

# BUDS

## **Brown Dining Services Student Worker Handbook**

(revised 2/2009)

# BUDS

**Barus & Holley (B&H) Café 863-9658**

**Friedman Cafe 863-9611**

**Rock Café 863-9616**

**Campus Market 863-9341**

**Blue Room 863-3028**

**The Gate 863-3040**

**The Ivy Room 863-3602**

**Josiah's 863-3947**

**Verney-Woolley (V-W) 863-3958**

**Ratty Main Dining Room 863-3601**

**Ratty Kitchen 863-2714**

**Ratty Bake Shop 863-3714**

**Catering Prep 863-3054**

**Student Management Office 863-3603**

**Dining Services Administrative Office 863-3343**

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## Welcome to BuDS!

The BuDS Student Management Team welcomes you to Brown Dining Services, one of Brown University's largest student employers. From the supervisors to the student general manager, the student management team looks forward to working with you.

This handbook is designed to help you understand all that BuDS offers you as a student employee as well as our organization's employment policies.

Please read through this booklet carefully and feel free to address any questions that you may have to your student supervisor or anyone in the Student Management Office. The SMO is located downstairs in the Ratty across from the Ivy Room and is the headquarters of the student-managed sector of BuDS. Please feel free to stop by. Office hours are set each semester and are posted on the office door, available online at [brown.edu/food](http://brown.edu/food) and [brown.edu/brownberry](http://brown.edu/brownberry), and recorded on our voice mail. You can contact us by phone at **863-3603** or by email at **BuDS@brown.edu**.

## Dining Services and Student Management

The student management team was created in 1972 in an effort to give students more input within the student employment sector of Brown Dining Services (BDS). BDS directors believed that students would better understand what was reasonable to expect of a student worker. The main goal was for student workers to have more involvement and control over their work environment.

The result is an organization that is sensitive to your needs as a student worker. Our policies and benefits are constantly evolving to accommodate the changing needs of student employees. BuDS offers the most flexible scheduling of any campus employer with the widest variety of work positions available. In addition to flexibility and a competitive pay structure (see pg. 7), we strive to offer benefits that particularly appeal to students. All workers receive a free mug when they sign up, and when it bears the provided BuDS decal, can use it for free dispensed drinks in any of our units.

Student management operates under a philosophy of fairness, practicality, and progress. A great amount of care and effort goes into problem solving and policy development. We believe in making things better while keeping both student and professional perspectives in mind. Though students make up just one segment of the dining services workforce, we work hard to keep your wants and needs heard and for them to inform policy decisions.

## The Units

### Dining Centers

Affectionately known as the Ratty, the **Sharpe Refectory** is arguably the social center of campus, serving over 1500 students per meal. Because of its size and varied functions, the Ratty offers a wide variety of positions. Workers are responsible for a wide variety of tasks from serving meals to fellow students and friends, to baking brownies and cookies in the bakeshop, staffing the linen room or even slicing and dicing vegetables in the kitchen. The Ratty has shifts which begin as early as 6 am and end as late as 8:30pm, including all the hours in between. Workers can choose to work as few as two hours or as many as nine hours on a single shift.

Located on the Pembroke Campus, **Verney-Woolley** (better known as the "V-Dub") is the smaller of Brown's two dining centers. Renovated in the summer of 2002, this unit is considered the ultimate in board dining experiences. The V-Dub is open Monday through Friday for breakfast, lunch, and dinner. These cashier shifts are somewhat laid-back.

### Catering Prep

If you are interested in a behind-the-scenes look at a Catering function set-up, then **Catering Prep** is for you. Workers gather the necessary equipment, food, and beverages, and help coordinate the distribution of these materials to their functions. This unit is open seven days a week, and shifts are available starting at 6:30am.

### Retail Operations

The **Ivy Room** is our vegetarian snack bar and is located downstairs in the Ratty. Renovated in the summer of 2005, this unit offers omelets, pizzas, smoothies, burritos, and falafel. Open Sunday-Thursday nights, the Ivy Room offers evening and late shifts. Workers have a wide variety of responsibilities including making pizzas, assembling falafel wraps, and manning the burrito bar.

Named after Brown's infamous Professor Josiah Carberry, **Josiah's** is Brown's largest snack bar. Located in the middle of the Vartan Gregorian Quad, Jo's offers wraps, bakery specialties, a variety of grill items, salads, and quesadillas. BuDS students ring sales, work alongside Johnson and Wales students staffing the food stations, and staff Lil' Jo's.

Famous for its specialty pizza, calzones, deli sandwiches, and panini, **the Gate** is a relaxed eatery on Pembroke Campus. Open seven days a week, day and evening shifts are available to fit any schedule. Student workers toss pizzas, make sandwiches, and ring sales.

Located in Faunce House on the Main Green, the **Blue Room** is a busy gourmet coffee bar and deli frequented by professors, university staff, and students alike. Workers are responsible for brewing coffee, baking cookies and muffins and serving up delicious soups and sandwiches.

Downstairs from the Blue Room, the **Campus Market** is Brown's very own mini-mart. Working at the Campus Market gives workers retail and cash register experience, making its numerous shifts highly popular with student workers. Cashier shifts are available seven days a week.

The **Café Carts** offer coffee, muffins, bagels, deli sandwiches and other snacks seven days a week from early morning until late evening. Cashier/worker positions are available in the Rockefeller Library, Barus & Holley, and at the Friedman Study Center in the Sciences Library. Employees are responsible for ringing up sales as well as making coffee and restocking snacks. Because of the unsupervised nature of the shifts, only experienced BuDS workers (i.e. workers who have worked for BuDS for at least one semester) can own shifts at the B&H and Rock carts. And because these shifts are recognized as being some of BuDS' most desirable, there is a standing policy that a worker can not work solely at the B&H and Rock carts. They must own at least one other shift in another unit.

## **The SMO**

The Student Management Office is located downstairs in the Ratty across from the Ivy Room. The student staffers are there to assist BuDS workers with paperwork, scheduling, and payroll issues. This is where you will go to drop or add shifts during the semester, and to get any questions answered.

## **Hours per Week**

All BuDS employees, including workers, supervisors and SMO staff, are required to work a minimum of 8 hours per week. These hours do not have to be worked in the same unit and can be composed of as many or as few shifts as necessary to meet the requirement. Exceptions are sometimes granted for unusual circumstances, but are at the discretion of the General Manager and should be sought before an employee drops below the 8-hour minimum.

Anyone who wishes to be scheduled for more than 20 hours per week must seek the permission of the General Manager, and BuDS reserves the right to reject such requests. No employee is ever permitted to work more than 40 hours in any given week (Sunday to Saturday). It is the employee's responsibility to keep track of hours worked in any given week to ensure compliance with this policy. Failure to do so can result in a warning. (An explanation of the warnings system appears in the "Job Feedback" section on page 20)

## **Pay Structure and Raises**

### **Timekeeping**

In order to get paid, you must swipe in and out of Kronos, our electronic timekeeping system, using your Brown student I.D. every time you work.

To swipe in: As soon as your shift begins, go to the Kronos machine in your unit, PUSH the BLUE BUTTON next to the unit where you're working, then swipe your card through the machine.

To swipe out: As soon as your shift ends, go to the Kronos machine in your unit, and SWIPE your card through the machine. DO NOT press the blue button when you are leaving.

Your supervisor will be able to help you with this on your first shift. Any missed punches or problems with the time clock must be reported to a shift supervisor and noted on an exception report to ensure proper payment at the end of the pay period. Failure to swipe in or out properly may cause an error in the processing of your paycheck. Repeated failure to swipe may result in a warning. Additionally, swiping in before the scheduled start of your shift or after the scheduled end of your shift without the approval of your supervisor may result in a warning.

## Payroll

Brown student payroll operates on a bimonthly basis. Pay periods end at the end of business on the 15<sup>th</sup> and the last day of every month. Paychecks are placed in campus mailboxes, usually on the 9<sup>th</sup> and 24<sup>th</sup>. Pay dates are sometimes adjusted in conjunction with weekends or University holidays. Specific pay dates for the current semester can be found on the Payroll Office website at [www.brown.edu/Administration/Controllers\\_Office/payroll/deadline.html](http://www.brown.edu/Administration/Controllers_Office/payroll/deadline.html)

The Payroll Office offers Direct Deposit services to student employees. For more information, and to sign up for this service, please go to the Payroll Office Window located in the Brown Office Building above the Brown Bookstore on the second floor.

In the summer of 2008, BuDS developed a new pay scale for its employees. This pay scale is easier to understand and track, more equitable, and easier to administer than the previous one. This new system bases your pay rate on the number of semesters you've been with BuDS (your semester level is the semester that you are entering this semester. For instance, if you signed up in Spring '08, you are considered a semester 2 worker in Fall '08.), and involves 4 tiers:

Semester with BuDS	Pay Rate
1,2	\$8.25
3,4	\$8.50
5,6	\$8.75
7,8	\$9.00

In addition to your hourly pay rate, every worker will be eligible for a series of bonuses, up to an extra \$50/semester (or \$100/year). For someone working an average amount of 8 hours/week, this is equal to an extra \$.42/hr. In this way, we hope to maintain a fair level of base pay for all, while rewarding our workers who go above and beyond. We are also pleased to announce that we will continue to reward our late night workers and supervisors by offering a pay differential of \$.50/hour for all late shifts (defined as shifts ending after 2:00 am) worked. Because this is a transitional year, we will not be awarding raises mid-year. The next raises will be given in Fall '09. Supervisors who have worked for BuDS between 1-4 semesters will earn \$1.50/hr on top of their worker rate whenever they supervise. Supervisors who have worked for BuDS for over 5 semesters will earn \$1.75/hr on top of their worker rate.

## **Bonuses**

The first bonus available to workers is for subbing, and has two tiers, \$10 and \$25. In order to earn the first tier, the worker must sub 5 shifts, and the requirement for the second tier is 10 or more shifts. Workers should pick up the sub requests on Brownberry, or let their unit manager know when they are subbing a shift.

The second bonus for workers is an attendance bonus, and is worth \$25. In order to earn this bonus, a worker must show up to all of his/her shifts or get a qualified sub (as defined in the "Absences & Subbing Policy" on page 16) for the entire semester. The worker must also work a total of 88 hours for the semester, which is an average of 8 hours per week, not including critical period and shopping period.

Workers can earn one or both of these bonuses each semester. The bonus will be added onto the last paycheck issued for the semester. If you ever want to know where you stand for either bonus, email [BuDS@Brown.edu](mailto:BuDS@Brown.edu) or stop into the SMO. Receipt of a formal warning voids all eligibility for bonuses, unless the warning is redeemed. One can redeem a formal warning by subbing 10 needy hours, approved by the unit manager. These hours will not count towards the subbing bonus.

Supervisors are also eligible for the subbing bonus, but not for the attendance bonus. Instead, supervisors will be eligible for a supervisor bonus worth \$25, that will be based on their supervisor evaluation and continued improvement throughout the semester.

## **Pay Raises**

In order to qualify for a pay raise as defined in the pay scale table on page 8, a worker must reapply at the end of every semester by the deadline set by the General Manager, including those for which they will be abroad. Workers must pick up shifts within the first two weeks of the semester in order to retain any previously earned raises.

We encourage all of our students to keep track of their hours each pay period to be sure that the paychecks issued are correct. Any questions or concerns about pay rates or paychecks should be directed to the SMO.

## **Brownberry**

BrownBerry is a web-based application designed specifically for BuDS employees. Its main purpose is to serve as an easy-to-use tool which manages the various details of your BuDS employment. Log on at [www.brown.edu/brownberry](http://www.brown.edu/brownberry).

### With BrownBerry you can:

- Check the times/days of your shifts
- Get unit updates posted by your UM
- Post & View Sub Requests
- View open shifts

To start using BrownBerry, you will need to wait a week after you've signed up to work. Then, log in using your Brown username and password. You must log onto Brownberry at least once every 48 hours to check for announcements from your Unit Managers, and sub requests. If you are having problems logging on, please email [BuDS@Brown.edu](mailto:BuDS@Brown.edu).

### System requirements:

- an Internet connection
- a Web Browser (Mac Users: Safari 2.0, PC Users: Firefox 2.0)

### Viewing Open Shifts

By clicking on the "My Shifts" link on the left (or the "Shifts" button at the top-right of the screen) you can then choose to "View Open Shifts." This will produce a list of all the shifts currently available. You can use the "Next" and "Previous" links to move back and forth between pages. If you click on the shift time for any of the shifts, you will be brought to a more detailed description of the shift. This will also allow you to see who else is currently on the shift. For instructions on how to sign up for open shifts, see "Adding and Dropping Shifts" below.

### Making Sub Requests

To make a sub request, click on "Sub Requests" in the left navigation window. You will be brought to a screen where you can choose to view sub requests for one of your units, or make a sub request of your own. By clicking "Request a Sub," you'll be brought to a screen where you can select the shift for which you need a sub. You must specify the date, and can provide an optional reason for why you need the sub. All the data is stored in the database and will be visible immediately to other BrownBerry users. BrownBerry will notify your supervisor about your planned absence, and will also notify you when someone has decided to sub your shift. If no one is willing to sub your shift, it remains your responsibility.

### Searching for Employees

By clicking the "Directory" button at the top-right of the screen, you'll be brought to a page where you can look up other BuDS employees. You can retrieve basic info such as telephone numbers and email addresses.

### "My Settings"

Here you can change your password and update personal information. Any updates made here are automatically populated throughout the rest of the system.

## **Adding and Dropping Shifts**

If you wish to add or drop a shift at any time during the semester, you must come by the SMO in person. We are unable to accept adds and drops via email or telephone. We are also unable to "hold" shifts for specific people. The SMO stops accepting requests to add or drop shifts for the current semester once reading period begins.

### **Dropping Shifts**

If you wish to drop a shift, besides dropping the shift in person at the SMO you must also notify your supervisor. You are responsible for a dropped shift for two weeks from the day of the dropped shift. If you are unable to work the shift throughout those two weeks, you are responsible for finding a qualified sub (see "Absences and Subbing Policy," page 19). Failure to cover a dropped shift will result in discipline up to and including termination.

The exception to this two-week requirement is at the beginning of the semester. If a shift is dropped before the first day of classes, you will not be responsible for working a two week notice. If a shift is dropped within the first 2 days of classes, you will only be responsible for the shift dropped if the shift begins within the next 24 hours. The last day to drop a shift for the semester is the last day of classes.

BuDS also requires a two week notice from anyone who wishes to drop all of their shifts. If you fail to cover your shifts in those two weeks, either by working them or finding a qualified sub, you will become ineligible for rehire for two full semesters.

## **Working with Others**

All BuDS workers are expected to be prompt, reliable, courteous, and efficient in performing their duties. Each worker is considered part of a team and should be helpful to fellow shift workers and their supervisors. Please be respectful of those around you and avoid any comments or actions that may be deemed offensive by your fellow workers.

If you are having a problem with a specific worker, supervisor, or professional, please bring the issue up with your supervisor, Unit Manager, or the General Manager. We are here to help and we want everyone to feel that his or her work environment is comfortable, safe, and friendly.

Brown Dining Services (BDS) and BuDS Student Management seeks to provide an environment that is free from sexual harassment and sexual assault. Such conduct seriously undermines the atmosphere of trust and respect that is essential to a healthy work environment. Workers who feel they are being harassed, or are uncertain as to whether what they are experiencing is sexual harassment/sexual assault, and/or would like information as to their options in dealing with sexual harassment/sexual assault are encouraged to talk with resource persons (supervisors, Unit Managers, General Manager, professionals, or University resources). For more information, please refer to the "Brown Dining Services Sexual Harassment Policy: A Reference for Student Workers" document received when hired (additional copies are available upon request in the SMO).

## **Customer Service**

As representatives of BuDS, your actions reflect upon Brown Dining, the professional staff, the student management team, and, most importantly, your fellow student workers.

All BuDS workers are expected to provide the highest degree of service possible. BuDS employees are expected to welcome customers to their unit and treat them with the respect and kindness you would expect to receive as a customer.

### **Expectations for BuDS student workers**

All student workers are expected to follow these guidelines in pursuit of providing the best customer service possible:

1. Timely acknowledgement of each customer
2. Warmly greeting the customer, either by a "hello" or a "can I help you?"
3. Giving the customer your full attention until you've completed preparing and/or transacting their order (i.e. not chatting with a friend or coworkers while you are serving a customer)
4. Pleasant and courteous service, preferably with a smile.
5. Eye contact
6. Thanking the customer

## **Homework Policy**

Starting this semester, there is a new homework policy at BuDS. This policy is categorized into two separate sections.

a) Homework is NOT permitted of:

- Blue Room workers/cashiers
- Catering Prep workers
- Kitchen/Bakery workers
- Ivy Room workers
- Josiah's workers
- Gate workers
- supervisors

b) The following categories of employees may have a single book, a single price of paper, a pen and a highlighter. You may NOT have more than one book, a notebook, or a calculator.

- Carts (Campus Market, Barus and Holley, Rock Cafe, and the Friedman Cafe) workers
- All other cashiers (Ivy Room, Gate, Josiah's, Little Jo's, V-W, utility cashiers)

In all units, the use of laptops, mp3 players, I-Pods, cell phones, or any electronic device is strictly prohibited.

All aspects of this new homework policy will be strictly enforced and violations will result in warnings. The first policy offense will result in a verbal warning and the second offense will result in a formal warning.

## **Workplace Regulations**

The state of Rhode Island Department of Health requires all RI licensed food establishments – including all Brown dining operations - to enforce a number of standards and guidelines for the purpose of maintaining the health and safety of the community. Many BuDS policies reflect state health requirements as defined by the RI Food Code.

### **Dress Requirements and Personal Hygiene**

While BuDS does not have a specific uniform, we do have a worker dress code. If any clothing is deemed inappropriate, the employee will be required to return home to change into something more suitable. Continued failure to comply with our dress code will result in a warning. (Note: A “food employee” is the general term used to describe a worker who is directly involved in the preparation and/or service of food.)

- All workers must wear clean outer clothing, including a shirt and either pants or a long skirt.
- All food employees must wear a BuDS-issued hat, paper hat or hairnet throughout their shift. A BuDS hat is provided free of charge to new workers. A clean apron is also required in most areas, and will be provided at each shift.
- Food employees must wear an effective hair restraint at all times. This means long hair must be tied back as well as tucked under a hat or hairnet.
- Food employees may not have a beard longer than 1/4 inch or the employee must wear a beard guard.
- Clogs, open-toed shoes, open-heeled shoes, sandals, and high-heeled shoes are not permitted of any worker. A comfortable shoe with good support is recommended. Socks must also be worn while working.

- Shorts, short skirts, and sleeveless garments are also not permitted. Skirts must come below the knee and stockings must also be worn.
- Food employees are prohibited from wearing jewelry – including watches and bracelets – on the hands or arms, with the exception of a plain ring such as a wedding ring
- All workers must present a neat and clean appearance.
- Fingernails must be trimmed and clean and, if you are preparing or serving food, free of nail polish.

## **Health and Safety Requirements**

- Hands must be thoroughly washed before starting work as well as after handling raw foods, smoking, using the restroom, using a handkerchief, and touching skin or hair.
- Food employees are required to report to their manager or supervisor any known illnesses or symptoms as specified in the RI Employee Illness Reporting Agreement. Managers and supervisors will restrict food employees who experience excessive sneezing, coughing or runny nose, eyes or mouth from working with exposed food or equipment.
- The correct procedure for thoroughly washing hands requires scrubbing lathered hands for at least 10-15 seconds.
- Disposable gloves, which are provided, are required while serving or handling exposed food.
- Workers must thoroughly wash hands before putting on gloves to work with food.
- Workers must change gloves every time a task is changed while on shift and minimally every 5-10 minutes.
- Avoid touching skin, hair, and clothing (including aprons) while working with food. If you contact these while wearing gloves, change your gloves immediately.
- Do not lean or sit on food preparation tables or equipment. This is a violation of RI state health regulations.
- A clean and orderly work area is essential to reduce workplace hazards. All injuries must be reported to the shift supervisor. Public Safety can be reached at x34111, and EMT's from Health Services will respond to all medical emergencies.

- For safety and liability reasons, employees reporting to work under the influence of or in possession of drugs or alcohol will be sent home. They will also be subject to warning and/or termination.

### **Other Workplace Rules**

- You are required to bring a functioning Brown ID card to every shift. This is necessary for you to sign in and out of work.
- Do not leave your assigned workstation unattended. Ask your student supervisor if you need to leave your station for any reason.
- Smoking is permitted during approved breaks only. Employees must wash their hands thoroughly after smoking and before returning to their work station.
- Both eating and chewing gum in customer contact or food preparation areas are strictly prohibited .
- Beverages consumed on shift must be stored in a container with a lid and straw so as not to contaminate food or equipment.
- Books, handbags, and any other personal items should be left in designated areas. Since, in most cases, these areas are not constantly watched, it is recommended that you refrain from bringing valuable non-essentials. BuDS is not responsible for lost or stolen items.

### **Alcohol and Other Drugs**

All BuDS workers are expected to arrive to work free from the influence of drugs or alcohol. Anyone found to be using, under the influence of, or in possession of drugs or alcohol while on shift will be sent home immediately. The person will receive an automatic formal warning and may be required to attend an education session at Health Services, or the equivalent, as determined by Health Services and/or the Student Management. Violation of this policy may also be grounds for immediate termination at the discretion of the General Manager. The presence of alcohol or drugs in any of our units is a severe safety concern, which puts you and your co-workers at risk. Any violation of this policy will be handled with the utmost seriousness.

### **Breaks and Meals**

## **Break Policy**

Working a shift of at least five consecutive hours entitles a student worker to a fifteen minute unpaid break, to be taken at the shift supervisor's discretion. Supervisors are not required to grant breaks to workers on shifts shorter than five hours, but they may. Student workers are required to swipe out at the beginning of their break and swipe back in when they return from break.

## **Meal Policy**

The goal of this policy is to ensure that our employees do not have go without food for prolonged periods of time due to their work obligations. A specific set of regulations is detailed for each unit, as this goal will be achieved differently in each unit. **Please see your supervisor or manager for details of your unit's specific guidelines.**

Student supervisors (and floor managers at Josiah's) are responsible for maintaining and signing off on meal log sheets after each shift. UMs will be responsible for picking up meal log sheets each week and enforcing the proper implementation of the meal policy.

Food may only be consumed right before the scheduled shift time, on an approved break, or right after the scheduled shift time. It is recommended that workers on shifts of all lengths take their meals immediately prior to punching in at the beginning of the shift, or immediately after punching out after the shift. Workers are not prohibited from eating during their approved unpaid breaks, however they must be prepared to resume work precisely fifteen minutes from the start of their break, or sooner if their supervisor requires their assistance.

**No food may be taken or eaten off of the premises unless it was paid for and is accompanied by a receipt.**

## **BuDS Student Free Drink Policy**

All BuDS employees are entitled to free dispensed drinks in Dining Services retail units while both on- and off-duty. Employees are given a mug sticker at the beginning of each semester which must be adhered to a reusable mug or Brown ID in order for workers to obtain free drinks. There will be **no exceptions** to this rule. Cashiers allowing

BuDS workers to obtain free drinks without BOTH a current mug sticker and a mug will receive a warning.

If you are only obtaining a free drink, please remember that you still must to proceed to the cashier station and show the cashier your sticker in order to obtain your drink for free.

The following drinks are **not included** in the free drinks policy for BuDS and you will be charged accordingly:

- Smoothies
- Cappuccinos
- Lattes
- Espressos
- Bottled Beverages

## **Tardiness**

It is essential that all employees arrive on time to their shifts. We understand that things come up every now and then, but everyone must make an effort to be punctual and reliable. Repeated and avoidable tardiness to a shift, even if it is only 5 or 10 minutes, may result in a verbal warning. Furthermore, anyone who is over 20 minutes late to a shift may be subject to a formal warning.

## **Absences and Subbing Policy**

Whenever your unit is operational, you are required to work your scheduled shifts or send a qualified substitute. "Qualified" means any current BuDS worker officially trained for the specific position. For example, a Josiah's worker cannot be a substitute for a Gate worker if s/he has never or not recently worked at The Gate. Failure to fulfill this requirement will result in a Formal Warning. **You are responsible for ensuring your shift is covered—it is not the supervisor's or Unit Manager's responsibility to find you a sub.**

To find a sub:

- 1) Post your sub request on Brownberry as soon as you know you will need one.
- 2) You will receive an email from Brownberry alerting you when another worker agrees to sub your shift.
- 3) If you are unable to find a sub within 72 hours of your shift through Brownberry, contact your Unit Manager for

a list of names (email addresses) and phone numbers you can use to find someone to cover your shift.

If you are going to miss a shift you must also give your supervisor the name of your substitute **at least 24 hours before the shift**. After this notification, the substitute is responsible for the shift. The "24 hour rule" may be waived in serious cases such as injury, illness, or other emergencies, but the supervisor and/or Unit Manager must be notified as soon as possible.

If you must miss a shift unexpectedly for a health-related reason, you should notify your supervisor and, when appropriate, the professional manager who oversees your unit as far in advance as possible. You must also obtain a written excuse from Health Services and give it to your supervisor or Unit Manager as soon as possible.

You are required to work through the end of the semester, including exam periods. You are also responsible for your shifts on all holidays and long weekends when Dining Services' is in operation, in the days leading up to breaks (such as Spring Break), and immediately following breaks. Refer questions about Dining Services' operating schedule to your Unit Manager.

If you decide to stop working before the end of a semester, the two week notice rule applies (see Adding and Dropping Shifts pg. 11), and you give up any pay raises earned. If you decide to resume employment, your payrate will revert to the starting rate.

## **Critical Period**

Critical Period refers to the timeframe between when classes end (or the start of reading period) and the end of final exam period. You are responsible for your shifts through the end of the semester and until 24 hours after your last academic commitment. Your "last academic commitment" is the start of your last final exam or the due date of your last final paper or project. Supervisors are responsible for their shifts through the last day of finals. If the time of an examination directly conflicts with a shift, you must notify your Unit Manager before Critical Period begins or by the deadline s/he requests. During Critical Period), **a single unexcused absence can result in termination or loss of all pay raises.**

It is easy to find a sub during Critical Period if you start early. You should begin by consulting the sub list, a list of current worker phone numbers and email addresses, which is distributed several times during the semester and is available in the SMO. Begin by calling or emailing student workers and supervisors from your unit. Your

supervisors and Unit Managers may also know of students looking for extra hours.

Once you find a sub, contact your supervisor at least 24 hours in advance with the name and the phone number of your sub. Please remember that if you sub for others, they will be more likely to sub for you.

## **Job Feedback**

Student workers will receive notice of all job feedback via email from Brownberry at the time the data is entered into the database.

### **Commendations**

Student management gives written commendations to student workers who go above and beyond the standards of work performance. The student worker will receive notification of the commendation and it will be placed in his or her file.

### **Employee of the Month**

Once a month, each Unit Manager awards an Employee of the Month award based on the recommendations of the student supervisors. Each employee of the month will receive a certificate and a gift for their hard work.

### **Warnings**

There are two types of warnings given to workers as notification of unsatisfactory performance. Workers are given both a verbal and written notification of all warnings, and a record of the warning is placed in his or her file.

**Verbal warnings** are given for general unsatisfactory work performance, poor attitude, bad customer service, or arriving late to work. Three verbal warnings are equivalent to one formal warning.

**Formal warnings** are given for failure to report to a shift or send a qualified sub, arriving to a shift extremely late, chronic unsatisfactory job performance, or extremely inappropriate behavior in the workplace. A formal warning results in the loss of bonus eligibility

Under certain conditions, a student worker may be able to redeem a formal warning by working ten extra hours on a needy shift specified by the unit manager. Upon completing redemption requirements, the student will have bonus eligibility reinstated. Additionally, the redemption will be noted in the student's file. For more information, please contact the SMO.

## Termination

If a student worker receives two formal warnings within a consecutive twelve month period, s/he may be terminated. The worker is terminated for the remainder of the semester. Further, the worker is ineligible for **any** BuDS position, including group staffing and commencement work, for at least two semesters following termination. It is left to the discretion of Student Management to determine if the worker may eventually return to BuDS. In this event, the worker will resume employment at starting pay rate.

## Policy Violations

Brown Dining Services has expectations of its customers – referred to as policies - consistent with Brown’s Standards of Student Conduct. (To view, visit [http://www.brown.edu/Student\\_Services/Food\\_Services/about/policies.php](http://www.brown.edu/Student_Services/Food_Services/about/policies.php).) If a student worker uses his or her position as a BuDS worker to commit or assist others in committing a policy violation, it may be grounds for termination. The following are examples of policy violations:

- Giving free food to any customer at a retail unit or not charging a customer the full sale price for all items obtained at a retail unit.
- Taking food from the workplace without paying for it
- Allowing someone to enter a dining hall without paying or using his/her ID
- Allowing a student to use another student’s ID

## Communication

The Student Management Team is constantly working to meet the changing needs and requests of our student workforce. We depend on our student workers to keep us up to speed on what needs improvement. Therefore, we strongly encourage your feedback and suggestions. Our **worker survey** is designed to provide you an easily accessible method of offering anonymous feedback. You will receive notification of this survey on Brownberry each semester. We also value any feedback you provide us throughout the semester, which can be provided in person, via email, phone, or Brownberry message at the SMO.

If you experience any problems with your BuDS position, please talk to us. You should feel free to speak with your student supervisor or Unit Manager at any time, or to contact the student General Manager if you would feel more comfortable doing so.

## Evaluations

At the end of each semester, students are given the opportunity to evaluate their BuDS experience thus far, and provide specific feedback about their supervisors and managers. Evaluations are provided to student workers online, and are due before the end of Critical Period.

## Reapplications

At the end of each semester, you will need to fill out a reapplication form on Brownberry. You must submit this form to indicate where and when you want to work the following semester. If you are going abroad, select the abroad shift on your reapplication. If you are taking time away from Brown and plan to work again when you return, you should indicate your return date on the form.

To reapply: (Brownberry instructions)

Log into Brownberry. Click on the reapplication link that is posted on the website, then click on the appropriate reapplication year date. Follow the instructions for filling out the reapplication, and submit it. You will then receive a confirmation email for submitting your reapplication.

**If you fail to reapply, you will lose your accumulated pay raises. If you resume working with BuDS in the future, you will return to the starting pay rate.**

When shifts are assigned, priority is granted to those students who are already on the shift, and is then based on preferences and semester standing. BuDS reserves the right not to re-hire any former employee.

## Advancement in BuDS

Student management provides an exceptional opportunity to those workers interested in taking on more responsibility within BuDS. Each year, positions are vacated by students who are graduating or taking semesters away from Brown.

As a BuDS worker you are eligible to apply to be a student supervisor. Supervisor hirings are conducted at least once per semester, usually near the end of the semester. Students are paid an additional \$1.50/1.75 per hour while working as a supervisor.

**Student supervisors** are the foundation of the entire student workforce, acting as the main link between student managers and the student workforce. Supervisors are responsible for maintaining a comfortable work environment that workers enjoy while efficiently and effectively running their shift. They also train and regularly evaluate their workers while providing support for their unit managers.

**Unit Managers** oversee the operations of their units, train their supervisors, and assist with shift staffing. The unit managers have a major role in policy decisions and are able to implement new programs in their units. They also work with the professional managers to ensure continual unit effectiveness. The pay rate for a Unit Manager is \$14.35 an hour.

The **Commencement Coordinator** is hired in the spring semester to coordinate student staffing for Commencement week. They recruit students to work during alumni/commencement weekend. They work closely with the General manager and Brown Catering. The pay rate for the commencement coordinator is \$11.50 an hour.

The **Staffing Coordinator** oversees the group staffing of the Gate. This includes the hiring, coordinating, paperwork, and completion of the payroll for the group. The staffing coordinator also acts as an office assistant in Student Management Office. The pay rate for the staffing coordinator is \$1.50/1.75 above student workers current pay rate (the same as super rate).

The **Office Manager** oversees the operations of the Student Management Office. They supervise the office assistants and they oversee the overall effectiveness of BuDS behind the scenes. This includes paperwork, organization, and acting as the liaison between the management office and the General Manager. The pay rate for the Office Manager is \$11.50 an hour.

The **General Manager** oversees the student management team, acting as the primary advisor to the unit managers. S/he is responsible for maintaining smooth operation of the student sector of BuDS, continually evaluating the philosophies behind BuDS policies and procedures. The general manager acts as the chief liaison between student management and professional management, and works to facilitate necessary change. S/he is also available to address serious student worker grievances. The pay rate for the General Manager is \$14.60 an hour.

The General Manager is hired each November with a term running from January to December. Unit Managers are hired each spring,

with terms from August through May (including Commencement of the previous academic year for those units open during Commencement).