts.
12. The University of Missouri is a smoke and tobacco-free campus. Use of tobacco or smoking materials is prohibited on any University property, or in any University owned or leased building or vehicle.
13. Chewing gum and the use of toothpicks are sanitation hazards and are prohibited.
14. No employee is permitted to use alcoholic beverages or drugs on the premises or work under the influence of the same. Campus Dining Services supports the University policy of maintaining a drug-free workplace.
15. Consistent with University policy, sexual harassment in the workplace or the educational environment is unacceptable conduct.
16. Employees are expected to maintain a secure and safe work environment. Examples include locking designated doors, following the set cash handling procedures and maintaining security of passwords.
17. University policy prohibits gambling, fighting, any threatening or abusive language and bodily injury to others.
18. Campus Dining Services is not, under any circumstances, responsible for money or other valuables brought to the work site. Lockers, if available, are subject to inspection.
19. Employees are to refuse any gifts from vendors or delivery persons. University employees may not purchase food items and/or supplies from any Campus Dining Services contracted vendors.
20. Employees are to avoid soliciting others for gifts or contributions to personal causes.
21. An employee must notify their supervisor within five days of any criminal conviction.



TIPS ON YOUR APPEARANCE

The department reserves the right to monitor the acceptable appearance of employees. You may be asked to correct uniform issues.

The following are guidelines for Campus Dining Services employees to follow:

1. Be neat and clean at all times.
2. Have clean hair and keep it covered with a Campus Dining Services designated hat, visor and/or hair net as required.
3. To present a positive appearance, be clean shaven. You may wear trimmed and groomed facial hair of one-half inch or shorter. (For religious exceptions, please speak with your manager.)
4. Use good personal hygiene.
5. Wash your hands with soap each time you use the restroom, blow your nose, cough, finish eating or touch your face, hair or other parts of your body.
6. Keep your fingernails clean and in good repair. Your supervisor will let you know if nail polish and/or artificial nails may be worn.
7. All clothing must be clean and in good condition.
8. Wear clean socks or hose and clean, comfortable, slip-resistant shoes with closed toes and heels. Tie all shoelaces.
9. A color-coordinated long-sleeved shirt may be worn under the uniform.
10. Wear your required name tag.
11. Eat and drink only in the dining room or designated area. Chewing gum and tobacco are prohibited while on duty.
12. Any loose or dangling jewelry may be considered a safety and/or sanitation hazard. Campus Dining Services recommends that only limited jewelry be worn while working (e.g., a watch, a wedding or class ring, post earrings, a small chain necklace or work-related pins).
13. Always conduct yourself in a professional manner. People who feel good about themselves produce good results.
14. Personal electronic devices (e.g., cell phones or ear buds) are prohibited in the work areas.

Individual operations may have special uniform requirements. Your supervisor will discuss these with you.

If items supplied by the department are not returned or have been mistreated, you may be held financially responsible.



EMPLOYEE BENEFITS

WORKERS' COMPENSATION

All employees are covered by Workers' Compensation for an injury received on the job. Injuries must be reported to your supervisor and the necessary forms completed on the day the injury occurs.

If treatment is necessary, the supervisor submits the Report of Injury to the University's Workers' Compensation Office (within 24 hours of the injury). In the event of an emergency, the employee is transported to Work Injury Services with a copy of the report of injury, MC-11 (or the Urgent Care Center or the Emergency Room, as applicable) at University Hospital and Clinics (If transported via ambulance, instruct the driver to go to University Hospital and Clinics). Note: The employee must take a completed copy of the Injury Report to be seen.

CREDIT UNION

As an MU employee, you are eligible for membership in the Missouri Credit Union. Visit the Credit Union located at First and Broadway, Columbia, MO, or call 874-1477.

FAMILY MEDICAL LEAVE ACT

The University provides up to 12 weeks for family or medical leave to any employee with a certified event, has been employed for at least 12 months at the time of leave and has worked at least 1,250 hours in the 12-month period preceding the leave.

An employee is required to give 30 days notice if the leave is

foreseeable. Otherwise, as much notice as is practicable under the circumstances is acceptable. For more information, ask your manager or call Human Resource Services at 882-7976.

ADVISORY GROUPS/ COMMITTEES

Being a member of one of CDS's advisory groups or committees gives you an opportunity to represent your coworkers and provide input on Campus Dining Services employment and/or recognition issues. Contact your supervisor for more information.

EMPLOYEE ASSISTANCE PROGRAM

The University Employee Assistance Program (EAP) provides confidential screening and referral service for all kinds of employee concerns. Both part-time and full-time employees and their family members are eligible to use this service. Employees are even eligible to use this service during the summer or other periods when they are not scheduled to work. Concerns brought to the Employee Assistance Program include: marital and family issues, personal relationships, drug and alcohol abuse, eating disorders, grief and loss, job stress, emotional, career change, health, financial or even legal pressures.

There is no cost for using EAP screening and services. EAP staff make every effort to locate campus or community resources for an individual that take their financial situation into consideration. The EAP phone number is 882-6701.

CAMPUS DINING SERVICES OPPORTUNITIES

Employees of Campus Dining Services may be eligible for additional opportunities. A few of these are listed below.

- Opportunity to attend food shows
- Scholarships or tuition assistance
- Training and development courses
- The employee's 10-Day Training Program starts with orientation and clarification of specific expectations of the position. Each piece of the 10-Day Training Program provides training directly connected to the tasks listed on the employee's task statement. All aspects of the training are tracked to document the employee's progress.



EMPLOYEE BENEFITS

CAMPUS DINING SERVICES OPPORTUNITIES cont.

- The Culinary Development Program is a series of courses designed to assist in the professional development of our culinary staff. The goal of the program is to provide a clear pathway for employees to increase their knowledge, skills, abilities, sense of pride and professionalism. Eligible employees enrolled in the program are mentored by one of the Campus Dining Services chefs. Upon the successful completion of each level, the employee receives a pay increase.
- The Summer Training Series is offered to all non-student hourly staff. It is designed to further develop skills introduced during the 10-Day Training Program and those related to culinary techniques and leadership.

If you would like more information about these or other programs, contact your supervisor.

PROFESSIONAL ASSOCIATIONS

Campus Dining Services is a member of several professional associations (e.g., the National Association of College and University Food Services, the National Association of Convenience Stores and the National Restaurant Association). Through these various associations, we can share with and learn from peers across the country.

UNIVERSITY TRAINING COURSES

Many departments on campus, including Human Resource Services and the Department of Information Technology, offer a variety of free courses for all levels of staff each year.

Your supervisor may provide further information about available courses. Some of these opportunities include:

- The Management Fundamentals Certificate series is provided for all management staff. These classes focus on developing supervisory skills in such areas as employment laws and policies, fair and effective discipline, leading with integrity, handling conflict and performance management.

- Bi-annual Training Conferences are offered by Human Resource Services and provide training courses for all staff. Topics range from basic skill development, such as operation of the voice mail system and Power Point presentations, to personal growth areas including information about benefits, injury prevention and retirement planning.
- MyLearn is the university website where staff may access online courses, books and specific training sessions on a wide array of topics. myhr.umsystem.edu

Online Training Programs are provided and may be required by the University for all staff members to enhance their knowledge and skills in such areas as inclusion, diversity and equity, cyber security and cash handling.

FULL-TIME EMPLOYEE HIGHLIGHTS

SCHEDULES AND THE PROBATIONARY PERIOD

When possible, all full-time employees are scheduled for a minimum of 30 hours per week. Days off and schedules vary according to the department's needs.

As a new employee, you are placed in a six-month probationary period. During this time, you earn vacation; you may use it after you have successfully completed the probationary period. You may use your personal days and any sick leave you have earned during the probationary period.

Your performance is reviewed at the end of eight weeks and again before the end of your probationary period.

Your performance must be satisfactory to pass probation.

WAGES AND RAISES

The University has established base salaries for all service, maintenance, office and technical positions. Employees hired prior to August 27, 2017 were assigned to a four-step matrix and become eligible for longevity increases as long as they remain in the same job title, based on the following progression schedule:

Step 1 to Step 2: On the satisfactory completion of the employee's initial six-month probationary period with the University.

Step 2 to Step 3: On the completion of two years of satisfactory service in the title, or one and one-half years at Step 2, whichever is earlier.

Step 3 to Step 4: On the completion of four years of satisfactory service in the title, or two years at Step 3, whichever is earlier.

Employees hired after August 27, 2017 are not eligible to receive longevity increases. As a University employee transferring into or being promoted within Campus Dining Services, you are placed in a one month qualifying

period. Performance is reviewed during that time. Eligibility for performance based pay increases is dependent on satisfactory performance. Evaluations are conducted by your supervisor. Based on eligibility and University guidelines any pay increase goes into effect at the beginning of the designated pay period. Campus Dining Services does not operate all units at full capacity for the entire year. Therefore, employees may anticipate seasonal layoffs at winter break, spring break and in the summer. During the summer, if and when units are open, all employees remain in their units in their current positions. If additional coverage is needed, employees not scheduled to work, who are in good standing, are offered positions for which they are qualified on the basis of seniority; all employees are scheduled to work if positions are available.

You are not eligible for Unemployment Compensation during these layoffs. However, employees may use accumulated vacation time and/or personal days.



FULL-TIME EMPLOYEE HIGHLIGHTS

PROMOTION OPPORTUNITIES

Advancement to a higher position within Campus Dining Services or within the University is based on work performance, qualifications and seniority. To transfer to another position, an employee must be in good standing and bid on the position by submitting an online application. Access the web page (hrs.missouri.edu/find-a-job) to learn of current job openings within the University. The online application is available at hrs.missouri.edu/find-a-job.

All vacancies within Campus Dining Services are posted, on the University website and on employee bulletin boards in each operation.

PARKING

Parking space is available for a monthly fee that will be automatically deducted from your paycheck. For specific information on parking contact:

Parking and Transportation Services
Turner Ave Garage, Level 2
Phone: (573) 882-4568
Fax: (573) 884-5713
Email: muparking@missouri.edu

IDENTIFICATION CARD

Your ID card is used for clocking in and out of work, as identification, as verification of employment and for other services and activities on campus. See your supervisor to schedule getting your card at the ID Office. It is your responsibility to maintain your ID card in good working order.

POST OFFER EMPLOYMENT TESTING (POET)

POET is a program focused on safety in which final candidates for certain administrative, service and support positions are required to pass a post offer pre-employment physical examination before confirming the employment relationship. A current employee who transfers to a different position with higher physical demands within the included positions is required to pass the examination.

BACKGROUND CHECKS

The final candidate for a University position is required to pass a background check prior to beginning the duties of the new position. A background check is not required for transfer or promotion of a current employee within the same unit or department. This background check may include, but not be limited to, criminal history, verifications of employment and education and driving records. A relevant job-related conviction or guilty plea is grounds for termination of employment or non-selection of the candidate.



FULL-TIME EMPLOYEE BENEFITS

JURY DUTY

You are excused from your job without loss of pay during jury duty.

INSURANCE PROGRAMS

You will need to log in to the New Employee Benefit Enrollment website at umsystem.edu/totalrewards/benefits/enrolling_in_benefits_for_the_first_time to learn of benefit options available and then, log in to myHR to make your desired benefit selections.

You must enroll within 31 days from the date of hire to avoid having to furnish evidence of good health. If you do not select one of the health insurance plans within 31 days of employment, you will be automatically enrolled in the Universities free life insurance and free long term disability insurance programs.

Insurance policies offered include:

Medical, Group Life, Long-Term Disability, Dental, Accidental Death and Dismemberment, Tax-Deferred Annuity, Long-Term Care and Vision Care.

Please contact Total Rewards (Faculty and Staff Benefits) at (573)882-2146 or visit the website at umsystem.edu/totalrewards/benefits for specific information regarding University benefits. You may also visit with a campus benefits advocate at 1095 Virginia Avenue, Parking Structure #7, to obtain information.

EDUCATIONAL PROGRAMS

The following educational programs are available to all regular University employees. If you are interested in any of the programs, please contact your supervisor.

1. Hickman Adult Education Courses
2. Independent Study Courses (high school and college)
3. Programmed Learning Courses
4. High School Equivalence Courses (75% of tuition paid by the University) Some course work may not be paid by the department if it is not directly related to your job.

MEALS

Thirty-minute meal breaks are provided for all employees during their work shifts. The employee receives each meal during their work shift at no cost. Employees are expected to eat all meals served during their assigned shifts and are not paid for meal breaks. Food may not be taken from the unit. All food must be eaten in the designated location. Check with your supervisor for specific meal policies in your unit.

FUNERAL LEAVE

If you are a regular employee and a death occurs in your immediate family (husband, wife, sponsored adult dependent, parent, stepparent, grandparent or great-grandparent, grandchild, son or daughter, brother or sister, mother-in-law or father-inlaw, stepchild or foster child who has become a member of the family), you are granted a maximum



leave of three working days with no salary deduction or accrued vacation time having to be used.

VACATION, HOLIDAYS, WINTER BREAK, SICK LEAVE AND PERSONAL DAYS

All regular employees who work a minimum of 30 hours per week are eligible to receive pay during official University holidays and when using earned vacation, winter break leave, sick leave and personal days. Employees who work between 30 and 40 hours per week earn and use vacation, winter break leave, sick leave and personal days on a pro-rated basis. Employees who are not in pay status for a period of more than 30 days accrue no vacation or sick leave during the time they are off the payroll.

FULL-TIME EMPLOYEE BENEFITS cont.

VACATION

Regular employees who work 40 hours per week earn vacation as follows:

- 0-5 years 1.00 day per month
- Over 5 years 1.42 days per month
- Over 15 years 1.83 days per month

Vacation time may only be used with prior approval of the supervisor and only by employees who have successfully completed the probationary period. Employees may only accumulate twice their annual accrual.

HOLIDAYS

There are eight paid holidays:

- New Year's Day
- Martin Luther King, Jr. Holiday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and Friday following
- Christmas Day

You receive holiday pay at a rate equal to your full-time equivalent (the number of hours you usually work each day) at the time of the holiday. If you are scheduled to work on an official holiday, you are paid one and one-half times your normal rate of pay for the hours worked, in addition to your holiday pay.

WINTER BREAK LEAVE

All regular employees receive winter break leave compensation during the Winter Break Reduced Operation period between the Christmas Day and New Year's Day holidays. Employees held out of work receive the amount of hours of their regular work schedule, with 99% to 75% FTE employees to receive on a prorated basis. Employees required to work during the winter break reduced operations will be allowed to use an equivalent amount of hours at a later date (note: these hours must be taken before November 30 of the following year).

SICK LEAVE

All regular employees who work 40 hours per week accrue sick leave at the rate of one day per month. An employee's sick leave may be used to care for one's own health and the health of an immediate family member (spouse, sponsored adult dependent, children [biological, adopted, foster child, stepchild, a legal ward, or a child with whom the employee is standing in loco parentis] other individuals with whom the employee is standing in loco parentis, parent, individual who stood in loco parentis to employee when the employee was a child, siblings, and persons for whom the employee is legally responsible).

PERSONAL DAYS

All regular employees who work 40 hours per week receive four personal days each year, with the year determined by the employee's beginning employment date. Personal days may be taken in hourly increments and may not be accumulated from year to year.

SLIP-RESISTANT SHOES

The department requires safe, slip-resistant footwear for staff to avoid slips, trips and falls. To accomplish this goal, Campus Dining Services provides at no cost the designated slip-resistant footwear for benefit-eligible service/production/sanitation/management and administrative employees upon successfully passing the probationary or qualifying period. One pair of footwear is further provided to employees on an annual basis.



STUDENT EMPLOYEE HIGHLIGHTS



ATTENDANCE

All employees may be scheduled to work weekends. If you are unable to work as scheduled and need a substitute, it is your responsibility to get a substitute. Substitution slips must be completed and signed by the person needing a substitute and by the person who is substituting.

When possible, get a substitute who has worked in the same position. After completion, the slip must be approved and signed by your supervisor. If you are unable to find an appropriate substitute, talk with your supervisor as far in advance as possible. You are ultimately responsible for the job if you are scheduled.

MEALS

All Campus Dining Services student employees who work a shift of one and one-half hours or more are entitled to meals immediately before, during or immediately after their work shift(s), as scheduled by their supervisors. Employees are

not paid for these 30-minute meal breaks. All food must be eaten by the employee in the designated area at the assigned work location. Before eating, each employee must check in with the cashier or supervisor. All student employees must clock out for meal breaks. Check with your supervisor for specific meal policies in your unit.

PROMOTION OPPORTUNITIES

Many Campus Dining Services units employ student supervisors and student managers. These positions offer an opportunity to advance, participate in management and supervise customer service attendants (student staff).

When there is an opening, notice is posted within the unit; applications are accepted, interviews are conducted and the selection is made. Contact your supervisor for specific information about the student supervisor or student manager positions.

EMPLOYEE CONCERNS

An employee who feels they have been unfairly treated or discriminated against should talk with their unit manager or the Campus Dining Services associate director/director.

WAGES AND RAISES

Hourly rates are established for different levels of employment. All students employed by Campus Dining Services are paid in one of the following classifications:

- Customer Service Attendant (CSA): server, student cook, dishwasher, porter, custodian, cashier, salad bar attendant, beverage attendant
- Student Supervisor
- Student Manager

Eligibility for pay increases is dependent on satisfactory performance and length of employment. Evaluations are conducted by your supervisor. Any pay increase goes into effect at the beginning of the next pay period.

STUDENT EMPLOYEE HIGHLIGHTS cont.

STUDENT SCHOLARSHIPS

Student Employees are one of the biggest resources we have, which makes them vital to our success. For over 20 years Campus Dining Services has provided a student employee scholarship program to recognize the best of the best!

Student employee scholarships are awarded to eight student staff each year based on their applications. GPA and letters of recommendation.

Unit Student Employee of the Year scholarships are awarded based on the unit manager's nomination, which highlights the student's reliability, quality of work, initiative, teamwork and contribution to the University. The Campus Dining Services departmental Student Employee of the Year scholarship recipient is selected from the nominated unit student employee of the year scholarship recipients.

WAGES AND RAISES cont.

If you are promoted to a position in a higher classification, you start at the base hourly rate, unless you are already earning that amount; in that case, you receive a pay increase.

OFFICE FOR CIVIL RIGHTS, TITLE IX & ADA

The office for Civil Rights, Title IX & ADA enforces the university's non-discrimination policies, educates the community about our policies and practices, connects people to resources that can support them if they experience discrimination or retaliation, and listens to the concerns of the campus community. Anyone who experiences any form of discrimination, retaliation or sex-based violence may make a report to the office. Individuals who witness or learn about these actions from someone else are also encouraged to make a report online, by email to civilrights-titleix@missouri.edu, or by calling 573-882-3880.

DEFINITIONS

PERFORMANCE REVIEW

The performance review process actively involves the employee in the setting of goals and evaluating whether or not the goals have been met. The supervisor and employee work together on this continuous process.

IN GOOD STANDING

An employee is in good standing unless they are on disciplinary review and/or have two written reprimands or one suspension within the past six months.

DISCIPLINARY REVIEW

Disciplinary review is used in instances where a persistent performance or conduct problem exists, but it is not severe enough to warrant immediate dismissal. An employee is given a specified period of time during which to improve performance.



IMPORTANT NUMBERS

The area code for Columbia is (573)

CDS Business Services.....	882-9198
CDS Director's Office	882-FOOD(3663)
CDS Training Development	882-4644
Baja Grill	884-9331
Bookmark Café	884-2929
Catalyst Café	884-5132
j café.....	882-1728
Mizzou Markets:	
Central.....	884-5006
Hitt Street	882-2050
Southwest.....	884-6451
Plaza 900	882-4723
Potential Energy Café	882-9229
Restaurants at Southwest	882-7015
Rollins	882-6815
Sabai	882-3311
Starbucks	
Memorial Union.....	882-6603
Southwest.....	771-5282
Student Center.....	882-5493
The MARK on 5th Street	882-0979
University Club/Catering	882-2586
Wheatstone Bistro.....	882-4006

If you have special needs as addressed by the Americans with Disabilities Act and need work materials provided in an alternative format, please notify your supervisor as soon as possible. Reasonable efforts will be made to accommodate your special needs.

Campus Dining Services does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, sexual orientation or status as a veteran. The department supports an inclusive learning and working environment.



Campus Dining Services
University of Missouri

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