

**DINING
SERVICES**
AT BRYN MAWR COLLEGE

**BMCDS Student
Employee
Handbook
2023 - 2024**



“Dining services were the only source of in person activity as we started our college career during the pandemic last year; we found our Bryn Mawr community within the students and full-time staff during a time where community was so limited.”
- AF & YL '24

“Dining work is not easy work, but having such a close-knit community is what has encouraged us to continue working here.” - AF & YL '24

“Working here ... has provided me with great memories and has solidified my respect for everyone who has ever worked in a similar establishment. I look forward to the day I can also tell someone ‘I had a gig like this in college’.”
- I W-M '13



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From Your Student Coordinators

Congratulations and welcome to Bryn Mawr College! We are Ciaira McFadden '24 and Taiwo Onibada '25, and we are your Student Coordinators for BMC Dining Services. As StuCos, we work with dining administration to support and boost the student program across all the units. We are here to provide you with a safe space to raise any concerns or voice any suggestions or comments you have regarding your work experience and your time in dining.

To the Class of 2027, welcome home to Bryn Mawr! We look forward to getting to know and work with all of you this year! For our returning students, welcome back! Thank you for all of your hard work. We hope you know how appreciated each and every one of you are.

The move to college is an exciting time filled with many changes, but it can be overwhelming at times. However, please remember that you are not alone. With over 300 undergraduate students employed by Dining Services, there is no better place to begin your college journey. From learning invaluable skills in the service industry to befriendng a variety of amazing people, both full-time staff and student employees, the benefits span beyond just a paycheck.

Communication is key and essential to creating a positive workspace. As a department, we prioritize ourselves on our excellent teamwork and ability to foster a supportive place to spend your time outside of academics. Besides us as your StuCos, the Student Managers and Student Supervisors at your units are available to provide tips and tricks on how to balance a job and academic work as well as any extracurricular activities.

This student employee handbook has been created to introduce you to the vital role you'll be playing in Bryn Mawr College's nationally recognized food service, and is meant to supplement in-person and on-the-job training throughout the year – it is a lot of information, but all necessary! Please take the time to read through it all for the smoothest transition possible.

Thank you for working with dining and we hope this will be a great school year for everyone. Welcome home baby greens!



Ciaira McFadden
Class of 2024
camcfadden@brynmawr.edu

Taiwo Onibada
Class of 2025
tonibada@brynmawr.edu
on leave for Fall 2023



History

In the early 1980s, the College chose to run its own dining service after fifteen years of using outside contractors, and Bryn Mawr Dining Services was born. BMCDS is an independently operated non-profit dining service; all management and staff are employees of Bryn Mawr College.

In our quest for excellence we have worked toward modernizing our dining halls, automating our recipe and ordering systems, and constantly improving our Student Employment Program. We encourage student feedback and input on our services through social media, napkin notes, “e-meal,” and surveys. In 1989, BMCDS was the recipient of the prestigious **IVY Award**, and by 2015, received 14 coveted **Loyal E. Horton Dining Awards**, including the **Grand Prize award** in the Residential Board Plan Program category, and in the Residential Board Plan Theme Dinner category! BMCDS is ranked #17 in the 2020 Princeton Review’s Best Campus Food category. The registered dietitian on our staff offers individual counseling by appointment; and nutritional and wellness seminars. We strive to provide the best possible service to the customer.

Dining Facilities

Bryn Mawr College operates two dining halls, as well as a full service cafe, a library espresso bar, a restaurant, B&B, and catering services. All operations strive to uphold a uniformly high level of service, while maintaining their own distinctive atmosphere.

Department Objectives

The purpose of Bryn Mawr College Dining Services is to enhance student life by providing a positive social experience. We hope to accomplish this by:

- Serving attractive and nutritious meals.
- Providing friendly and courteous service.
- Maintaining high standards of sanitation and safety.
- Providing professional development for all dining service personnel.

Student Employment Program

Bryn Mawr College Work-Study Program

You have been hired to work in Dining Services, which is responsible for the administration and coordination of all freshmen student employment on campus. The BMCDS Student Employment Program follows the guidelines set forth by the College Student Employment Office. The Dining Services Student Employee Handbook is a supplement to the general booklet published by Student Employment, and provides information specific to Dining Services.

Student Employment Objectives

Dining Services employs students:

- 1) To meet the need for a part-time labor force during peak operating times and during special functions.
- 2) To provide opportunities for students to earn money on campus, with room for advancement.
- 3) To offer work experience which provides exposure to a business environment while contributing to career development and building undergraduate resumés.
- 4) To provide a job referral service for student employees in their senior and postgraduate job searches.



“Above all, BMCDS allowed me the space to create a family, both in the students that I worked with and the full-time staff I worked alongside. Together, we have celebrated one another’s successes and comforted one another during times of loss. While I do not know what the future holds, I know that I will always carry BMCDS with me.” - CP '22

Who's in Dining Services?

Administration



David Chase

Director

610 526 7420

dchase

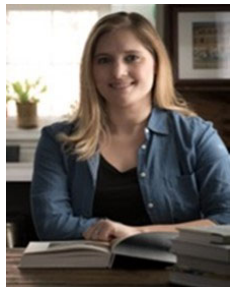


**Richard James
Clow**

**Assistant
Director**

610 526 7429

rclow



**Natalie
Zaparzynski**

Dietitian

610 526 7417

nzaparzyns

Elena Aughey

**Accounts
Coordinator**

610 526 7402

eaughey

Deby Martinez

Office Assistant

610 526 7403

dmartinez

**Ciara
McFadden**

**Student
Coordinator**

610 526 7415

**camcfadde
n**

Taiwo Onibada

**Student
Coordinator**

610 526 7415

tonibada

Erdman



Kevin Williams Manager 610 526 7411 kwilliam02

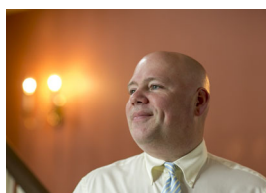


**Ollie Smith Assistant
Manager 610 526 7412 ohsmith**



**Ray Bevidas Chef/Production
Manager 610 526 7412 rbevidas**

New Dorm/Haffner



**Steven
Sensenich Manager 610 526 7408 ssenseni**



**Maly Nhek Production
Manager 610 526 7409 snhek**



**Shana
Fountain**

Supervisor

610 526 7409

sfountai

Haffner Kitchen

610 526 5663

UnCommon Grounds & Lusty Cup



Lisa Flanagan

**Retail Operations
Manager**

610 526 7413

lflanagan

U.G. Office

610 526 6581

Wyndham Restaurant/Catering



**Nancy
Cassano-
George**

Assistant Director

610 526 5234

ncassanoge

**Thomas
Tirendi**

Executive Chef

610 526 7404

ttirend

**Wyndham Front
Desk**

620 526 5236

Wyndham Kitchen 610 526 7405

New Dorm Student Managers



Grace Curtin
Class of 2024
gcurtin@brynmawr.edu



Ali Fowler
Class of 2024
afowler@brynmawr.edu



Hazel Nguyen
Class of 2026
hnguyen5@brynmawr.edu

Erdman Student Managers



Ayantae Cunningham
Class of 2025
ancunningh@brynmawr.edu



Leslie Torres
Class of 2024
ltorres1@brynmawr.edu

Miya Matsumune
Class of 2026
mmatsumune@brynmawr.edu

Erdman Student Managers



Ayantae Cunningham
Class of 2025
ancunningh@brynmawr.edu



Leslie Torres
Class of 2024
ltorres1@brynmawr.edu



Miya Matsumune
Class of 2026
mmatsumune@brynmawr.edu

Wyndham Student Managers



Jenna Krussman

Class of 2024

jkussman@brynmawr.edu



Helen Xiu

Class of 2024

hxiu@brynmawr.edu

Wyndham Student Managers



Oliva Colace

Class of 2025

ocolace@brynmawr.edu



Peyton Roberson

Class of 2025

proberson@brynmawr.edu

Uncommon Student Managers

PICTURES ARE COMING!

Paige Williamson

Class of 2025

pwilliamso@brynmawr.edu

PICTURES ARE COMING!

Carly Wilson

Class of 2025

cwilson4@rbynmawr.edu

BMCDs Employment Locations

Erdman 610 526 7411

- Serves 20 meals a week including breakfast, lunch/brunch & dinner
- Offers Take Out service during weekly operating hours

New Dorm Dining Hall 610 526 7408

- Open continuously throughout the day, serving lunch/brunch and dinner 7 days a week
- Offers Take Out service during weekly operating hours

UnCommon Grounds 610 526 7413

- Day Café open 5 days a week (Mon - Fri) (Serves breakfast, lunch and snacks)
- Saturday & Sunday Afternoon Café
- Evening Café 7 days a week

Lusty Cup 610 526 7996

- Open evenings, 5 days a week (Sun - Thurs) in the lower level of Canaday Library
- Serves regular and speciality drinks, and snacks

Wyndham Front Desk 610 526 5236 Kitchen 610 526 7405

- Restaurant serves lunch 5 days a week, (Mon - Fri)
- Provides catering services for college events
- Bed and Breakfast

Cartref 610 526 7400

- Houses Dining Services administrative offices, including those of the Director, Associate Director, and Student Coordinators
- Provides meal plan and meal pass information and services

Hours of Operation

Erdman Dining Hall - 610 526 7411

Meal	Monday - Friday	Saturday - Sunday
Breakfast	7:30am - 10:30am	—
Continental Breakfast	10:30am - 11:00am	—
Brunch	—	10:30am - 1:30pm
Lunch	11:00am - 1:30pm	—
Dinner	5:00pm - 7:00pm	5:00pm - 7:00pm

New Dorm Dining Hall - 610 526 7408

Meal	Monday - Thursday	Friday	Saturday - Sunday
Brunch	—	—	11:00am - 1:30pm
Lunch	12:00pm - 1:30pm	12:00pm - 1:30pm	—
Light Lunch	1:30pm - 4:00pm	1:30pm - 4:00pm	1:30pm - 4:00pm
Dinner	4:00pm - 8:00pm	4:00pm - 6:30pm	4:00pm - 6:30pm

UnCommon Grounds - 610 526 7413

	Monday - Friday	Saturday - Sunday
Day	8:00am - 5:00pm (Kitchen closes at 3:00pm)	12:00pm - 4:00pm
Night	8:00pm - 12:00am (Kitchen closes at 11:00pm)	8:00pm - 12:00am (Kitchen closes at 11:00pm)

The Lusty Cup - 610 526 7996

Monday - Friday	11.30am - 1:30pm
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Wyndham - 610 526 7405 (Kitchen), 610 526 5236 (Front Desk)

Meal	Monday - Friday
Lunch	11.30am - 1:30pm

Cartref - 610 526 7400

Office Open	Monday - Friday	9:00am - 5:00pm
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Employment Policies

Placement

The Financial Services Office assigns **all first-year work study students** to Dining Services. Students sign up for a unit at the Job Sign-up Session during Customs Week. Students should sign up for shifts based on their anticipated class schedules and are expected to work a minimum of 7.25 hours per week (requirement may be different depending on the needs of the unit).

Students employed by Dining Services may only work outside of Dining Services during their freshman year, with the consent of their Unit Manager and the Student Coordinator, with the final approval of the Assistant Director of Dining Services.

Work Commitment

After being assigned your work schedule, you will be expected to fulfill your commitment to each and every shift, **including those during the final exam period**. The schedule will be posted in each dining hall. You are required to work a minimum of 7.25 hours per a week as well as all **major special functions** such as Holiday Banquets, May Day events, etc. There will also be meetings and training sessions that you will be required to attend, for which you will receive attendance notice. Please plan your studies accordingly.

Attendance

Punctual attendance at all of your shifts is **mandatory**. You should miss work only for legitimate reasons such as an illness or unavoidable commitment. If you will be absent from a shift, you must arrange for a substitute. Failures to do so will be considered an unexcused absence. **An accumulation of three unexcused absences is considered grounds for termination.** (Please refer to *Substitution and Disciplinary Procedures*.)

Electronics

The use of electronics (phones, laptops, headphones, etc) is not permitted during a shift. Electronics are a distraction from work, a safety issue, and are unsanitary. After the first interaction of this policy, the student worker will receive a verbal warning from the shift's supervisor. After the second violation, a record of infraction will be logged with a Student Disciplinary Action Form.

Title IX

Bryn Mawr/Haverford College is committed to fostering a safe and inclusive living and learning environment where all can feel secure and free from harassment. All forms of sexual misconduct, including sexual assault, sexual harassment, stalking, domestic violence, and dating violence are violations of Bryn Mawr/Haverford's policies, whether they occur on or off campus. Bryn Mawr/Haverford faculty are committed to helping to create a safe learning environment for all students and for the College community as a whole. If you have experienced any form of gender or sex-based discrimination, harassment, or violence, know that help and support are available. Staff members are trained to support students in navigating campus life, accessing health and counseling services, providing academic and housing accommodations, and more.

The College strongly encourages all students to report any incidents of sexual misconduct. Please be aware that all Bryn Mawr/Haverford employees (other than those designated as confidential resources such as counselors, clergy, and healthcare providers) are required to report information about such discrimination and harassment to the Bi-College Title IX Coordinator.

Information about the College's Sexual Misconduct policy, reporting options, and a list of campus and local resources can be found on the College's website:

[Bryn Mawr Sexual Misconduct Policy](#)
[Haverford Sexual Misconduct Policy](#)

Within Bryn Mawr College Dining Services, our full-time staff and managers are required to report information under the misconduct policy to the Bi-College Title IX Coordinator. Along with our full-time staff and managers, Student Managers and Student Coordinators are also required to report information.

Bryn Mawr College is committed to providing an inclusive environment, free from sexual and gender-based discrimination. Any community member concerned about a Title IX violation should immediately contact the College's Title IX Coordinator:

Kimberly F. Taylor
Bi-Co Title IX Coordinator
Haverford and Bryn Mawr Colleges
ktaylor4@haverford.edu

Bryn Mawr College
Office location: Gateway 309
Phone: **610-526-7863**

Student Responsibilities

General Student Worker Expectations

- Arrive to your shifts on time, wearing proper uniform, and ready to work
- Take initiative during every shift - if you finish a task, find what needs to be completed next
 - If there is a task that you weren't trained for or would like practice on, ask your supervisor! They are there to assist in your training.
- Work cooperatively with other student workers, supervisors, and full time staff
- Serve and manage the hotline and cold bars efficiently and accurately
- Never sacrifice quality or food safety in order to save time
- Review the food labels to ensure that the correct label is out
- Keep service and work areas neat, sanitary, and organized at all times
- Enforce dining hall policies consistently (using clean plates to get more food, only using OZZI containers at takeout food from the hotline, etc.)
- Respect every worker, full-time and students, and help us nurture our diverse community. We hire students who represent diverse identities, cultures, language backgrounds, abilities, religions, and interests.
- Dining services is a learning experience where you will gain skills that you can take into your future careers.
- We encourage you to write complimentary napkin notes or shout-outs to other student workers and full-time staff. If you notice someone doing something great, shout them out!

Checker

- Only the checker, supervisor, and manager are allowed behind the checker's desk.
- When handling cash, please be aware of your surroundings, and when possible make sure the area is secure (e.g. if the dining hall is closed, close the door to the dining area).
- Please keep the area sanitary. There should be no food or beverages at the checker's desk.
- No electronics at the checker's desk.
- Always wear gloves even though you are not directly handling any food.
- Please make sure everyone scans their onecards when coming to eat in the dining hall.
- If you are unsure how to answer someone's question or are having a hard time with the POS system, please use the phone at the checker's desk to call the kitchen for the supervisor or manager to come assist
- If you need to leave the checker's desk to grab something to drink or use the restroom, please call your supervisor over the phone. Do not leave the desk until someone arrives to take over.
- Be attentive to the doors around you that could grant access to the dining hall to prevent students from coming in through other entrances.

Answering phones

- Identify the dining hall when answering the kitchen phones (e.g. “New Dorm Dining Hall, how may I help you?”)
- Be prepared to take messages and write down important information
- Make sure to take down the caller’s name and telephone number (spelled correctly!)
- If you are unsure how to answer a caller’s question or concern, it is perfectly acceptable to ask them to hold for a moment while you find a supervisor or manager

Responding to Emergencies

- Assess the situation quickly and calmly
- Notify a manager and supervisor of the emergency as soon as possible
- If needed, call Campus Safety at (610)-526-7911. Always call Campus Safety in case of a life-threatening injury or if emergency medical personnel or police are needed. Do not call 911 directly. Campus Safety can guide emergency personnel to specific campus locations more quickly and accurately than we can.
- Send someone else to the front of the building to meet the emergency responders and guide them to the correct location.
- Wait with the victim until help arrives and provide information about the incident to emergency responders
- Do not attempt to move an injured person. If possible, cover them with a coat or blanket.



Customer Service

Many of our dining hall patrons are Bryn Mawr and Haverford students. This is your home, and the dining halls are the kitchens! Dining hall guests should be treated with respect the same way we should be treated with respect in return. We also prioritize our guests' needs and preferences.

- Dining hall workers should greet all guests in a friendly manner - a smile and eye contact
- Remain positive, busy, and attentive to guest needs during your shift
- Ensure that every guest's dining experience is personalized to satisfy their needs
- Cultivate an environment that is built on mutual respect and civility with dining hall patrons as well as all staff members (student workers, supervisors, full-time staff, and managers)



“While I did not expect to find such a strong community of people bonding over the delicious garlic knots or special veggie pizza of the day, I could not be more glad I did. The staff, my coworkers, and the students I talk to each day working in New Dorm, simply put, are wonderful. And it is to Dining Services that I owe my gratefulness.” - CF '25

Conflict Resolution

If a customer conflict occurs, here are some tips for handling the situation:

- Respond to conflicts quickly, calmly, and rationally
- Be sympathetic and show concern
- Intervene before a problem escalates
- Honor the guest's perspective - make the guest feel as if you heard and understood their needs
- Ask clarifying questions
- Use the person's name as much as possible
- Use "I" statements (e.g. "I'm sorry you're frustrated. Let me see if I can help you.")
- Avoid statements that may exacerbate the situation (e.g. "You should have...", "There's nothing we can do about...", or "That's not my problem")
- Suggest solutions rather than trying to argue - simply tell the person what you can do to help. If you don't know what to do, find a supervisor or manager for assistance.
- Show that we appreciate the guest and care about their experience in the dining hall
- Remember, employees are not expected to tolerate abusive behavior or language. If the situation becomes untenable, immediately summon a manager.



Job Training, Sanitation & Safety

Training Program

We recognize that our student employees have many responsibilities they give their time and attention to. In light of that, we work to provide you with the training you need in a limited amount of time. All training sessions are **mandatory** and are complemented with “on-the-job” training.

The quality of training you receive depends upon open communication; the student supervisors, student managers, and student coordinators are always ready to answer any questions you may have. If you need to be retrained on any task, please ask.

Sanitation

Sanitation is **EXTREMELY** important. You must keep the work area clean. Equipment must be given special attention during service times and cleaned after each use. **Before** starting any job that requires the handling of food or **after** using the restroom you must **wash your hands** in the hand sink provided for that purpose. Single use gloves must be worn at all times when handling food. If there is food on your gloves, you just sanitized a table, you went to the dishroom, or you touched an item that was not sanitized such as your phone or the floor, please wash your hands *and* change your gloves. Smoking, eating, drinking, or chewing gum is not permitted in food preparation or warewashing areas.

Safety

- Use caution when moving hot pans.
- Wipe up spills immediately.
- Set out appropriate signs to indicate wet floors.
- Before using equipment, learn how to use it in the correct way.
- Do not operate equipment that you have not been trained to use.
- Do not make your load too heavy to carry. Ask management about proper lifting procedures.
- Pick up broken glass with a broom and dust pan. Do not let customers clean up broken glass.
- When moving carts of dishes or food, push instead of pulling the cart.
- Do not make equipment repairs or adjustments yourself. Report faulty equipment to your supervisor or manager.
- Use caution when handling knives.
- Use caution when handling chemicals.

Do not wait to tell a manager about an injury. Inform your manager immediately!Communication

People are constantly moving around our busy kitchens. We need to communicate with someone another about what we are doing.

- When walking behind someone, say “**Behind!**” Say it loud so they can hear you.
- When walking around a blind corner, say “**Corner!**” Say it loud so they can hear you.
- Another example would be, “**Hot pan!**”
- If you hear someone give communication like this, you need to: freeze, look in the direction, and wait to make sure they have cleared you before you move again.

TIP: MOVE YOUR HEAD AND LOOK BEFORE YOU MOVE YOUR BODYKnife Safety

- Use the correct knife for the correct job.
- Never cut towards yourself – always away from yourself and others.
- Use a cutting board. Put a damp cloth or slip mat under the cutting board to prevent slips.
- Carry knives down at your side when walking.
- Let a knife fall. Do not try to catch a falling knife.
- Knives should be washed, rinsed, and sanitized before being put away. Never dump a knife in a full sink or anywhere where someone could accidentally be cut.

Burn safety

- Turn all pot handles in, and out of the aisle way.
- Use oven gloves or pot holders when handling any hot container. DO NOT USE HAND TOWELS.
- When using fryers:
 - keep hands away from potentially splashing grease.
 - fill baskets only half way so they do not overflow.
 - lower baskets slowly to avoid splashing.

WARNING - LIQUIDS OR ICE ADDED TO A FRYER MAY CAUSE IT TO OVERFLOW

Electrical Safety

- Do not use any machine or equipment without being trained on it first.
- Always unplug equipment before cleaning.
- Report worn cords to your manager.

Fire Safety

- Know where the nearest exit is.
- Know where the unit meeting place is for emergencies.
- **Class ABC fire extinguishers can be used on non-grease fires.**
- **Class K fire extinguishers are used on grease fires.**
- ANSUL system – anyone who works in a station with any kind of cooking equipment will be required to know where the ANSUL pull stations are.

Slip & Fall Safety

- Always walk, never run.
- Wear non-slip shoes
- Clean up spills immediately.
- Use wet floor signs for any spill or potentially wet area.

Proper Lifting

- Test the load.
- Squat with your feet shoulder-width apart.
- Squat down bending at the knees (not the waist), keeping your back straight.
- Get a firm grasp of the object before beginning the lift.
- Begin slowly lifting with your legs by straightening them. Never twist your body.
- Once lift is complete, keep the load close to your body to prevent straining your lower back. When you turn, point your feet in the direction you are turning first, this way you will not twist your back.



WHENEVER POSSIBLE, USE A DOLLY, CART, FLAT BED, OR HAND TRUCK TO MOVE HEAVY LOADS (OR TEAM LIFT)!

Dress Policy

Dress Code

Wearing a proper uniform is essential when working for BMCDS for reasons of personal appearance, sanitation, and safety. Special attention must be given for the following:

- Each employee is expected to practice good personal hygiene
- Each employee must wear a BMCDS standard-issue shirt, apron, and a hat, a bandana, or a hairnet, all of which will be provided by the dining unit. All must be **clean** and in good repair. T-shirt sleeves may not be worn rolled up.
- Employees must wash hands before they start work and after:
 - Using the restroom
 - Handling raw meat, poultry, and seafood
 - Touching your hair, face, or body
 - smoking , eating, drinking, sneezing, and coughing
 - Handling garbage
 - Clearing tables or bussing dirty dishes
 - Touching dirty clothes or aprons
 - Touching anything that may contaminate hands (dirty equipment, work surfaces, or wiping towels)
 - Handling money
- Non-slip work shoes, in good condition, are required. Open toe shoes, clogs, sandals, heels, or canvas topped shoes are not permitted.
- Socks or stockings must be worn at all times.
- Clothing worn to work must cover legs and arms. **Shorts, leggings, mini skirts, and tank tops are not permitted.**
- Excessive jewelry and perfume are inappropriate.
- Nail polish is not allowed for sanitary reasons.

Students in violation of the dress code jeopardize their own health and safety as well as that of other students, and will not be allowed to work. **Absence from a shift due to dress code violations will be considered an unexcused absence.**

Hair Restraint Policy

A clean hat or other hair restraint must be worn at all times in the back of the house, behind the serving line, or working in any food service area. In addition to a hat, long hair and/or bangs must be restrained by braiding or putting in a tight bun and tucking it into a hat or hairnet. A loose ponytail must be restrained using a hairnet even if a hat is being worn. Beards longer than ¼” must be covered with a beard net.

Substitution and Disciplinary Procedure

Note that these procedures are the foundation of the Student Worker Program. Each unit may have more specific procedures in accordance with these rules. Please check your unit for more information.

Substitution

We understand that there will be times when it becomes difficult to fulfill your work commitment, but you also have to understand you are a vital participant in Dining Services' commitment to quality service. In the event that you will be absent from your shift, you must arrange for a substitute.

BMCDS Substitution Policy:

- 1) If you will be absent, recruit a replacement.
- 2) The replacement must be an employee of Dining Services within your unit, and must have knowledge of your job responsibilities. A list of student employee contact information is available in the dining hall - **as per unit procedures.**
- 3) Notify the manager *and* shift supervisor of your upcoming absence and of your replacement at least 24 hours in advance. Be sure to fill out a sub-slip and post it.
- 4) If you have difficulty finding a replacement, notify your shift manager or shift supervisor.

Disciplinary Policy and Procedure

If a student employee's job performance is unsatisfactory for reasons of attendance, tardiness, or behavior they will be given a **verbal warning**. A record of infractions will be kept in a log in each unit. If the student's performance remains unsatisfactory after **three** such warnings, termination will be recommended to the Director and the student will **not be eligible for future BMCDS employment**. Please see page # for information on terminations.

The following rules and regulations apply to *all* student employees:

- 1) Be in proper uniform (clean hat, apron, shirt, closed-toed shoes).
- 2) Be courteous to both employees and customers.
- 3) Be at your station at all times. If you must leave, notify your supervisor or manager on duty.
- 4) Do not eat except during designated break times.
- 5) Nothing is to be taken from dining units. Management reserves the right to check an employee's bag as a security measure.
- 6) Be on time for work.
- 7) Follow substitution policy procedures for all absences (please see above).
- 8) Follow timecard policy procedures (please see page 28).
- 9) Follow checking policy procedures (please see page 30).
- 10) Respect Dining Services' drug-free environment.

Evaluation and Termination Policy

Evaluations

- **Student Employee Evaluation:** This form is used by managers, head supervisors, and supervisors to evaluate student workers. Your job performance will be evaluated at the discretion of your employer. It will be reviewed by your shift supervisor or manager, who will discuss the review with you. The evaluation will be filed with Dining Services for future job referrals.
- **Manager/Supervisor Evaluation:** This form is used by student workers to evaluate their supervisors. Each semester, you will have the opportunity to evaluate your managers and supervisors. While this is not required, it is strongly encouraged. All supervisor evaluations are collected by the unit managers and will be reviewed and discussed with the supervisors. Evaluations of managers are reviewed by BMCDS administration. Supervisor evaluations will be filed by Dining Services for future job referrals (please see example on page #).

Reasons for Termination of Employment

- Habitual tardiness: Failure to report your absence to your supervisor. Absence for three days without notification is considered abandonment of work/job.
- Possession, consumption, manufacture, distribution, or sale of **alcohol, drugs, or controlled substances** at BMCDS units and events; reporting to work under the influence of alcohol or controlled substances.
- **Violating Safety rules/practices.** Engaging in any conduct that results in a safety hazard.
- A display of disrespectful and/or **insubordinate behavior.**

Note: If a student loses their employment in Dining Services, they will also **lose eligibility for future on-campus employment. Notice of their termination will go on the student's employment record** and will appear on the student's report when the student asks for recommendations.



“I am lucky to be a part of BMC athletic teams and have close-knit classmates, but it is Dining Services to which I found the greatest community of friendship, laughter, and love.” - CF '25

Manager/Supervisor Evaluation Form Bryn Mawr College Dining Services

In an effort to continually improve our dining service's workplace, we ask that you provide feedback on the supervision you receive. Please print the supervisor's name on the line provided and check "yes" or "no" if you are directly supervised by the individual. Read each question carefully then circle the number that most accurately describes your answer.

SCALE

- 1 = rarely (poor)
2 = sometimes (fair)
3 = generally (average)
4 = most of the time (good)
5 = always (very good)
NA = not applicable

Supervisor's Name (please print or type): _____

I am supervised **directly** by this individual: _____ yes _____ no

DO YOU HAVE A GOOD WORKING RELATIONSHIP WITH YOUR SUPERVISOR?	1	2	3	4	5
DOES YOUR SUPERVISOR EXPLAIN OR CLARIFY DINING SERVICES GOALS AND OBJECTIVES?	1	2	3	4	5
DOES YOUR SUPERVISOR GIVE YOU ADEQUATE DIRECTIONS TO ACCOMPLISH YOUR JOB TASKS?	1	2	3	4	5
DOES YOUR SUPERVISOR SET A GOOD WORK EXAMPLE FOR YOU TO FOLLOW?	1	2	3	4	5
DOES YOUR SUPERVISOR GIVE YOU HELPFUL FEEDBACK ABOUT YOUR PERFORMANCE?	1	2	3	4	5
DOES YOUR SUPERVISOR KEEP YOU INFORMED OF CHANGES THAT AFFECT YOU?	1	2	3	4	5
DOES YOUR SUPERVISOR ENCOURAGE AND SUPPORT YOU?	1	2	3	4	5
DOES YOUR SUPERVISOR MAKE YOU FEEL YOUR IDEAS, OPINIONS, OR CONTRIBUTIONS ARE LISTENED TO?	1	2	3	4	5
DOES YOUR SUPERVISOR HELP SOLVE WORK-RELATED PROBLEMS?	1	2	3	4	5
DOES YOUR SUPERVISOR HELP YOU DEVELOP THE SKILLS YOU NEED TO DO YOUR JOB?	1	2	3	4	5
DOES YOUR SUPERVISOR MAKE TIME TO LISTEN TO YOUR WORK-RELATED CONCERNS?	1	2	3	4	5
DOES YOUR SUPERVISOR PROVIDE OPPORTUNITIES FOR YOU TO HAVE SOME SAY IN HOW JOB DUTIES/TASKS GET ACCOMPLISHED?	1	2	3	4	5
DOES YOUR SUPERVISOR COORDINATE WORK WITHIN YOUR WORK UNIT?	1	2	3	4	5
DOES YOUR SUPERVISOR COORDINATE WORK BETWEEN YOUR WORK UNIT AND OTHER WORK UNITS?	1	2	3	4	5
DOES YOUR SUPERVISOR DISTRIBUTE THE WORKLOAD FAIRLY?	1	2	3	4	5

DINING SERVICES

AT BRYN MAWR COLLEGE

STUDENT EMPLOYEE EVALUATION FORM *

**Supervisors evaluate students*

Dining Unit: _____ Date: _____
Employee: _____

Key: 4 – Exceeds Requirements, 3 – Meets Requirements, 2 – Approaches Requirements,
1 – Unsatisfactory/Needs Improvement, N/A – Not Applicable

FOR ADDITIONAL COMMENTS, PLEASE USE THE BACK.

I have read and understand this evaluation. My supervisor has reviewed this with me.

Employee Signature: _____

Shift Signature: _____

Manager Signature: _____

	4	3	2	1	N/A	Comments:
Attendance:						
Punctuality						
Dependability						
Works required Specials (i.e. Holiday Specials, May Day)						
Finds Substitute when needed or works shift instead						
Job Performance:						
Good relationship with co-workers (Good team player)						
Courteous/Polite to Customer						
Cooperates with Supervisor						
Wears proper attire (hat/apron/nametag)						
Follows proper procedures for setup of service, production, and utility areas						
Follows proper Checker/Cashier Procedures						
Provides knowledgeable, fast and efficient service						
Replaces items in service areas as needed						
Efficiently and properly breaks down service, production, and utility areas						
Properly uses/stores all cleaning supplies/chemicals						
Follows rules/regulations as stated in Student Employee Handbook						
Shows Initiative/performs non- assigned duties when needed						

Grievance, Appreciation, and Pay Policy

Grievance Procedure

If a disciplinary action is taken and you are not satisfied with the result, you may **file a grievance** by taking the following steps:

- 1) Notify the shift supervisor of your grievance. Together you may be able to reach a solution.
- 2) If step 1 is not successful, talk to the Student Manager(s) of your unit.
- 3) If step 2 does not resolve the problem, contact the unit manager.
- 4) If the problem persists, contact the Student Coordinator. If they are unable to help you, they will contact the Director of Dining Services.

Employee Appreciation

Each unit honors exceptional performance by its student employees in a different way. The Student Coordinators host multiple appreciation events throughout the school year for all student employees within Dining Services to recognize all of the outstanding work in every unit.

Timecard

Timecards

Timecards are provided for proof of hours worked each day. If there is no preprinted label on the card, the manager should fill in the information, including: student's full name, I.D. number, unit and budget number, pay ending date, and hourly rate. These cards are filed after processing for future reference.

Students are responsible for following proper timecard procedures:

- Punch in when you begin to work. Punch out at the beginning of each break, and punch back in when returning to work (break lengths will be determined by unit management). Punch out when you finish working for the day.
- No employee is to punch another employee's timecard. If this should happen accidentally, notify the shift supervisor or manager immediately.

Pay Policy Continued

Pay Rates

Student employees are paid according to the following scale/ students are paid at the base rate for their level during the first year of employment. For the 125 hours of employment in the **same** position (ie, without advancing in level), students receive a \$0.20 increase.* If the student advances to a higher position, their pay is increased to equal the base rate at their new level.**

Level 1 (General/Clerical)

\$13.00 First year employee

\$13.20 Second year employee

\$13.40 Third year employee

\$13.60 Fourth year employee

Level 2 (Student Supervisor/Manager)

\$14.00 First year in position

\$14.50 Second year in position

\$15.00 Third year in position

**Must work 2 full semesters to count as one year (excluding the summertime).*

***Only student staff with one year experience working for BMCDS are eligible to apply for Student Coordinator.*

Paycheck Distribution

Students are paid on a **biweekly basis**. You are required to register for direct deposit and you will receive a receipt of deposit in your BIONIC account. You will be given a direct deposit form at the Job Sign-Up Session that must immediately be taken to the Payroll Office located in the Admissions building. Any delay in returning this form to the Payroll Office may result in the delayed receipt of your paycheck.

Checking Policy

BMCDS Dining Hall Checking Policy

Like all aspects of life on campus, use of the dining halls is governed by the Bryn Mawr College Honor Code, and following the checking policy helps maintain the integrity of the Code and prevent abuses of the on-campus dining program. **Entering or allowing someone else to enter the dining hall without authorization violates the Honor Code and ultimately, increases the cost of eating on campus for all students.**

To prevent unauthorized use of the dining hall while granting leniency to students who've misplaced their ID, we ask that the following checking policy be assiduously followed:

General:

- 1) Students must either have their OneCard ID or provide payment in order to enter the dining hall.
- 2) The OneCard ID must belong to the student presenting it to be accepted. **Please verify the photo.**

****If the student does not have a meal plan or they no longer have any meals on their meal plan, they must go to the Dining Services Office to pay for a meal plan.***

Students Without a OneCard ID:

- 1) Tell the student they must go back for their OneCard ID before they will be allowed into the dining hall. **No exceptions.**
- 2) If their OneCard ID has been lost, damaged, or they are unable to retrieve it, call the unit manager. **The unit manager must meet with the student before they can be allowed to enter.**
- 3) With the unit manager's approval, record the student's name and OneCard ID number in the checking log - please do not allow the student to write their own information.
- 4) If their OneCard ID is lost, damaged, or they are unable to retrieve it, please advise them to get a new OneCard ID from the Dining Services Office in the Cartref building during the weekdays. It will be \$15. If it is on the weekends, please advise them to go to Campus Safety.

Students With an Invalid OneCard ID:

- 1) **Call the unit manager.** The manager must meet with the student before they can be allowed to enter.
- 2) With the manager's approval, **record the student's name and OneCard ID number in the checking log** - please do not allow the student to write their own information.
- 3) Inform the student that they must go to the Dining Services office in Cartref as soon as possible to resolve the problem, as the manager will no longer allow them to enter after three consecutive card failures.

Dining Services Meal Plan Options

Meal Plan Options

In an effort to better accommodate the varying needs of the college community, BMCDS offers a range of meal plan options, developed to reflect the different lifestyles of the students, staff, and faculty we serve. While the range of meal plans available adds to the quality of the campus dining experience, it also requires a higher level of checker attentiveness, as the differing features of each plan often require distinct and specific responses from the checker. To provide student employees with a better understanding of the meal options and their features, they are detailed below. All resident students except those living in Batten House are required to participate in a Full Meal Plan.

Traditional 20 Meal Plan

All residential students will be on the traditional 20 meals per week plan which allows students to enter the dining hall as many times as they wish during a meal. This plan includes **6 guest passes per semester**, with unused guest passes carrying over from the fall to spring semester.

Declining Balance Plans or Partial Meal Plans

Only non-resident students are permitted to purchase these plans.

For each entrance into the dining hall, one meal is deducted from the balance until all meals have been used. Unused meals carry over until the student leaves the College. The plan does not include guest passes. On this plan, however, students **may** swipe their card multiple times to pay for meals of guests. For more information on the complete list of partial meal plans, visit <https://www.brynmawr.edu/inside/offices-services/dining-services/meal-plans-prices>

Partial Meal Plan Options

Partial meal plans offer flexibility with unrestricted access and do not expire. These plans can be purchased online or at the Dining Services office in Cartref.

- 35 Meal, Declining Balance Plan
- 50 Meal, Declining Balance Plan
- 50 Lunches, Declining Balance Plan
- 85 Meal, Declining Balance Plan
- 150 Meal, Declining Balance Plan
- 175 Meal, Declining Balance Plan
- Meals PLUS Dining Dollars

Job Descriptions

Dining Hall and Administrative Positions

Level 1

Checker: Duties include but are not limited to;

- Responsible for checking student identification cards, cash receipts, meal vouchers for entrance into the dining room, and the reconciliation of data at the end of each meal.
- Also responsible for cleaning and organizing the dining room and other related duties.

Student Worker: Duties include but are not limited to;

- May be responsible for POS Checking; prepping fresh ingredients; restocking food items on the cold and hot bars as well as napkins, juices, and sauces; serving hot food; cleaning service areas, sweeping, and mopping; cleaning tables and chairs and other related duties.
- Will also be expected to work at least one back of house shift, assisting a full time staff member in the preparation of food.

Level 2

Student Supervisor: Duties include but are not limited to;

- Must be able to coordinate a team of 3 to 9 front student workers and delegate tasks to student workers throughout a shift.
- Expected to serve as a positive leader and a good role model in the work environment and college community.
- Foster a strong sense of community between workers on shift. Communicate with back-of-house student workers and full-time staff.
- Ensure the dining hall is running smoothly and safely throughout the shift while maintaining ServSafe standards, checking temperatures of food, keeping the food track up-to-date, ensuring the upkeep of sanitation around the dining hall.
- Work closely with other supervisors, student managers, and full-time staff.
- Expected to return one week early from Summer break for Fall Semester for supervisor training and Customs Week. Assist in coordinating Non-Academic Registration and recruiting new first-year student workers.
- Attend bi-weekly supervisor meetings, unit meetings, and other appreciation events. Be flexible to substitute for other supervisors.
- Responsible for the training and performance of new student workers.
- Help keep student workers, fellow supervisors, and the full-time managers updated about questions and concerns that arise during or outside of a shift.

Student Manager: Duties include but are not limited to;

- Demonstrate effective leadership and positivity in the workplace and the college community. Responsible for teaching student employees about dining services policies.

- Must conduct the hiring process for first years at the beginning of the year, as well as make uniforms for the new hires. Additionally conducts student supervisor and student manager hiring in the Spring semester.
- Create and update email listserv for student workers as well as contact list for student supervisors. Update the *whentowork* scheduling platform when necessary.
- Organize and hold bi-weekly supervisor meetings, unit meetings, and other appreciation events. Be flexible to substitute for other supervisors.
- Hold mid-semester and end-of-semester evaluations for student workers and supervisor staff.
- Plan and host appreciation events for unit student workers and supervisors.
- Work with the Unit Manager to create the unit calendar for the year, using the previous unit calendar, the official academic calendar, and the BMCDS schedule of special dinners and opening/closing schedules.
- Will routinely check on workers via emails; meet with student coordinators and administration; and be in contact with the unit manager.
- Work with the Media Content Creator to represent the dining halls on social media.

Student Coordinator: Duties include but are not limited to;

- Oversees the student program by coordinating student recruitment, student placement, unit staffing, student payroll, special events.
- Acts as a liaison between students and administration through weekly meetings with the Assistant Director.
- Conducting beginning and end of semester evaluations for BMCDS units, rosters, and other related duties, such as weekly audits of each dining hall.
- Communicating frequently with full-time managers and student managers.
- Administrative work at Cartref such as making and programming One Cards and meal plans, and answering the phone.
- Closing the office during the week.
- The position requires additional time during breaks devoted to planning and organizing for the subsequent semester.

UnCommon Grounds Cafe

The daytime and evening Café serves the Bryn Mawr community as an a la carte cash operation, 7 days a week. The Café employs student workers in the following areas:

Level 1

General Café Worker: Duties include but are not limited to;

- This position requires someone who enjoys providing good customer service and handling simple cash transfers.
- Responsibilities include serving customers, restocking paper goods and food, cleaning, assisting in food preparation, and assisting with special functions.
- Making and preparing drinks and food.

Level 2**Shift Supervisor: Duties include but are not limited to;**

- Assist in completing tasks to open and close the Cafe such as counting the register; cleaning the kitchen and dining area; shutting down the fryer, panini, and espresso machine; and locking all the doors at the end of the shift.
- Will supervise workers and report any worker infractions using the BMCDs write-up form.

Student Manager: Duties include but are not limited to;

- Attend the first year job fair and hire new workers for the semester as well as create the schedule for the semester.
- Will routinely check on workers via emails; meet and connect with student coordinators and administration; and be in contact with the unit manager.
- Plan end of the semester events for workers.
- Must follow up with write-up forms and check in with workers who received infractions.
- Will discuss questions, comments, and concerns with workers as they arise.

Wyndham

Wyndham serves members of the College and community who wish to use the College/Wyndham facilities for catered events. Wyndham is also a bed and breakfast, accommodating overnight guests. Wyndham employs student workers as:

Level 1**Front Desk Receptionist: Duties include but are not limited to;**

- Checks guests in and orients them to the house. Must be friendly and courteous in welcoming guests, directing them to various locations, answering questions, etc.
- Answers the telephone, accepts guest room reservations, and takes messages as required. Xeroxes daily lunch menus.
- Cleans up when necessary. This position includes vacuuming, washing any dishes that may be left in the pantry sink, folding laundry, etc.

Waitstaff: Duties include but are not limited to;

- Must be friendly and courteous.
- Assists customers by ensuring proper place setting, waiting tables, serving banquets and small parties.
- Also includes racking dishes and utensils for placement in the dish machine, placing dishes and utensils in dish machine, cleaning work areas, taking out trash, loading and unloading the truck, cleaning and storing equipment.

Kitchen Prep: Duties include but are not limited to;

- Works under the direction of the cook and student supervisor.

- Must be able to use knives, mixer, and to work weekends and evenings. Prep person will help make salads, desserts, and hors d'œuvres for lunches, dinners & parties.

Bookkeeper: Duties include but are not limited to;

- Drafts billing and proposals, works on computer, and performs general clerical duties. Handles outstanding accounts and other duties as directed by the General Manager.

Level 2

Student Supervisor: Duties include but are not limited to;

- Must be able to assist managers with first-year hiring and training process during early return as well as assist student managers with Fall and Spring training, and student worker appreciation events.
- Must attend at least 1 student worker appreciation event per semester.
- Assist with disciplinary actions as needed, help edit the student handbook at the end of each year, and complete student work evaluations each semester.
- Work at least 3 catering shifts a month, depending on the time of year including Mayday and Commencement Brunch.
- Attend monthly supervisor meetings and every all-staff meetings.
- Be on-call for 1 to 2 days.

Student Manager: Duties include but are not limited to;

- In charge of both the hiring and new hire training process including planning during early return.
- Create and execute supervisor retreats, bi-monthly student worker team bonding events, on-call manager/supervisor schedules, supervisor meetings, and shift/catering schedules. Must attend at least 1 student worker appreciation event per semester.
- Attend every all-staff meeting. Must oversee improvements to the student supervisor program through communication with the student coordinators and full-time managers.
- Plan the student program yearly calendar with the Catering Manager, front desk training with the Catering Manager, and meet with the Catering Manager monthly to bi-monthly to discuss student programming.
- Will routinely check on workers via emails; meet and connect with student coordinators and administration; and be in contact with the unit manager.
- Work at least 3 catering shifts a month, depending on the time of year including Mayday and Commencement Brunch.
- Communicate and address any repetitive issues and reminders about Wyndham's policies.
- Be on-call for 1 to 2 days.

Dining Services Employment Waiver & Partial Waiver Policy

BMCDS offers waivers and partial waivers to first-year students who desire to work a second on-campus job in addition to their Dining Services job, or who are exempted from their work study requirement with BMCDS due to a medical condition. Only first-year students are required to obtain a waiver to work outside of BMCDS. Students who are attending Bryn Mawr College as exchange students (i.e. Junior Year Abroad or the equivalent) or as McBride students are not required to work with BMCDS.

Partial Waivers

Partial waivers allow a student to hold a second on-campus job while retaining their Dining Services position. Waivers are granted on a case-by-case basis. Students must work at least 7.25 weekly hours in BMCDS to be eligible for a partial waiver. To request a partial waiver, a student must:

- Email the Student Coordinator with a formal email request, informing them of your intended position and giving the name of your supervisor there.
- Ask for the manager in BMCDS to confirm via email that the student works a minimum of 7.25 hours per week with Dining Services.
- **If the student is granted a partial waiver, they will be authorized to work outside of BMCDS, but only in the position they had anticipated obtaining upon their request for a waiver. Partial waivers are void if the student's weekly hours fall below the 7.25 hour mark.

Acknowledgement of Receipt of BMCDS Student Handbook



<https://brynmawr.wufoo.com/forms/my6mx1h1m25hby/>



(Wyndham Staff)



“Working in the dining hall alone, I have not only met best-friends, but I’ve found family.” - AD '24



New Dorm Staff



Erdman Staff