Thank you for your interest in working at NDSU Dining! We are so pleased that you have made the choice to join our growing and student focused team! At NDSU Dining, we are passionate about your education and experiences at NDSU, including your employment in Dining. We hope that you will meet new friends, gain new skills, and find a home away from home, at NDSU Dining. You will find many opportunities for personal and professional growth, and we hope that you will take advantage of those in a supportive and mentoring environment.

Thank you!

NDSU does not discriminate in its programs and activities on the basis of age, color, gender expression/identity, genetic information, marital status, national origin, participation in lawful off-campus activity, physical or mental disability, pregnancy, public assistance status, race, religion, sex, sexual orientation, spousal relationship to current employee, or veteran status, as applicable. Direct inquiries to Vice Provost, Title IX/ADA Coordinator, Old Main 201, 701-231-7708, ndsu.eoaa@ndsu.edu
Overview of NDSU Dining

When working at North Dakota State University Dining, it is important to know topics related to safety, policies, and procedures. It is also important to know and understand NDSU Dining as an auxiliary unit of the Finance and Administration department at NDSU.

NDSU Dining Mission

The mission of NDSU Dining is to create and maintain a high-quality dining experience which will enhance the educational and social environment for our students, University, and community.

NDSU Dining is made up of four main units:

1. **Dining Centers:** From international cuisine to your homestyle favorites, NDSU dining centers have something for everyone.
   - a. **Residence Dining Center** (located between Reed/Johnson and Weible Halls)
   - b. **Union Dining Center** (located in the lower level of the Memorial Union)
   - c. **West Dining Center** (located between the high-rise residence halls): West is the **allergen friendly dining center** that is peanut and tree nut free and offers a food station called **Clean Eats** that provides all options free from the top nine allergens.

2. **Coffee Shops:** College life sometimes requires a little caffeine. Our coffee shops not only provide a full menu of all your coffee shop favorites, but we also serve pastries, snacks, and lunch items.
   - a. **Barry Hall**
   - b. **Bison Beanery** (located within the RDC)
     i. Bison Beanery can only be accessed by purchasing a meal or through meal plan utilization.
   - c. **Minard Coffee Shop**
   - d. **Caribou Coffee Shop** (located within the Memorial Union)
   - e. **Wild Grounds** (located in the NDSCS Skill Training building on 19th Ave N)

3. **Retail:** Located in the lower level of the Memorial Union, the food court offers five eateries with a variety of options, including sandwiches, burgers, salads, pizza, Tex-Mex and Chinese.
   - a. **Twisted Taco**
   - b. **Hoagie Hut**
   - c. **Panda Express (not affiliated with NDSU Dining)**
   - d. **Pizza Express**
   - e. **Burgers @ the U**

4. **Catering:** On campus or off, NDSU Catering offers a wide variety of menu options that are sure to meet all your event needs. Catering will serve small and large events, for students, staff, faculty and even off campus events.
The NDSU Dining Difference
So many things put NDSU at the forefront of university dining nationwide. First, the quality of our products and ingredients are second to none. For example, most of our chicken is supplied by a local company that is committed to NEVER using antibiotics. Not only that, but our meals are also scratch-made, and menus are designed in-house to meet your nutritional needs. NDSU Dining also leads the nation in allergen friendly facilities, food stations and menu planning. Our online program “Menus on the Web” allows students to select their specialized dietary needs in filters that will display exactly what they should and should not eat. And finally, we have a Dietitian on staff who can provide one-on-one guidance to those who need help.

Our Team
Did you know that many of our team members are NDSU students? About 300 students make NDSU Dining run smoothly and successfully all year long. Our student team members are treated and respected like any other team member. We could not do this without you, and we believe that every position in Dining is as important and valued as the next.

Mentorship and Guidance
We know that you are at NDSU for specific career aspirations, and we want your time in Dining to help you reach those goals. Let us help you build a resume that will show how your skills, experiences and responsibilities in Dining relate to your future career.

Why Dining
Why do so many students love working at Dining?
- **People**: It is fun to work with 300 of your peers. It is an instant friend group.
- **Pay**: Pay starts at a competitive rate, and continues to grow with advancement
- **Food**: Free food with every shift is delicious and can be a huge saving.
- **Schedules**: Our schedule is based on your schedule. Your number one priority is to be successful at school, and we want this position to help that success.
- **Convenience**: Work where your classes are.
- **Opportunities to grow (and make more money... and get more food)**: Do not work where you stay stagnant. In Dining, you have the opportunity to grow and advance in your position. With each advancement comes more money and more meals per week!

COVID-19 Update
The updates regarding COVID-19 are continuously changing utilize these links for the most up to date information.

Covid Addendum
University Police and Safety Office
Residence Life
Employment and Attendance Guidelines

Qualifications for Employment
Any prior work at NDSU must have ended with proper notice and in good standing (good attendance, great work ethic, policy compliance, positive attitude, teamwork, etc.).

International students must have or obtain a working visa before being hired. Such students must contact the International Programs Office for further information.

In compliance with the Immigration Reform and Control Act of 1986, all team members must provide a document or documents that establish identity and employment eligibility before he or she can start work.

*All paperwork must be finished and properly processed in its entirety before team members start work.*

Employee Contact Information
It is important that we can easily contact our student team members. It is important for all student team members to check their NDSU e-mail daily, as this is the primary method of communication for NDSU Dining and the official form of communication for NDSU. It is also recommended that student team members have a working phone number with a voicemail box set up. Any phone number changes should be reported to the student manager accordingly.

Scheduling
We recommend that student team members limit their work schedule to 20 hours or less per week. *International student team members are limited to 20 hours per week by law.* Each work week begins on **Sunday at 12:00 a.m.** and ends on **Saturday at 11:59 p.m.** Team members are responsible for keeping track of their own hours to ensure strict compliance. Near the end of each semester, student team members will be asked to provide their class schedule for the upcoming semester. We reserve the right to not re-hire. Student manager(s) are responsible for scheduling and will work with each student to accommodate their schedule to the best of their ability.

NDSU Dining uses an online scheduling system called **When to Work (W2W).** Student manager(s) create a profile for each team member and send an email containing a temporary ID and a password. It is imperative for student team members to check their NDSU email for instructions on how to complete their W2W employee profile right away as that is the only way to view work schedules. Instructions on how to use W2W can be found in Appendix A.
Clocking-in/out Procedure
All team members will punch in at the timeclocks with their student ID or computer kiosk in their unit when their shift begins. Team members will not punch in before their shift begins or before they are ready to start their shift (i.e., team member clocks in before going to locker room, uses bathroom, etc.). This will result in an infraction to the team member. Team members are expected to check in with a full-time supervisor prior to leaving at the end of their shift. If a team member is working a closing shift, they are required to stay until all closing duties are complete.

Attendance
Class schedules are used in the process of creating work schedules. If a team member must miss work due to a family emergency, illness, etc., they must follow the Call-In Procedure for their absence to be considered an excused absence.

Call-in Procedure
Team members must call their unit at least 3 hours before the start of their shift. Exceptions will be made for early morning shifts if the team member calls before the start of their shift.

Team members will use the number listed for the unit they are scheduled to work in to call in:
RDC -------------(701) 231-8316
UDC -------------(701) 231-9518
Retail/Coffee ----(701) 231-9518
WDC -------------(701) 231-7292
Catering -------(701) 231-8125

- Calls will only be taken for the day of your shift. You must call each day for prolonged absences.
- When calling in absent, you must speak to a full-time supervisor. Give your name, your shift, and the reason for the absence.
- NDSU Dining reserves the right to ask for a medical note at any time.
- Failure to call in or show up for a shift will result in a “no-show” and a written warning.
- Failure to follow attendance policies will result in verbal or written warnings.

Planned Absences/Time Off Requests
If a team member is going to be out for a planned absence, they must post their scheduled shift(s) to the “Trade board” on W2W and find a substitute. Any shift that you are unable to work must be posted to the “Trade board” two weeks before that scheduled shift. If posted two weeks in advance and no team member has picked up that shift, the student manager(s) in your unit will work with you on that shift. Any shift posted less than two weeks out, you are personally responsible for finding a substitute or working that shift. Review the W2W documentation in Appendix A for more details. Contact a student manager(s) if you have any questions.

Required Shifts
All students who work in Residential Dining locations (Residence Dining Center-RDC, West Dining Center-WDC, and Union Dining Center-UDC) will be required to work the following shifts:
- All students placed in the RDC and UDC dining centers will have to work one shift per weekend or two every other weekend.
In these two shifts, one must be a breakfast/lunch shift and the other must be a closing shift.

- WDC students and WDC Operations Student Managers and Student Managers in Training are required to work late-night shifts.
- HR Student Managers and Student Managers in Training are required to work in weekend rotations as assigned by the Student Coordinator.

**Student Meetings**
All Student team members will be required to attend any student meetings as scheduled. These meetings are mandatory and will be paid at the student team member’s hourly rate. Student meetings will be counted as work hours. An absence without an approved prior notice will result in a no-show.

**Storm Day/Official Closure Procedures**
When campus is closed, the Dining Centers (excluding Catering, Retail, and Coffee) will be open from 10:00am-6:00pm to serve our students.

Student managers will create storm day schedules early in the semester to utilize our on-campus student team members effectively. If team members live on campus, they are automatically part of the storm day crew due to potential limited mobility for some team members. Niskanen, University Village, 1701, Bison Court, and all Residence Halls are considered on-campus. However, Niskanen, University Village and 1701 employees may be excused from being on the storm day crew. International Students may be asked to move their hours from other shifts during that week to work during the storm day to avoid going over their weekly limit.

Student Managers, Student Managers in Training and Student Supervisors are considered essential personnel and will report to work during storm days/closures to ensure adequate staffing and coverage for operations.

**Holidays**
NDSU Dining serves customers on select holidays. The hours will differ from the typical schedule depending on the unit. Students that are scheduled on that day will be expected to work their assigned shift. The units that will be open each holiday break is to be determined. Here is a list of the holidays:

- Labor Day
- Veterans Day
- Sunday after Thanksgiving
- Sunday before Spring Semester
- Martin Luther King Jr. Day
- President’s Day
- Spring Recess
- Sunday after Spring Break

**Breaks**
Breaks will be given at the discretion of the full-time supervisor depending on business needs. In other words, before taking a break, team members must check with a full-time supervisor. After the break is finished, check back in with the same full-time supervisor. Business needs vary from day to day and 15-minute breaks are not guaranteed per Department of Labor Regulations nor are they required to be given
every shift. Dining staff will make every effort to provide 15-minute breaks. Taking an unauthorized break will result in a verbal warning.

- If working 4 hours or more, but less than 5 hours: 15-minute paid break
- If working more than 5 hours: 30-minute unpaid break - Clock out for 30-minutes and clock back in once the break is complete, no exceptions.

**Finals Week schedule requirements:**

Student Associates- 3 shifts each final’s week.
Student Supervisor in Training- 3 shifts each final’s week.
Student Supervisors- 3 shifts each final’s week.
Student Manager in Training- 3 shifts each final’s week.
Student Managers- work through the end of each final’s week.
Student Coordinator in Training- work through the end of each final’s week.
Student Coordinator- work through the end of each final’s week.
HR Coordinator- work through the end of each final’s week.

Other student team members (Nutrition, IT, Accounting, Marketing, etc.) will be determined by the needs of each supervisor/unit.

Catering Students- work the required shift during finals week as scheduled by the Catering full-time staff.

*Disclaimer: Final’s week requirements are based on unit needs. You may be required to work a certain amount of closing/late night shifts.*

**Early Return in Fall 2022 General Information**

We expect our student team members to return to campus before the start of the fall semester each year for training. The following are the Fall Semester 2022 dates for the students that are required to return early to begin their work shifts:

**Student Coordinator-Student Coordinator in Training: August 8, 2022**
**Student Managers-Student Managers in Training: August 8, 2022**
**Student Supervisors-Student Supervisors in Training: August 15, 2022**

Although the Student Associates do not have a mandatory early-return date, we would like them to be back and ready to work by August 19, 2022 (Friday before the classes begin). Students are welcome to return to work earlier if they are able and get approved from their Student Manager and Unit Manager. Notify Student Managers of early return so that accommodations can be arranged.

**New Student Associates: August 15, 2022 *Recommended***

If student team members are unable to return on their required date, they will need to complete an exemption form (academic/internships are typically the only exemptions permitted).

Students who return early, as well as on their required date and work through a set date each fall will be eligible for incentive pay, provided they meet specific criteria determined by management.

**Incentive Pay dates Fall 2022: August 8th - September 5th.**

**Incentive Pay dates Spring 2023: January 4th - January 22nd.**
Attendance is required on opening weekend for all returning student team members. Consideration may be given to exemptions by management on a case-by-case basis. An exemption form may be requested from a manager.

**Early Return in Spring 2023 General Information**

We expect our student team members to return to campus before the start of the Spring semester each year for training and preparation. The following are the Spring Semester 2022 dates for the students that are required to return early to begin their work shifts:

**Student Coordinator-Student Coordinator in Training:** January 8, 2023  
**Student Managers-Student Managers in Training:** January 8, 2023  
**Student Supervisors-Student Supervisors in Training:** January 8, 2023

Student Managers’ and Student Supervisors’ required duties must be complete by Wednesday, January 4th, 2023.

Although the Student Associates do not have a mandatory early-return date, we would like them to be back and ready to work by **January 8, 2023**.

If student team members are unable to return on the required date, they will need to complete an exemption form and speak to their Unit Manager/Student Manager. Students who return on their required date and work through the first two weeks each spring will be eligible for incentive pay, provided they meet specific criteria determined by management.

**Early Return in Fall 2023 General Information**

We expect our student team members to return to campus before the start of the fall semester each year for training. The following are the Fall Semester 2023 dates for the students that are required to return early to begin their work shifts:

**Student Coordinator-Student Coordinator in Training:** August 7, 2023  
**Student Managers-Student Managers in Training:** August 7, 2023  
**Student Supervisors-Student Supervisors in Training:** August 14, 2023

Although the Student Associates do not have a mandatory early-return date, we would like them to be back and ready to work by August 18, 2023 (Friday before the classes begin). Students are welcome to return to work earlier if they are able and get approved from their Student Manager and Unit Manager. Notify Student Managers of early return so that accommodations can be arranged.

**New Student Associates: August 14, 2023 *Recommended***

If student team members are unable to return on their required date, they will need to complete an exemption form (academic/internships are typically the only exemptions permitted).

Students who return early, as well as on their required date and work through a set date each fall will be eligible for incentive pay, provided they meet specific criteria determined by management.

**Incentive Pay dates Fall 2023: August 7th- September 4th.**
Incentive Pay dates Spring 2024: January 3rd- January 21st.

*Attendance is required on opening weekend for all returning student team members. Consideration may be given to exemptions by management on a case-by-case basis. An exemption form may be requested from a manager.

**Required NDSU/NDUS trainings to complete annually (between July 1 and June 30 of each fiscal year):**

**Baseline Safety:**
- Baseline Safety Training

**FERPA:**
- FERPA Training | Registration & Records | NDSU

**Annual Notice of Policies/Designated Medical Provider:**
- Annual Notice of Policies/Designated Medical Provider

**Equal Opportunity/Title IX:**
- Registration Link For Title IX Training
- Information Regarding Equal Opportunity/Title IX

Through the link Students will be brought to blackboard where they will use their NDSU login/password to access the required trainings.

Student team members will receive email notifications to complete the trainings. They will also have an opportunity during orientation to complete these trainings.

Other training specific to positions include Cash register/cash handling, credit card, defensive driving, in person Equal Opportunity/Title IX and HR return to workplace training.

**Returning Student Associate Orientation:**
You will be scheduled for a Returning Student Associate orientation at the beginning of the year. You must attend a returning Student Associate orientation before working again.

At this orientation returning students will have a refresher of work policy's and complete all required NDSU/NDUS trainings.

**Safety and Sanitation Requirements**

NDSU Dining is concerned about the safety of all individuals in our department. It is NDSU Dining’s policy to only allow working team members in the work areas except for brief schedule checks, catering pickups and similar work-related activities.
To prevent incidents:
• Wipe up spills immediately.
• Utilize hazard markers so guests are aware of potential dangers. These include “Wet Floor” signs, etc.
• Use proper lifting procedures. Lift with the legs; never bend and lift with the back. If an object is too heavy, ask for help.
• Be careful when transporting hot items.
• Only operate equipment that you have been trained to operate.
• Unplug equipment before cleaning it.
• Wear cut resistant gloves when using knives/operating slivers (and remember to place food handler’s gloves over the cut glove)
• Clean and sanitize all knives used and return them to the proper place. Never put with other dirty utensils or in sinks!
• Check with a supervisor for the proper location to dispose of broken glass.
• Use all chemical products, such as cleaners, with care and according to label directions. Never use a chemical for any use other than its intended use. Always follow precautionary steps and use protective equipment (i.e., gloves, eye goggles) when required. Refer to product Safety Data Sheets (SDS) for information on safety precautions, protective equipment, and first aid procedures.
• Find a full-time team member in the event of team member or customer injury or to report any dangerous conditions.
• If you see something, say something!

Personal Sanitation Requirements
Because appearance is an important aspect of public relations and customer service, student team members are expected to show pride in their personal appearance. 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 all team members 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.

To help maintain acceptable cleanliness standards, the following practices must be followed:
• Hair must be kept neat, clean, and covered in an approved hair restraint to prevent hair from contaminating food. All hair must be underneath the NDSU Dining hat or visor, including bangs and ponytails. Ponytails are permitted, provided they are in a bun or other effective hair restraint. Avoid wearing hair accessories that could become physical contaminants.
• Fingernails must be kept short, clean, and properly maintained. Artificial or acrylic nails and nail polish are not permitted, as they can be physical contaminants and make hands hard to clean.
• Chewing gum, chewing tobacco, mints, or hard candy/cough drops are not permitted.
• All facial hair (beards or mustaches) will need to be covered with a beard net.
• 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.
• To minimize the probability of contaminating foods or food contact surfaces, team members must only eat in designated dining areas.
• 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, using the restroom, or taking out garbage. Apron pockets should not contain articles that may fall into food or convey a negative image, such as cigarettes or candy.
• Careless handling of and unnecessary contact with the soiled surfaces of tableware or linens should be avoided because it causes unnecessary exposure to health hazards and increases the possibility of disease transmission to consumers.

**Proper Hand Washing**
When entering the work area and with each change of activity, a 20-second hand washing is required. Frequent and proper hand washing is the single, most effective action a team member can do to prevent foodborne illness.
1. Use warm water, soap, and disposable towels.
2. After applying soap, scrub your hands for at least 20 seconds. Make sure that you get between fingers and under fingernails.
3. Dry hands with a disposable towel, turn the faucet off with the towel, and dispose of the used towel.

Team members are required to thoroughly wash their hands and expose portions of arms that may encounter food. This must be done before starting work and throughout their shift, washing them as often as necessary to keep them clean.

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.

**Emergency procedures**
In case of emergencies such as fire, robberies, or bomb threats, immediately contact your supervisor and/or University Police. **Campus Police Phone Number: (701) 231-8998.** In case of fire, be sure that the telephone operator is told your name, the exact location of the fire, extent of the fire and if applicable that someone will be at the entrance to the building to give directions. Leave the building immediately and remain outside at a designated meeting area until authorized to return inside the building. Your supervisor will share emergency procedures for your work location. Refer to NDSU Policy 164 *Emergency Procedures* for additional information. (See Appendix B)

**Dress Code**
To maintain an image that corresponds to our customers’ expectations and meets health regulations, student team members are required to wear the proper uniform. We reserve the right to make exceptions concerning dress for special events and Catering. The Catering dress code is listed below. Student team members shall wear a clean uniform and adhere to the department’s uniform policy outlined below:
### Dining Shirt
Plain, clean, black t-shirt with short sleeves. A long-sleeved black undershirt is also permitted. Student Supervisors wear green t-shirts. Student Managers wear green polo shirts. Appropriate NDSU t-shirts can be worn on Bison Pride Friday.

### Pants
Appropriate blue/black jeans with no holes or tears.

### Shoes
Tennis shoes are required, and non-slip shoes are recommended. Shoes must have a closed toe and heel. Dish room team members must wear slip-resistant shoe covers (provided).

### Dining Hat
Dining hats issued by the department must always be worn. Long hair must be kept within the hat and well-covered. Hats are to be worn with bill facing forward.

### Nametag
Nametags are to be worn on the upper right area of the uniform shirt.

### Dining Apron
Dining aprons are in each unit and are laundered by the unit.

### Beard Net
Beard nets should be worn as appropriate and are supplied by the unit.

### Disposable Gloves
Supplied by the unit. Replace as needed.

### No Nail Polish
No nail polish is allowed.

### Catering Dress Code Policy

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black dress pants</td>
<td>Provide your own black dress pants to wear to work, black jeans are not allowed.</td>
</tr>
<tr>
<td>Black shoes</td>
<td>Provide your own black shoes, tennis shoes or dress shoes, be comfortable you will be doing a lot of walking.</td>
</tr>
<tr>
<td>Black socks</td>
<td>Provide your own black socks.</td>
</tr>
<tr>
<td>Catering Polo shirt or dress shirt</td>
<td>We will provide you with a Catering polo or dress shirt, depending on the event during your shift.</td>
</tr>
<tr>
<td>Name Tag</td>
<td>We will provide you with a name tag you must wear while working.</td>
</tr>
</tbody>
</table>

### Jewelry
The following types of jewelry are expected to be removed before clocking in and securely stored in your personal belongings: earrings, rings, necklaces, bracelets, watches, gauges, and other facial jewelry. Jewelry is not only a potential hazard to customers, but also to the employee if it were caught in equipment. Jewelry is also difficult to clean and holds pathogens that can contaminate food.

We understand some items cannot easily be removed daily, without special tools or a professional. If you have unremovable jewelry that you want to wear at work, it will be left to the discretion of the unit’s full-time managers. Facial and ear piercings that are unremovable may be allowed when working as long as it does not pose a safety or sanitary issue.

**Cell phones, ear buds/headphones are not permitted during work shifts in Dining Centers, Retail locations, Catering, and Coffee.**

*Student Supervisors will be provided with one green t-shirt upon promotion. The Student Supervisors are required to wear green t-shirts while they are at work. (Can wear any officially branded NDSU t-shirt on Fridays.) Student Supervisors can purchase extra green t-shirts for $5.00 from their units. They are not allowed to wear any other green t-shirts that have logos or printed words on them, unless they...*
are **completely** covered by their apron. Questions on the uniform policy can be brought to a student manager.

Student Managers will be provided **two green polo shirts** upon promotion. They are required to be worn while at work. Student managers can wear any NDSU t-shirt on Fridays. Student managers can purchase additional shirts from Mary Sinner, Associate Director of Dining.

**Note:**
- Black t-shirts and extra green t-shirts (for supervisors) can be purchased for $5.00 in each unit. Black long-sleeved undershirts are available for $10.00 in each unit.
- The first hat is provided by the department. If lost, team members are required to purchase a new one for $10.00.
- The first name tag is provided by the department. If lost, team members are required to purchase another nametag for $1.00.

*Disclaimer: We reserve the right to request an employee in improper uniform to leave and return dressed in proper uniform.*

## Benefits

**Wage**
The standard hourly wages for each position are as follows:

<table>
<thead>
<tr>
<th>Position</th>
<th>Standard Hourly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Associate/ Student Baker/ Student Cook</td>
<td>$12.00</td>
</tr>
<tr>
<td>Returning Student Associate (+$0.25 each returning year up to $11.75)</td>
<td>$12.25</td>
</tr>
<tr>
<td>Student Supervisor in Training</td>
<td>$12.75</td>
</tr>
<tr>
<td>Student Supervisor</td>
<td>$13.00</td>
</tr>
<tr>
<td>Production Supervisor- Baker/Cook, Admin/ Interns</td>
<td>$13.00</td>
</tr>
<tr>
<td>Student Manager in Training, HR Coordinator in Training</td>
<td>$14.00</td>
</tr>
<tr>
<td>Student Manager</td>
<td>$14.50</td>
</tr>
<tr>
<td>Student Coordinator in Training, IT Lead in Training</td>
<td>$15.25</td>
</tr>
<tr>
<td>Student Coordinator, IT Lead, Administrative Nutrition Assistant, HR Coordinator</td>
<td>$15.50</td>
</tr>
<tr>
<td>Catering Student Associate</td>
<td>$13.00</td>
</tr>
<tr>
<td>Catering Student Supervisor in Training</td>
<td>$13.75</td>
</tr>
<tr>
<td>Catering Student Supervisor</td>
<td>$14.00</td>
</tr>
<tr>
<td>Catering Student Manager in Training</td>
<td>$15.00</td>
</tr>
<tr>
<td>Catering Student Manager</td>
<td>$15.50</td>
</tr>
</tbody>
</table>

**Pay Periods**
Payroll periods are bi-monthly. The first pay period of each month is the 1\textsuperscript{st}-15\textsuperscript{th}. The second pay period is the 16\textsuperscript{th} through the last working day of the month. Student team members will be asked to verify hours worked by signing the payroll time slip after each pay period.
Meal Compensation

All student associates and the Student Supervisors in training that do not have a mandatory meal plan, will be provided a shift meal, given that the shift is at least 3 hours long. Under special circumstances, student team members will be permitted a shift meal for a shift that is less than 3 hours. This will be determined by the Student Managers. Student team members are expected to sign in, show their Student ID at the checker stand every time they choose to eat at any Dining Center. Student team members are only allotted one meal per meal period. Meal periods vary at each Dining Center. The meal compensations for each position are as follows.

<table>
<thead>
<tr>
<th>Position</th>
<th>Meal Compensation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Associate/ Student Baker/ Student Cook</td>
<td>Shift Meal</td>
</tr>
<tr>
<td>Student Supervisor in Training</td>
<td>Shift Meal</td>
</tr>
<tr>
<td>Student Supervisor</td>
<td>10 meals per week</td>
</tr>
<tr>
<td>Production Supervisor- Baker/Cook, Admin/ Interns</td>
<td>10 meals per week</td>
</tr>
<tr>
<td>Student Manager in Training/ HR Coordinator in Training</td>
<td>10 meals per week</td>
</tr>
<tr>
<td>Student Manager/ HR Coordinator</td>
<td>15 meals per week</td>
</tr>
<tr>
<td>Student Coordinator in Training/ IT lead in Training</td>
<td>15 meals per week</td>
</tr>
<tr>
<td>Student Coordinator/ IT lead</td>
<td>15 meals per week</td>
</tr>
</tbody>
</table>

- Student Associates and Student Supervisors in training will be provided with a meal per shift. This meal must be consumed in the unit the student works in currently.
- **No shift meals can be taken to-go. All meals paid for by NDSU Dining MUST be eaten in the dining center.**
- **Meal plans provided by NDSU Dining are to only be used by the student employee (no friends, family, etc.) while employed by NDSU Dining.**

On campus housing mandatory meal plan exemption:

Second year students and up living in an on-campus hall may be exempt from a mandatory 5- or 7-day meal plan if they are a student supervisor or up receiving 10-15 meals per week as a part of their compensation from Dining. First year students must have a mandatory meal plan and must live on campus according to NDSU policies. If a first-year student is promoted anytime during their first year on campus, there may be a discount on their meal plan available. If you are a current SS or upon admin student living on campus an exemption request must be made before the first Friday of the semester. If a student supervisor or up steps down from their position, they will be assigned their previous “required” meal plan and it will be charged to their account (pro-rated). If you are a student associate in your second year or up, you will receive a meal per shift.

Job Reference

We will keep your work information on file so you can use your NDSU Dining experience on your resume, according to university policy.

Opportunities within NDSU Dining
**Student Coordinator**
The Student Coordinator is the leader of student employment for NDSU Dining. The Student Coordinator oversees the semester timeline and helps ensure student manager success in all units by working collaboratively with Dining leadership. This position will be required to return to campus early each fall and spring semester. This position requires you to work a minimum of 15 hours per week. This position requires a clear background check through NDSU HR.

**Student Coordinator in Training**
The Student Coordinator in Training is a training position that must be completed before becoming the student coordinator. This student would be in the position for 1 semester and will have the responsibilities of learning and demonstrating all facets, tasks, and responsibilities of the student coordinator position. This position will be required to return to campus early each fall and spring semester. This position requires you to work a minimum of 15 hours per week. This position requires a clear background check through NDSU HR.

**Human Resources Student Manager (HRSM)**
Upon hire and determined by the needs of NDSU Dining, HR Student Managers are placed within the Residence Dining Center, Union Dining Center/Retail, West Dining Center, Catering or Concessions. Student managers are required, but not limited to, the following responsibilities:
- Lead in hiring, training, scheduling, and development for all student team members.
- Collaborate closely with the unit’s manager, office administrators, as well as other leadership within Dining.
- Willing to move units when needed.
- Meet the minimum weekly hour expectation of 15 hours.
- This position will be required to return to campus early each fall and spring semester.
- This position is required to report to work on storm days/closures.
- This position requires a clear background check through NDSU HR.

**Human Resources Student Manager in Training (HRSMIT)**
This is a training position that must be completed before one becomes an HR Student Manager. These students will be in this position for 1 semester for their training, and will have the responsibilities of the following:
- Complete a checklist provided by the HR student manager /student coordinator.
- Attend progress meetings with student managers and full-time team members.
- Train under current student managers.
- Attend manager meetings.
- Work a minimum of 12 hours per week and pick up extra hours for training shifts as needed.
- Pass a practical and a written exam at the end of training.
- This position will be required to return to campus early each fall and spring semester.
- This position is required to report to work on storm days/closures.
- This position requires a clear background check through NDSU HR.

**Operations Student Manager (OSM)**
Upon hire and determined by the needs of NDSU Dining, OP Student Managers are placed within the Residence Dining Center, Union Dining Center/Retail, West Dining Center, Catering or Concessions. Student Managers are required, but not limited to, the following responsibilities:

- Lead and supervise student employees on the floor and in all the stations.
- Collaborate closely with the unit’s manager, office administrators, as well as other leadership within Dining.
- Willing to move units when needed.
- Meet the minimum weekly hour expectation of 15 hours.
- This position will be required to return to campus early each fall and spring semester.
- This position is required to report to work on storm days/closures.
- This position requires a clear background check through NDSU HR.

**Operations Student Manager in Training (OSMIT)**

This is a training position that must be completed before one becomes an operations student manager. These students will be in this position for 1 semester for their training, and will have the responsibilities of the following:

- Complete a checklist provided by the OP student manager/student coordinator.
- Attend progress meetings with student managers and full-time team members.
- Train under current student managers
- Attend manager meetings.
- Work a minimum of 12 hours per week and pick up extra hours for training shifts as needed.
- Pass a practical and a written exam at the end of training.
- This position will be required to return to campus early each fall and spring semester.
- This position is required to report to work on storm days/closures.
- This position requires a clear background check through NDSU HR.

**Student Supervisor**

All 3 Dining Centers, Retail locations, catering, coffee, and hire Student Supervisors. Student Supervisors are some of our most trusted student team members that go above and beyond in their efforts. Student Supervisors are required, but not limited to, the following responsibilities:

- Assist full-time team members train new student team members.
- Assist training SSIT’s to ensure their proficiency in all student supervisor tasks.
- Lead in various areas within dining.
- Help wherever extra help is necessary.
- Meet the minimum weekly hour expectation of 12 hours as well as meet additional expectations set by their unit.
- This position will be required to return to campus early each fall and spring semester.
- This position requires a clear background check through NDSU HR.

**Student Supervisor in Training (SSIT)**

This is a training program that must be completed before one is promoted to a Student Supervisor. These students will be in this position for the duration of their training until the student has proven proficiency and approval granted by the management team. This student will have the following responsibilities:

- Complete a checklist provided by the student manager.
• Attend progress meetings with student managers and full-time team members.
• Train under current Student Supervisors.
• Attending supervisor meetings.
• Pass a practical and a written exam at the end of training.
• This position will be required to return to campus early each fall and spring semester.
• Meet the minimum weekly hour expectation of 12 hours as well as meet additional expectations set by their unit.
• This position requires a clear background check through NDSU HR. A job offer will be given contingent on completion of the background check.

**Production Supervisor- Cook**
The Production Supervisor Cook position was created to lead teams of Student Cooks in the daily production functions of NDSU Dining. Production supervisors are required, but not limited to, the following responsibilities:
• Assist full-time team members train new student team members.
• Assist training PSIT’s to ensure their proficiency in all production supervisor tasks.
• Lead in various areas within dining.
• Help wherever extra help is necessary.
• Meet the minimum weekly hour expectation of 12 hours as well as meet additional expectations set by their unit.
• This position will be required to return to campus early each fall and spring semester.
• This position requires a clear background check through NDSU HR.

**Production Supervisor- Baker**
The Production Supervisor Baker position was created to lead teams of Student Bakers in the daily bakery and production functions of NDSU Dining. Production supervisors are required, but not limited to, the following responsibilities:
• Assist full-time team members train new student team members.
• Assist training PSIT’s to ensure their proficiency in all production supervisor tasks.
• Lead in various areas within dining.
• Help wherever extra help is necessary.
• Meet the minimum weekly hour expectation of 12 hours as well as meet additional expectations set by their unit.
• This position will be required to return to campus early each fall and spring semester.
• This position requires a clear background check through NDSU HR.

**Production Supervisor in Training- Baker/ Cook (PSIT)**
This is a training program that must be completed before one would be promoted to a Production Supervisor. These students will be in this position for 1 whole semester for their training and will have the responsibilities of the following:
• Complete a checklist provided by the student manager.
• Attend progress meetings with student managers and full-time team members.
• Train under current production supervisors.
• Attending supervisor meetings.
• Pass a practical and a written exam at the end of training.
• This position will be required to return to campus early each fall and spring semester.
• Meet the minimum weekly hour expectation of 12 hours as well as meet additional expectations set by their unit.
• This position requires a clear background check through NDSU HR. A job offer will be given contingent on completion of the background check.

**Office Assistant**
This student team member will be required to do various procedures that are common in an office environment. Office assistants are required, but not limited to, the following responsibilities:
• Answer the phones.
• Copying and faxing needs.
• Direct people to the right departments.
• Meet the minimum weekly hour expectation of 12 hours as well as meet additional expectations set by their unit.
• This position requires a clear background check through NDSU HR.

**IT Assistant**
The IT assistant will work closely with the IT Coordinator, Tim Schulz. They will work on various tasks and projects set by the IT Coordinator. IT assistants are required, but not limited to, the following responsibilities:
• Ability to maintain a fluctuating schedule.
• Exhibit an ability to learn or a previous knowledge in multiple programs.
• Meet the minimum weekly hour expectation of 12 hours as well as meet additional expectations set by their unit.
• This position requires a clear background check through NDSU HR.
• This position will have its own procedural handbook that will include things like the dress code.
• This position offers real life experience in an IT setting.

**IT Lead**
This advanced position within the IT Assistant team allows an existing IT Assistant to experience team leadership duties. The person will help lead and coordinate the student IT Assistant team, acting as a mentor to all student IT Assistants. IT Leads are required, but not limited to, the following responsibilities:
• Coordinate schedules and assignments.
• Be a team leader and have active communication with SC, SM, IT assistants, and IT coordinator.
• Lead sprint team meetings and coordinate team demos.
• Assist in managing and HR functions of the IT Assistant team.

**Nutrition Assistant**
The nutrition assistant will work on tasks and projects set by the Associate Directors of Dining and the Menu Management Coordinator. Nutrition assistants are required, but not limited to, the following responsibilities:
• Manage and update the food service management system and menus.
• Knowledge of allergens and food safety procedures.
• Basic math skills and recipe conversions.
• Proficiency in FoodPro, Microsoft excel, and Microsoft word.
• Ability to work in a kitchen, following proper procedures while baking and cooking.
• Meet the minimum weekly hour expectation of 12 hours as well as meet additional expectations set by their supervisor.
• This position requires a clear background check through NDSU HR.
• This position offers real life experience in a food service nutrition setting.

**Administrative Nutrition Assistant**
This advanced position with the nutrition team will work on tasks and projects set by the Associate Directors of Dining and the Menu Management Coordinator. They are required, but not limited to, the following responsibilities, on top of those listed under Nutrition Assistant:
Provide leadership to other students and interns, including the ability to train others as needed.

• Strong knowledge and understanding of allergens and food safety procedures, especially in the clean eats station.
• Strong knowledge of Clean Eats recipes and the ability to edit recipes as needed to strengthen and increase the quality of items being served.
• Create nutrition facts and educational materials as needed.

**Human Resources Coordinator in Training**
This is a training position that must be completed before one becomes an HR Coordinator. These students will be in this position for 1 semester for their training, and will have the responsibilities of the following:

• Complete a checklist provided by the HR Coordinator/Student Coordinator.
• Train under current HR Coordinator.
• Attend manager meetings.
• Work a minimum of 12 hours per week and pick up extra hours for training shifts as needed.
• Pass a practical and a written exam at the end of training.
• This position will be required to return to campus early each fall and spring semester.
• This position requires a clear background check through NDSU HR.

**Human Resources Coordinator**
The HR Coordinator will assist in the human resources responsibilities of NDSU dining. HR Coordinator are required, but not limited to, the following responsibilities:

• Conduct entire admin student hiring process with applicants to get them hired in dining.
• Write and update position descriptions across dining operations.
• Administer background checks for student employees.
• Develop checklists, tests, interview questions, new positions, and other documents for student positions.
• Assist the apartment in being government compliant with changing regulations.
• Work a minimum of 15 hours per week.
• This position will be required to return to campus early each fall and spring semester.
• This position requires a clear background check through NDSU HR.
**Student Cook**  
The Student Cook will assist the Full-Time cooks in preparing food across our dining centers. Student Cooks are placed in all units and are required, but not limited to, the following responsibilities:
- Help wherever extra help is necessary.
- Meet the minimum weekly hour expectation of 12 hours as well as meet additional expectations set by their unit.
- This position will be required to return to campus early each fall and spring semester.
- This position requires a clear background check through NDSU HR.

**Student Baker**  
The Student Baker will assist the Full-Time bakers in preparing bakery items for our dining centers. Student Bakers are placed in all units and are required, but not limited to, the following responsibilities:
- Help wherever extra help is necessary.
- Meet the minimum weekly hour expectation of 12 hours as well as meet additional expectations set by their unit.
- This position will be required to return to campus early each fall and spring semester.
- This position requires a clear background check through NDSU HR.

**Student Associate**  
This is the entry level of student positions. Student Associates are placed in all units and are required, but not limited to, the following responsibilities:
- Perform daily food service activities.
- Work with safety and sanitation in mind.
- Provide excellent customer service.

*All students will be required to pass a background check to work in retail or coffee locations.

**HR Intern:**  
The purpose of the human resources internship position is to assist in human resources responsibilities of NDSU dining, including full time, part time and student positions. The position allows a student to apply academic courses to the real world and learn about the functions of a human resources department. HR Interns are placed in the offices of RDC and are required, but not limited to, the following responsibilities:

- **Recruiting**
  - Post student employment jobs to Recruiting Solutions, CareerLink, and Qualtrics.
  - Sign dining up for recruiting events and career fairs.
  - Manage applicant tracking in Recruiting Solutions/Qualtrics.
  - Attend recruiting events and prepare materials for the events.
  - Conduct and schedule interviews.

- **Onboarding**
  - Conduct entire admin student hiring process with applicants to get them hired in dining.
- Send emails to applicants using the email templates in SharePoint.
- Schedule training and learning development events. Reserve rooms for events.
- Ensure all required training is being completed and utilize track training.
- Maintain the orientation slides and utilize W2W to schedule orientations.

**Human Resources Tasks**
- Write and update position descriptions across dining operations.
- Update handbooks for full-time, part-time, and student employees.
- Administer background checks for student employees.
- Update organization charts weekly.
- Track 101 forms on the tracking sheet.
- Develop checklists, tests, interview questions, new positions and other documents for student positions.
- Create internships where they fit within dining and get them approved for credit.
- Assist full-time with creating new hire files, printing new hire paperwork, sending campus mail to HR, position descriptions, performance reviews and letters.
- Assist the department in being government compliant with changing regulations.
- Prepare meeting agendas, schedule meetings in Outlook and Teams, and take notes at meetings.
- Perform Student Manager and Student Coordinator responsibilities as needed.
- Create documents and spreadsheets in word and excel.

**Accounting Intern:**
The Accounting Intern will assist the Dining Accounting Specialist and the Accounts Payable Clerk with various accounting activities. In this role, a student will develop accounting skills through hands on learning to enhance their academic experience. Accounting Interns are places in the offices of RDC and are required, but not limited to, the following responsibilities:

- **Data entry:** Enter daily sales information from micros into excel deposit worksheet, transfer credit card totals to credit card w/s for micros-freedom pay reconciliation
- **Prepare retail sales comparisons weekly/semester/annually**
- **Verify Signatures/dates and all other information on AP vouchers and prepare them for entry in proper system**
- **AP:** set vouchers to FoodPro invoices to pay, Pay Vouchers through FoodPro Menu Management
- **Assist AP Clerk in entering Other AP vouchers in P.S after approval.**
- **Prepare bookstore IDB’s for approval and submit to accounting**
- **AR:** enter all catering cash invoices into access database
- **Enter inter-department invoices to catering journal, make any correction to both the journal and invoices as necessary, email invoices to billed departments, scan and save supporting documents.**
- **Enter all catering and event invoices to access and transfer to CAS entry form to be submitted to CAS**
- **Email invoices to customer**
- **Confirm all invoices are billed-track missing UD#, RD#, and WD#s.**
- **Reconcile AR entries to PS postings**
- **Assist in month end reconciliations of all accounts and research discrepancies.**
• Analyze all fund accounts for irregularities in expenses and revenues. Provide explanations for unreasonable increases/decreases in revenues and expenses from year to year and Month to Month basis.
• Aid in revenue sales tax reconciliations to confirm all revenues are properly recorded to the proper funds.
• Aid in bi-annual cash audits in all dining areas

**Computer Science Intern:**
The purpose of this position is to develop various applications for use within dining. These applications range in purpose from task automation, mobile apps, database management. Computer Science Interns are places in the offices of RDC and are required, but not limited to, the following responsibilities:

- Conduct meetings with various members of Dining to determine and document requirements. This includes definition of scope of work.
- Work with various members of Dining to validate that the application being developed or enhanced meets the scope of work.
- Perform appropriate software development following good coding practices and Dining IT Standards.
- Test developed or enhanced software to ensure it accurately meets business requirements and appropriate “utilities” for the software component.
- Meet deadlines, manage time wisely, organize responsibilities accordingly.
- Check email often.
- Engage in communication.

**MIS Intern:**
This position is designed to allow students majoring in MIS to give a real-world application to what is learned in the applicable courses. The MIS intern will work as a team with the IT assistant to support all of Dining with Technology and Information needs. MIS Interns are places in the offices of RDC and are required, but not limited to, the following responsibilities:

- Helping with routine support of existing systems within Dining, includes Dining Centers, Retail, Catering and Concession operations.
- Asked to help activities from other aspects of the IT Assistants.
- Required to proactively communicate with team members to help in collaboration on work.
- Asked to provide team collaboration and feedback, helping the team to grow as a whole.
- Expected to be an active part of the weekly sprint model where the team defines goals for the next week. You will need to hold yourself accountable for your portion of the team goals, “responsible for completing your To-Dos while enabling the team to get To-Done”.

**Hospitality Intern:**
This person will work as a team to support catering operations and execute events. The person will work in Catering, BOH/production, and in the office doing administrative tasks. Hospitality interns are placed in all units and are required, but not limited to, the following responsibilities:

- Complete the prep work, set-up, maintenance, service, teardown, and clean-up to ensure smooth execution of service at day-to-day catering events.
• Assist with planning and execution of special events, assuring that staffing, food orders, equipment procurement and production requirements are met.
• Assures that strict attention is given to product quality, presentation, portion control and proper temperature maintenance for all food items being produced.
• Oversees the proper storage and labeling of leftover food items to ensure time-temperature control for food safety is being followed.
• Meeting with Customers to ensure that their order is correct and accurate for their event.
• Knowing the tasks that employees in your department perform and delegating when necessary.
• Take customer order requests.
• All other duties as assigned by your supervisor or management to maintain daily operation of the unit.

**Culinary Intern:**
This person will help in the kitchen with daily food service operations and completion of prep work, set-up, maintenance, teardown and clean-up to ensure smooth execution of service. Culinary interns are placed in all units and are required, but not limited to, the following responsibilities:
• Works with production staff on introduction to bakery, kitchen, and all workstations, learning prep and execution for both AM and PM service, catering, and special events.
• Prepares and cooks menu items to established quality standards. Ensure items are timely coordinated to ensure smooth execution at meal periods.
• Produces quality products with the use of time management by following standardized recipes.
• Ensures product quality, presentation, portion control and proper temperature maintenance for all food items being produced.
• Ensures presentation, portion control, and proper temperature maintenance for all food being produced.
• Develops an understanding of the menu management duties including: forecasting, service summaries, ordering, and inventory control.
• Assists with receiving and storing products.
• Ensures kitchen sanitation standards are met in designated areas and assists in maintaining cleanliness in kitchen and food storage areas.

**Marketing/Graphic Design Intern:**
The marketing student graphic designer works closely with the NDSU Dining and Residence Life marketing team. The student graphic designer uses their creativity to develop marketing content using Adobe Creative Suite programs. Marketing/Graphic Design interns are placed in West Bison court and are required, but not limited to, the following responsibilities:
• Develop and design visual content that resonates with prospective and current NDSU students.
• Create designs that effectively communicates a given message.
• Utilize Adobe Create Suite programs for concept development, layout and design.
• Create Social Media graphics, digital signage, posters, flyers, and website materials using Adobe Suite.
• Prepare specifications on projects for printers and/or vendors.
• Prepare materials for digital distribution channels.
• Maintain NDSU Dining and Residence Life brand consistency on all produced materials.
Marketing/Social Media Intern:
The Social Media Marketing Team Member works with the Dining and Residence Life marketing team. This position assists the marketing team in social media responsibilities including running the social media pages and developing content. Marketing/Social Media interns are placed in West Bison court and are required, but not limited to, the following responsibilities:

- **Facebook**
  - Strategize, develop, and schedule/post content that connects with our audience of the NDSU.
  - Dining & NDSU Res Life accounts.
  - Video, photography and post copy creation.

- **Instagram**
  - Strategize, develop, and schedule/post content to main news feed for each of our Instagram channels (@ndsudining & @ndsureslife).
  - Video, photography and copy creation.
  - Strategize, develop, and post content for our Instagram stories (both @ndsudining & @ndsureslife).
  - Video, photography and copy creation.
  - Update Instagram highlights on an ongoing basis.

IT Graduate Assistantship:
These applications range in purpose from task automation, mobile apps, database management. An ideal candidate will be familiar with application architecture, database design, and familiarity with languages such as Java, Swift, C#, and SQL. The position will work with the rest of the Dining IT team. IT Graduate Assistantships are placed in the offices of RDC and are required, but not limited to, the following responsibilities:

- Conduct meetings with various members of Dining to determine and document requirements. This includes definition of scope of work.
- Work with various members of Dining to validate that the application being developed or enhanced meets the scope of work.
- Help assign development activities to appropriate IT Assistants, guiding, coaching and mentoring so the team is delivering the best solution.
- Help set and ensure adherence to good coding practices and Dining IT Standards for all development work on the Dining IT team.
- Perform appropriate software development when needed.
- Test developed or enhance software to ensure it accurately meets business requirements and appropriate "utilities" for the software component.
- Meeting deadline / being organized.
- Checking email.
- Communication.

Nutrition Graduate Assistantship:
A focus of the Nutrition Assistant role is to give a real-world application to what is learned in the applicable courses as well as to challenge the student to learn new items as needed. Nutrition Graduate Assistantships are placed in all units and are required, but not limited to, the following responsibilities:
• Will work on tasks and projects set by the Associate Directors of Dining and the Menu Management Coordinator
• Manage and update the food service management system and menus
• Knowledge of allergens and food safety procedures
• Basic math skills and recipe conversions
• Proficiency in FoodPro and Microsoft Office 365
• Ability to work in a kitchen, following proper procedures while baking and cooking
• Meet the minimum weekly hour expectation of 12 hours as well as meet additional expectations set by their supervisor
• This position requires a clear background check through NDSU HR
• Allergy training or certification
• Safe handling of kitchen equipment, including sharp knives, grills, ovens, slicers, steamers, soup kettles, mixers
• Practice proper hand washing techniques for a minimum of 20 seconds whenever changing activity. If using disposable gloves, change them whenever changing activity
• This position offers real life experience in a food service nutrition setting

Returning Student Associate
Continued responsibilities of Student Associate, when you return to dining the following school year, you will receive a pay increase of 25 cents. This will occur each returning school year with a maximum pay increase to $12.75.

If interested in any of these positions, please contact a student manager for more information.

Dining also offers various internship positions including, but not limited to: Accounting, Marketing, Hospitality/Event Planning, IT and more. If you have interest in an internship opportunity, please reach out to Katie Tarter, Director of Dining for more information.

Resources & Additional Guidelines

Time Clocks
Time clocks will be located on computers or mounted on the wall at each dining location. Bring a student ID to clock in and out. Instructions on how to punch in and out will be provided at orientation and on computers.

Punch in only when ready to start work.
Misuse of the time clock can result in a warning, termination, or legal action if time theft is suspected.

Infraction Procedures
Failure to comply with NDSU Dining policies or NDSU’s Code of Student Conduct will result in disciplinary action. Disciplinary procedures are progressive and may come in the forms of verbal warning, written warning, or termination. The verbal warnings are worth 0.5 points and written warnings are worth 1 point, the number of points will be deemed by the supervisor of the individual.
receiving the infraction. If a team member receives 3 points within one school year, they will be terminated from employment at NDSU Dining and will not be eligible for rehire.

Verbal and/or written warnings will be decided by the in-unit student managers or full-time supervisors. These warnings will be noted in the student team member’s personnel record. This list is not comprehensive, and any other infraction deemed necessary by management may be noted at any time. These infractions may be noted by student managers, Student Supervisors, and/or full-time supervisors.

**Grounds for a Verbal Warning**
- Repetitive tardiness
- Lack of proper uniform
- Negative attitude and/or failure to cooperate with management, coworkers, or customers
- Repetitive poor job performance
- Violations of sanitation and safety practices
- Not providing a 3-hour notice for illness/emergencies
- Use of cell phone on the floor

**Grounds for a Written Warning**
- Abuse of NDSU Dining property
- Working outside of scheduled shifts without authorization
- The use of profanity or obscene gestures
- Insobriety – Willfully disobeying supervisors or managers
- Students exceeding their hourly restrictions for payroll purposes
- Not following the attendance policy: No-show
- Not following the substitute policy
- Not following the break policy
- Not following the meal policy
- Unauthorized eating or drinking at workstations

**Grounds for immediate dismissal/termination**
- Any combination (verbal or written) of warnings equal to or exceeding 3 points, the theft of services, products, or property from NDSU Dining, its team members, or customers.
- Any other infraction of work policies as deemed necessary by management.

**Termination will result in the student being placed on the NDSU Dining’s “Do Not Rehire” list.**

**Title IX Violations**
Title IX violations must be reported immediately to a manager or supervisor. Each level should report to the person above them.
Resignation
Situations arise where students may need to resign from their position. To do so, they must obtain, complete, and return the Resignation Form to a student manager in their unit. Resignation Forms can be obtained by notifying a student manager of the intent to resign. NDSU Dining requests at least a two-week notice of resignation.

Resignation with no rehire: Lack of proper notice and failure to work the full two weeks. Former team members in this category are ineligible to be rehired by NDSU Dining unless approved by higher management.

Resignation with rehire: Giving a two-week notice and working all assigned shifts during the full two weeks.

FERPA (Federal Education Rights and Privacy Act) Release
Student records are confidential, and access to those records is restricted according to the Family Education Rights and Privacy Act of 1974, as amended (FERPA). Before NDSU Dining can release any information to your prospective employers you must complete an online FERPA release. This will allow management to give references for you. To complete a FERPA release, see your supervisor.

Student Team Member Performance Reviews
Towards the end of each semester, we will be conducting student team member performance reviews. Full-time supervisor/team members will fill out an evaluation sheet for each student, and student manager(s) will present it and discuss it with the team member during dead-week and finals-week. Our goal is to provide student team members with useful feedback on their work to help them improve both their soft and hard skills.

Definitions
First year student definition:
For the 2022-2023 academic year, a first-year student is defined as an individual who receives a high school diploma in January 2022 or later. PSEO or Advanced Placement credits are not considered when determining first year status.
Appendix A: When-To-Work Documentation

What is When-to-Work?
When to Work is a computerized scheduling tool that lets us effectively and quickly schedule you within Dining while taking into consideration your needs such as school schedule, extracurricular activities, and time off. When to Work also offers a way to quickly check your schedule online or through the apple or android app.

How to Set Up When to Work Account
After getting hired at NDSU Dining, you will receive an email from When to Work with a link to set up your account. The email will include a temporary username and password which you will have to use to sign in the first time. As soon as you sign in, it will ask you to choose your own username and password.
You can choose any username and password you like. If you do not receive the email, please check your spam folders, or contact your student manager to resend the sign in instructions.

How to Check Your Schedule

After you claim your account, login to When to Work and you should see the following screen.

From here click on “My Schedule” in the center of the screen directly underneath your name.

There are a few things to note on this screen. Directly below your name there are four sections. My Schedule, Everyone’s Schedule, Tradeboard, Print. Under the My Schedule section you have the option to view your schedule by week, month, or upcoming. Please note that if you view the month or upcoming schedule it will only show what your managers have published and made available. Here is a guideline of when the 2022-2023 schedule should be available barring any unforeseen problems. Schedules should be published on the Publish Date at 1 PM.
If you want to view more details about a shift, click on it and you should have the following screen pop up.

![Shift Details Screen](image)

**Time Off vs Tradeboard**

When to Work offers two main ways to get time off. The first is to submit a time off request and the other to use the Tradeboard. A Time Off request should be submitted if the day you want off is during a week that has not been published yet. After submitting a time off request, you need to email or talk to your student manager in person. They will then work with you to either approve the time off, help you find someone to cover the shift, or give any other steps necessary to get the day off. For example, if I wanted February 14th off, I know from the table above that the schedule for February 14th will be posted on January 25th at 1PM. So up until that day I would submit a time off request and talk to my student manager. If I find out I need February 14th off after that date, I need to post the shift to the Tradeboard.

**How to Submit a Time Off Request**

Although “When to Work” offers a way to submit a time off request, we will not be using it. If you need days off that you know of ahead of time, please contact your student manager in person or through email. All the emails are listed at the end of this document.
How to Put a Shift on the Tradeboard
From the home screen click on “My Schedule.”

Next, find the shift that you are scheduled for and no longer want to work. Click on the shift, and a menu should open that looks like this:

Click on “Add shift to tradeboard” under the Info & Options section located at the bottom of the screen.
From here, select one of the three options and click add. The three options do the following:

Trade – This will post the shift to the trade board so that if someone takes your shift, you will be working one of their shifts. You will get yours covered but you will have to work a different shift.
Drop – This will post the shift to the trade board for someone else to pick up. They work your shift and that is that. You do not work a different shift; they just agree to work that shift for you.
Either – This will allow whoever wants to work your shift the option of just taking it or giving you one of their own shifts to work.

Please note: When you post a shift to the trade board, you are still responsible for the shift until someone picks it up and agrees to work at that period. All shifts on the trade board will need a manager’s approval before they go through. You will be notified of the status of your trade board post through the default notification preferences set on your account. By default, this is through email but if you added a phone number you might get it texted to you if you chose that option.

Calling in Sick
If you are sick and will not be coming into work that day, you need to post your shift to the trade board and then call your respective unit to notify them of your absence. You must do this three hour in advance and do this every day you are sick.

Phone Numbers:
RDC -------------- (701) 231-8316
UDC -------------- (701) 231-9518
Retail/Coffee----- (701) 231-9518
WDC -------------- (701) 231-7292
Catering ---------(701) 231-8125

How to Message Your Manager
The emails for all the managers are listed below. However, if you want to contact them or anyone else within dining through When to Work you can do the following:
Go to the home screen in When to Work and click on “messaging.”

From here, click on “Write” on the left-hand side of the screen.

Next, you can select who you want to send a message to (all managers are listed at the top and are labeled as such), type a subject and a message and click send.

**Who to Contact if you Have Questions or Need Help**
If you need help with anything regarding your schedule or time off, contact your student manager either by email or through When to Work. If you need help with tech related issues such as not being able to log into when to work, forgetting your password, or if you would like to get help in linking your phone number to When to Work to get text alerts instead of email alerts, then contact a member of the IT Team.

**Student Managers for Scheduling Help:**
- UDC student managers: ndsu.dining.udc@ndsu.edu
- RDC student managers: ndsu.dining.rdc@ndsu.edu
- WDC student managers: ndsu.dining.wdc@ndsu.edu
- Catering: ndsu.catering@ndsu.edu

**IT Team for When to Work Help:**
- NDSU Dining IT email at: ndsu.dining.it@ndsu.edu
Appendix B: NDSU Policy 164

North Dakota State University
Policy Manual

SECTION 164
EMERGENCY PROCEDURES

SOURCE: NDSU President

The purpose of the following emergency procedures is to provide for an immediate and orderly response to situations so the well-being of faculty, staff, students, and visitors will be assured.

1. EMERGENCY SERVICES

1.1 Ambulances/Fire/Police/Sheriff: 911
When dialing, remain on the line, give location, and describe problem.

1.2 Team members should become familiar with evacuation procedures and guidelines in the "Personal Safety & Security on the NDSU Campus" handbook.

1.3 The Communication Call Center will serve as an Emergency Control Center in the event of campus emergencies.

2. SEVERE WEATHER / NATURAL DISASTER

2.1 During periods of severe weather, one of the following three statements will be made through area media by the University and, when necessary, by department heads:
➢ The University will be in full operation.
➢ Classes are to be canceled.
➢ The University is closed. Team members who are unable to report to work when the University remains open during inclement weather shall notify their supervisor at the beginning of their workday and take annual leave or leave without pay.

1.3 When classes are simply canceled, all personnel will be on regular duty even though classes are not held.

1.4 Only "key team members" may be required to work during the period when the institution is officially closed. All other team members will be granted leave with pay for hours which they would normally work during the storm period. "Key team members" shall be designated in writing by each department. During an emergency, the department head may authorize other regular team members to work as "key team members."

1.5 Upon reopening of the University, regular policies and procedures will be in effect.
3. TORNADO

3.1 When the threat of a tornado is imminent, the city/campus emergency sirens will be activated.
3.2 Stay calm and seek an area of safety immediately and monitor local weather announcements if possible.
3.3 If you are outside, seek shelter in a nearby sturdy building if time permits, or lie flat in a ditch or low-lying area.

3.4 If you are inside a building, seek shelter immediately in the lower level or interior hallway or room of the building, get under something sturdy, stay away from outside windows and walls, and assume a crouched position with arms over your head.

3.5 If you are in a vehicle in the immediate path of the tornado, get out immediately and seek an area of safety if time permits, or if unable to leave the vehicle, ensure the lap/shoulder belt is on, and cover your head with your arms and/or any other protective items available to you such as coats, blankets, or cushions.

3.6 Remain in an area of safety until all clear has been provided by the weather announcements or other emergency authorities.

4. CHEMICAL/RADIATION ACCIDENT

4.1 In the event of a serious chemical or radiation spill or accident, call 911, or report the circumstances to the Safety Office, 231-7759.

4.2 Be prepared to give specifics (e.g., chemical/radioactive material, building name, room number, person[s] injured, etc.)

4.3 If necessary, evacuate the building by activating the fire alarm. Refer to building evacuation instructions posted in the building.

5. BOMB THREAT
If you need information regarding a bomb threat, please contact the University Police (701-231-8998).

6. FIRE REPORTING AND BUILDING EVACUATION PROCEDURES

6.1 Know how to activate the fire alarm system and sound the nearest alarm in the building.

6.2 Alert the Fire Department at 911 from the nearest telephone from which you can safely call. Provide them with the following information.

➢ Your name (calling from NDSU)
➢ Location of the fire (building name, room #)
➢ Extent of the fire
➢ If applicable, indicate that someone will be at a specific entrance to the building to give directions.

6.3 Calmly alert people in the building and evacuate the building by following the EXIT signs. **DO NOT USE THE ELEVATORS.** When a fire alarm is activated, **ALL PERSONS MUST EVACUATE THE BUILDING IMMEDIATELY!**
6.4 Once an alarm has been activated and immediate attention has been given by emergency personnel to the safety of others, and if it is safe to do so, close corridors, windows, doors, and stairwells to prevent the spread of fire and smoke.

6.5 Remain outside of the building at a safe distance.

6.6 Meet police or fire personnel upon their arrival to direct them to the fire.

6.7 Emergency fire systems, such as fire extinguishers and fire alarms, must be always in a state of readiness. It is a criminal offense to tamper with firefighting equipment or to sound a false alarm. In instances where the fire alarm is utilized to evacuate buildings as in the case of a bomb threat, the alarm is to be activated only upon authorization of the main administrative office in the building.

I have read and agree to abide by the contents and policies of the NDSU Dining Student Team Member manual.

__________________________________________  __________________________
Student Team Member Signature & Date

__________________________________________  __________________________
Supervisor Signature & Date