



Faculty Student Association

Student Handbook

Updated June 2017





Welcome!!!



On behalf of the staff and management of the Faculty Student Association (FSA), I would like to welcome you as an employee. The FSA is a not-for-profit corporation that operates the auxiliary services of the SUNY Fredonia campus.

As a member of the FSA team, you will play an important part in providing services to the campus community.

FSA operates the following:

Cranston Marche Dining Center (University Commons)
University Bookstore, Convenience Store & Starbucks (University Commons)
FREDExpress (Thompson Hall)
Tim Hortons (Williams Center)
Centre Pointe Lounge & El Diablo Azul (Williams Center)
FSA Offices (Gregory Hall)
College Lodge
Alumni House and Conference Center
Catering
Commissary, Central Prep & Bakeshop (Services Complex)
Cafes – McEwen, Fenton, Science Center & Mason
Concessions – (Steele/Dods & University Stadium)
Campus Vending
Residence Hall Washers and Dryers

The FSA certificate of incorporation states that the purpose of the corporation is: “to promote and cultivate educational and social relations among the students and faculty...and to aid the students and faculty in every way possible in their study, work, living and extracurricular activities.” Now in our sixth decade, we still strive to provide the best possible services to the university community in the most economical manner. As SUNY Fredonia has grown, the FSA has also grown and changed to meet the challenge of serving the students and faculty of this institution.

This handbook is designed to help acquaint you with our operations and the basic rules and performance standards under which we operate.

Darin Schulz
Executive Director

Disclaimer

We at the FSA reserve the right to modify or amend this handbook at any time. Nothing in this handbook shall be construed to be in violation of any federal or state law. If any provision is later found to be unlawful, it won't invalidate the remainder of the handbook.

FSA Philosophy

The Faculty Student Association exists to provide goods and services on the SUNY Fredonia campus. As a part of the FSA team, you work to serve your fellow students, and the faculty, staff and visitors that may enter your work location. Give these customers quick, efficient, friendly and courteous service. Treat them as you would like to be treated, and they will continue to be our customers.

Your work experience with FSA can help you establish work habits which will aid you in all the positions you may hold. Do just a little more than is required. Be responsible and follow instructions. Be punctual. Exercise your common sense. Look for things to do. The satisfaction of doing a job well is immensely rewarding!

We are glad to have you as a part of our team!!!

Mission Statement

The mission of the Faculty Student Association is to identify and provide appropriate goods and services, which may not be otherwise provided by the State of New York. Central to this effort is the ability to recognize the variety and dynamic nature of the population involved in an attempt to maximize customer satisfaction while maintaining the financial integrity of the corporation.

Code of Ethics

It is the responsibility of all FSA employees to maintain a high level of professionalism while conducting their duties. While recognizing this responsibility, all employees should follow this code of ethics:

- ❑ They shall always conduct themselves with the highest degree of honesty while performing their duties.
- ❑ They shall support the FSA Mission Statement and Philosophy
- ❑ They shall not be allowed to perform activities, which may be a conflict of interest to the corporation. Loyalty to the corporation is of utmost importance.

Safety Policy

The FSA recognizes and commits itself to provide a safe environment for our employees. The safety of all employees is a primary consideration in the operation of our services. Every attempt is made to reduce the possibility of accident occurrence and to maintain an effective, safe, organization at all times.

The joint cooperation of employees and management is necessary to provide safe working conditions and accident-free performance to the mutual benefit of all. It is expected of all employees to report any hazardous working conditions as well as any accidents that occur while in the course of employment.

FSA Management

<u>Name</u>	<u>Title</u>	<u>Location</u>	<u>Phone: 673-3417</u>
Darin Schulz	Executive Director	Gregory Hall	6221
Matthew Snyder	Associate Executive Director & Controller	Gregory Hall	6222
Sarah D'Amaro	Office Manager	Gregory Hall	6224
John Lampert	Operations Control Mgr.	Williams Center	6267
Michelle Kowalski	Human Resources Director	Gregory Hall	6226
Terri Helwig	Human Resources Manager & Executive Assistant	Gregory Hall	6225
Katie Thies	Special Programs Manager	University Commons	6273
Eric Johnson	Dir. of Info. Technology	Gregory Hall	6275
Mike Lewis	Technical Support Specialist	Gregory Hall	6280
Bill Michalski	IT Support Technician	Gregory Hall	6205

Ron Wasik	Director of Support Services	Commissary	6242
Tracy Raczka	Commissary Manager	Commissary	6276
Jeff Keddie	Commissary Asst. Mgr.	Commissary	6220
Jason Letersky	Asst. Mgr. Support Services	University Commons	6269

Chris Zenns	Dir. Of Retail Operations	University Commons	6249
Jeff McMinn	Textbook Manager	University Bookstore	6250
Nicolette Lamb	Operations Manager	University Bookstore	6257
Katie Brown	Merchandise Manager	University Bookstore	6253
Dorothy Russo	Bookstore Asst. Manager	University Bookstore	6286
Melissa Smith	Supervisor	Starbucks	6314

<u>Name</u>	<u>Title</u>	<u>Location</u>	<u>Phone: 673-3417</u>
Dean Messina	Director of Dining Services	University Commons	6268
Casey Hennessey	Dining Services Asst. Mgr.	Centre Pointe/Starbucks	6288
Ed Koning	Dining Services Asst. Mgr.	Centre Pointe	6216
Evelyn Thompson	Supervisor	Centre Pointe	
Jason Domenico	Supervisor	Centre Pointe	6315
Mike Raimondi	Dining Services Manager	Tim Hortons	6259
Heike Magdowski-Hawker	Dining Services Asst. Mgr.	Centre Pointe	6313
Jaime O'Brien	Supervisor	Tim Hortons	6271
Loretta Dean	Supervisor	Tim Hortons	6219
Hilary Villafranca	Dining Services Asst. Mgr.	Cafes	6234
Felicia Nowak	Dining Services Asst. Mgr.	Cranston Marche	6261
Donn Smeragliuolo	Supervisor	Cranston Marche	6252
Jeff Walter	Catering Manager	University Commons	6274
Mark Kinney	Catering Asst. Manager	University Commons	6262

FSA Services

FSA offers the campus community a variety of services. We would like to take this opportunity to introduce these to you. Why is this important, you are part of the FSA family, so it is essential you know about all operations that we run!

Cranston Marche Dining Center

On the second floor of University Commons you can find the Cranston Marche (French for Market) dining experience. The preparation and cooking of food is right in front of the customer. The featured stations are: Pasta and Pizza with a brick pizza oven; the Pantry with salads, sandwiches, fresh fruit, soups, and desserts; the Grill with hot entrees and appropriate accoutrements; the Ice Cream Bar with sundaes, banana splits, shakes, etc. made to order.

Centre Pointe Lounge

Located on the lower level of the Williams Center one can find all the action. You can get pizza, subs, wings, tacos, hamburgers, fries, salads, ice cream, beverages, smoothies, Asian cuisine and other fast food items in our contemporary food court, open seven days a week until midnight.

El Diablo Azul

Neighboring the Centre Pointe Lounge is a treat for all who enjoy Mexican Food. El Diablo Azul offers Mexican bowls and burritos made to your liking right in front of your eyes.

Tim Hortons

A full service Tim Hortons Café and Bakeshop is located on the mail level of the Williams Center. Tim Hortons products include coffee, donuts, soup, bagels, pastries, sandwiches and Panini's. Great for mornings, or any time during the day! This location is the second franchise operation owned and operated by the Faculty Student Association.

Bookstore/Convenience Store

Located in University Commons, the Bookstore provides new, used and rented textbooks as well as a variety of reference and computer books. It also offers school and art supplies, teaching aids, college seal items, clothing, greeting cards, and a unique array of gift items. The convenience store and provides health and beauty aids as well as popular grab and go food items. The computer department features hardware, software and a wide range of computer supplies and peripherals. The Bookstore is open Monday through Saturday. The convenience store is open 7 days per week.

Starbucks

Found on the first floor of University Commons, Starbucks will provide an uplifting experience that enriches people's daily lives. Open daily, not only can you stop by for a coffee beverage, pastry, or sandwich of your choice, but you can shop the extensive retail store.

FSA Office

The FSA Office is located directly across the street from University Commons in Gregory Hall. There you can find one of the most friendly office staff on campus as well as information on meal plans, debit accounts, advances, and Human Resources. It's also where you pick up your paychecks.

The College Lodge

Located approximately 10 miles from campus the college lodge is the perfect retreat year round. From its ropes course and hiking trails to the sleeping lodge, everyone can find something to enjoy in its serene beauty. Check out the website www.collegelodge.com

Alumni House and Conference Center

Located at the main entrance to the university, this location houses the Alumni Association office and is also a conference center. The house has several conference rooms, which can be set up for meetings and/or catered events. It also has accommodations for an overnight guest.

Shaw Commissary

Located on Ring Road in the Services Complex, the Commissary is where we receive most of the supplies and merchandise for the dining facilities. It is also the home for our bakery, central prep, our catering kitchen, laundry, and maintenance department.

Vending

Our on-line vending machines provide that much needed snack between classes. Candy bars, chips, cookies, gum, and beverages to name a few can be found throughout the campus. You can use your debit account on your FRED card to purchase items.

Laundry

FSA provides free of charge washers and dryers in all campus dormitories.

Catering

From punch and cookies to board meetings to banquets, FSA caters to the needs of the Fredonia campus and community. We provide the set up and break down of all functions. Not only do we cater functions on campus but we also cater at the President's House, the college lodge, and the Alumni House and Conference Center. For more information on catering an event for your club or organization, please contact the FSA office at 673-3417 x6227.

FREDExpress

A one of a kind shop on campus in Thompson Hall, FREDExpress houses a self serve Tim Horton's kiosk, along with self serve sandwiches, fruit and veggies, and convenience store items. FREDExpress is open Monday through Friday.

Cafes

With three locations in McEwen Hall, the Science Center, Mason Hall and Fenton Hall, these cafes are designed to serve coffee, fresh sandwiches, soup and baked goods (which are made right in our commissary bakeshop) quickly to customers directly in academic buildings. Meal plans are accepted at all locations.

Concessions

Located in Steele/Dods Hall Athletic complex and also University Stadium, these locations are designed to serve customers who are attending our campus athletic events. We provide customer service and great food to enhance the experience for all attendants.

Student Positions

The student employees at FSA are often employed in a variety of jobs. Whatever the job is, it is important to remember *the customer always comes first*. The following job descriptions are only examples, and should not be interpreted as all-inclusive task lists.

It is important to remember that all FSA employees are expected to be team players. Just because you are assigned to one particular job does not mean that when you have slack time you can't help out somebody else. The more you learn about your job and the service we provide the more valuable an employee you become.

Since you are the ones performing the tasks, we encourage any constructive suggestions or criticisms you may have to improve our operations. Suggestions may be brought to the attention of a manager, supervisor or student leader. All employees should remember: There is rarely a time when all work is "caught up". Slack periods should be used to restock supplies, maintain cleanliness or get periodic maintenance tasks completed.

It is expected that all employees perform their duties the safest way possible. Caution is to be exercised when using knives, ovens, fryers, etc. to avoid accidents such as cuts and burns. All employees are expected to report any hazardous conditions in the workplace such as tripping and slipping hazards. All hazardous conditions should be immediately reported to the supervisor on duty and action taken to remedy the situation.

In all FSA work locations there is a chain of command that all students must follow. That chain is as follows: Manager, Assistant Manager, Supervisor, CSEA Employee, Student Leader, and Student Employee.

Job Descriptions

Cranston Marche

Student Leader: The main function is to assist management in the supervision of student employees, training new student employees, maintain substitution book, and other duties as assigned by management. Student Leaders received \$.50 more per hour.

Stations: Assist the CSEA employees in the daily preparation of food to be served at each station. May involve food prep, assembly of salads and sandwiches, plating up food to be served, making personal pizzas, making ice cream to order. Maintain cleanliness at all times.

Dish room: Perform various dishwashing duties, including removing food from dishes, glassware, and silverware, placing dishes, glasses and tableware in racks for washing. May unload dishwasher and transport clean dishes and tableware to dining area or serving station. Performs related housekeeping tasks such as sweeping and mopping floors, cleaning equipment, racks and carts as needed.

Centre Pointe Lounge & El Diablo Azul

Student Leader: Main function is to assist management in the supervision of student employees, training of new employees, making sure proper portioning guidelines are followed, maintain substitution book, and other duties as assigned by management. Student Leaders received \$.50 more per hour.

Pizza Server: Responsible for serving pizza, restocking pizza warmer and refrigeration units, and cleaning area during slow times. May also prep and bake pizzas according to standard procedures.

Pizza Prep: Is responsible for prepping the day's supply of pizza according to recipes and portioning specifications and loading pizza oven. May assist pizza server. Responsible for keeping work station clean.

Sandwich Maker: Prepares various sandwiches according to customer and portioning specification, restocks sandwich station as needed and maintains cleanliness of work station.

Fryer: Responsible for all fry items such as wings, fries, and onion rings etc. Aids in the quality production of sandwiches and supplies. Maintains proper levels of production for all units. Maintains and rotates proper stock levels and cleans workstation.

Dresser: Responsible for dressing all sandwiches according to recipe and portioning specification and setting up and tearing down the workstation. Aids in the frying and grilling of all products when necessary. Maintain stock levels and a clean workstation.

Grill Assistant: Responsible for the production of all grill items. Assists in the production of wings, fries, onion rings etc. Maintains stock levels and a clean workstation.

Dish room: Maintains clean dining room and work areas, fills all beverage machines with ice, washes all dishes in the dish machine, helps wherever needed.

Cafes

Student Worker: Provide coffee, tea and other beverages to customers using excellent customer service. May run register. Help customers with retail selections, and restock self service items. Maintain cleanliness to specifications.

Concessions

Student Worker: Provide goods and services to customers. May run register. Maintain cleanliness to specifications. Assigned as needed.

Tim Hortons

Student Worker: Provide coffee, tea and other beverages and products to customers using excellent customer service. May run register. Help customers with retail selections, and restock self-service items. Maintain cleanliness to specifications.

Catering

Student Leader: Main function is to assist management in the supervision of student employees, training of new employees and other duties as assigned. Assists in all aspects of catered events, set up, break down, assists cooks, waiting and busing of tables, organizes and directs student help for events. Student Leaders received \$.50 more per hour.

Server: Responsible for prompt and courteous service to customers. Gather, set up, serve, and break down of catered events.

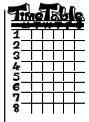
Dishroom: Responsible for washing all dishes and putting them away at the end of a special function. May assist in set up and break down as needed.

Bookstore/Convenience Store

Clerk: Stacks books and merchandise in proper storage or display area; may wait on customers or help them find items; run registers; assists with housekeeping and cleaning tasks as assigned.

Starbucks

Barista: Provide coffee, tea, and other beverages made to specifications for customers using legendary service. May run register. Help customers with retail selections. Maintain cleanliness to specifications.



Work Schedules



FSA recognizes the need for many students to work to subsidize college expenses. The FSA is committed to hiring as many students as practicable. **Employees will be assigned to a minimum of ten hours per week** and wherever possible, additional hours may be obtained through your manager or the manager of another unit.

- More Hours?? - Check out The Blue Team

The Catering Department is in need of student workers already hired by FSA to work large events that may occur during the year. To be on the Blue Team, you need to notify Jeff Walter by email at Jeffrey.Walter@fredonia.edu. When the need arises that we need extra staff to work these large events, an email will be sent to your account. You need to reply to the email verifying if you are able or unable to work it. The work can include serving or the dish room descriptions of the Catering department as listed in this handbook.

Attendance

You are expected to report on time for all scheduled work shifts. **Punctuality is essential** if we are to provide quality service to our customers. If you fail to show up for your shift, your fellow co-workers must work short-handed, placing greater stress on them and reducing our customer service capability.

Hand-Scan time clocks are used in all FSA work locations. Your manager will go over the following rules pertaining to the use of time clocks:

1. You must **be properly dressed before** clocking in and you must clock out before changing your clothes at the end of your shift.
2. Report to your workstation immediately after clocking in.
3. If you forget to clock in or out advise your supervisor. **ONLY** Supervisors, Managers, and Assistant Managers are allowed to alter or modify time records.
4. Any errors or changes in time records should be brought to the attention of your supervisor or manager.
5. Do not leave the work area during your regularly scheduled hours without the permission of your immediate supervisor.
6. Avoid clocking in early. You will not be paid for hours outside your scheduled shift unless approved by your unit manager in writing.
7. ***You are expected to work your shift for the entire semester including exam week.*** If your exams are scheduled during times you normally work, talk to your unit manager well in advance about re-scheduling and finding a substitute. This is your responsibility and you may risk losing your job if you do not complete your commitment.

Sick Call In Number

Call (716) 680-6333. At the prompt, enter the work location you are calling in for.

Unexcused Absences

More than two unexcused absences per academic year will result in your termination. After the first and second unexcused absence, you will receive and sign a document, which will state that the third unexcused absence will result in your termination.

Excused Absences

Sickness: You must call in *at least two hours prior to the start of your work schedule* for lunch and dinner shifts and *at least one hour in advance for breakfast shifts* (due to opening hours of operation). Excessive excused absences could result in progressive discipline, including termination. Write ups may occur after every three excused absences. Management has the authority, if abuse is suspected, to request medical documentation. Other areas considered as an excused absence: an absence beyond the control of an employee based on a proven family emergency, work related injuries, documented medical condition from a certified nurse/physician.

Resignation

When students accept employment, it is expected that they will work the entire semester, up to and including final exam week. A minimum of one week's notice is required when an employee resigns; two weeks is preferred. Failure to give adequate notice of resignation may affect future employment opportunities including any references that may be given.

Snow Days

While students are in residence at the university, FSA Food Services are an essential service. It is therefore important that food service employees do their best to get to work, even on days when classes have been cancelled. If you are not required to report to work, your unit manager will contact you.

Substitution Policy

It is the responsibility of the student employee to find a replacement when needed. They must record the request in the sub book and have it signed by the manager or supervisor when a suitable sub is found. If a sub is not found and the person requesting the time off fails to report to work, it will be considered an unexcused absence. If you are a student that accepted a sub shift that has been approved by management that fails to report to work for that shift, it will be considered an unexcused absence.

Students who are being substituted for should make every effort to pick up additional hours during the week that they are being substituted for, to make up the hours they will be losing.

The managers have the right to verify excuses. If an excuse is falsified, it may result in termination.



Getting Paid



You will get paid every other week, on Friday, at the FSA office. Pay periods are from Monday to Sunday and run for a two-week period.

Paychecks are available in the FSA office after 10:00 a.m. on payday. You must pick up your own paycheck unless prior arrangements have been made in writing with your unit manager. The individual distributing checks will request a valid ID.

You have the option of direct deposit to any bank or credit union. Proper forms must be completed in the FSA office. It takes **two** paychecks for the direct deposit to actually be complete and go directly to your bank.

Once you are hired you must fill out the following forms at the FSA office. You will not receive a paycheck until these forms are filled out and proper ID has been shown.

1. Form I-9 – Identification is needed when filling out this form. Please be ready and have valid identification. Only original documents are acceptable (no copies or faxes per law). Acceptable forms are on the back of the I-9.
2. W-4 – Federal withholding tax form.
3. Post Hire employment form.
4. Wage and Theft Prevention Act Form.

Meal Policy

Student employees are not permitted to take meals during the work shift. Students who are scheduled to work may eat prior to or after their regularly scheduled shift using their meal plan. Some exceptions are made for students with special circumstances, but you must have permission from your unit manager. If you do not have a meal contract you must pay the established cash price.

Snacking is not allowed while working. Your manager may designate beverages, which may be consumed in assigned areas during periods permitted by unit management. Food is not to be taken off the premises; doing so could lead to your termination.

For those students who work catering events, they will be allowed to eat provided that they work at least a four-hour shift, as designated by the supervisor on duty.

Appearance and Sanitation Guidelines

Uniform Shirts: Students will be issued 2 black polo shirts at the beginning of employment. Only plain white collarless shirts are allowed under the uniform shirt. Catering students will be issued the FSA polo shirt for casual events and a white dress shirt for formal events. Shirts must be tucked in and sleeves should not be rolled up.

Pants: Solid color black or khaki pants are acceptable. Blue, black, or tan denim jeans that are clean and neat looking will also be allowed in all work locations except Starbucks. Pants may not be torn or frayed and must be worn at the waist. *No shorts, Capri's, athletic, yoga, leather, acrylic or stretch style pants are allowed.* The pants will not be provided as part of the issued uniform; it is up to the employee to have the required pants. Catering students must wear black dress pants or a black skirt that is not more than 3 inches above the knee. Black or natural color stockings must also be worn with skirts.

Shoes: Footwear should provide support, comfort and safety. Sneakers are acceptable in all work locations except for Starbucks. (Starbucks employees must wear brown or black leather shoes or loafers. Black leather athletic shoes are acceptable.) Catering students must wear black dress shoes for formal events. No clogs, high heels, open toed or open heel sandals, flip-flops, or cowboy boots are allowed. Socks or stockings are required and must be worn.

Hat: Each employee will be issued a hat or visor and is responsible to bring it to each shift. The hat/visor must be worn with the bill facing forward.

Aprons: Aprons are to be worn at all times while working. Aprons are worn full length, not folded in half and wrapped around the waist. A clean apron is to be worn at the beginning of each shift.

Jewelry: Earrings may be small or moderately sized no more than two per ear. Ear gauges are acceptable up to 10mm, and a small nose stud is allowed. (No septum or rings). No other visible pierced jewelry or body adornments. No oversized or dangling watches, bracelets or wristbands are allowed. Small necklaces are acceptable if they can be worn under your clothes.

Personal Grooming: Hair must be clean, professional and tied back off the shoulders. No unnatural colors are permitted. Tattoos are allowed, but not on your face or throat. Tattoos must be tasteful and non-offending. Chewing gum is not allowed while working. Employees must be neatly shaven when coming to work, with beards or mustaches trimmed and neat. Shaving lotions, perfumes, and fragrances should be kept to a minimum. Finger nails need to be well manicured and of moderate length. Nail polish (includes gel, Shellac and clear) and fake nails (includes acrylic) are not allowed. Nail polish can chip and contaminate food and beverages. Employees must follow all reasonable personal hygiene standards, including regular bathing and using deodorant.

All employees who are handling food must wear plastic gloves, which will be provided by the FSA. **Gloves should be changed whenever you have touched anything other than the food you are preparing. Gloves are for the customer's protection not yours.**

Smoking is never permitted on or near food preparation or handling areas or on campus grounds.

Employees who report to work inappropriately dressed will not be permitted to work; in addition, continued lack of attention to proper dress may result in termination of your employment.

Safety

We consider the safety and well being of our employees and the general public of prime importance in all FSA activities. Consequently, we must strive to provide a safe environment by ensuring that:

1. All employees are provided all reasonable safeguards to insure safe working conditions.
2. All equipment, tools, machines and vehicles are maintained in good working condition.
3. Any unsafe condition or practice noticed by an employee will be corrected and/or reported to the safety coordinator or manager immediately.
4. We continue to study and develop safe work methods and train employees in these methods.
5. We continue to comply with federal, state, and local laws regarding accident prevention.

For your protection and that of your co-workers, always be aware of safety rules and exercise caution. Any potentially dangerous condition should be reported immediately to your supervisor. Likewise, any injury, no matter how slight, must be reported to your supervisor or manager immediately.

Every employee should be aware of the following basic safety rules:

- ✓ Make sure all walkways are clear; do not stack boxes or other material in aisles, stairways, doorways or other heavily traveled areas.
- ✓ Lift with your legs and carry heavy parcels close to your body; never bend and lift with your back.
- ✓ Don't strain in lifting or reaching; ask for help.
- ✓ Know where to find and how to use fire extinguishers in your work area; make sure you are familiar with your unit's fire emergency procedures; know the location of alarms and how fires are to be reported. Familiarize yourself with the evacuation notice posted in your work location.
- ✓ Wipe up spills promptly using mops not towels.
- ✓ Broken glass or china must be carefully cleaned up; if glass or china breaks in a sink full of water, drain the sink before removing broken pieces. Remove broken pieces with a paper towel and dispose them in a safe manner.
- ✓ If a glass or knife falls, do not try to catch it, let it fall.
- ✓ Always use dry hot pads or towels when handling hot utensils, pans, etc.; wet cloths conduct heat and may cause burns.
- ✓ Use and handle all tools and equipment with care; if you are not sure how something is operated, ask, or don't use it.
- ✓ Clean and return all equipment, tools and utensils to the proper storage area when a task is completed.
- ✓ Avoid collisions when moving carts; push carefully.
- ✓ Exercise special caution in kitchens; a surface may be extremely hot or slippery to walk on.
- ✓ Move at a prudent pace; never run in a work area.
- ✓ Horseplay such as running, throwing things, and any other unsafe act that may create bodily harm or aggravation to fellow employees, will not be tolerated.

Disciplinary Philosophy

The FSA has a commitment to progressive discipline as part of its operational philosophy. It is hoped that properly applied counseling and discipline may correct unacceptable behaviors before termination becomes necessary. However, some rule infractions may be serious enough to require immediate termination, even for a first offense. Your overall work record can and will be considered whenever disciplinary action is considered.

The following actions are among those that may be considered “just cause” for disciplinary action, up to and including dismissal:

- Failure to follow the reasonable direction of immediate supervisor in a timely manner.
- Unauthorized absence, tardiness, repeated unavailability for work; failure to give supervisor timely notice of tardiness or absence.
- Leaving work area without authorization during paid working hours.
- Failure to report any on-the-job injury within 72 hours.
- Failure to adhere to established company procedures, security, safety, and sanitary rules.
- Sleeping during working hours.
- Rude, discourteous conduct to customers or co-workers.
- Reporting to work under the influence of, or having in your possession alcohol, or drugs (except for medically prescribed drugs, if your supervisor has been informed of their use).
- Damaging, defacing, or willfully misusing company or state-owned property or the property of customers or co-workers.
- Employees are not allowed to answer the telephone or use the telephone for personal reasons unless given permission by the supervisor or unit manager. **This includes personal cell phones which are not allowed during working hours.**
- Theft or Dishonesty
- Falsification or willful omissions on company records or reports.

Incentive Programs

Student Leader Program

Each semester several students are picked by the unit managers to become Student Leaders. These positions are held by student workers who have performed their duties in an exemplary manner in the past, and who the unit manager believes is able to accept additional responsibility. They are chosen based on leadership skills, reliability, quality of work, attitude and the contribution that employee has made to the unit. The main responsibility is to assist the unit manager in the supervision of the student employees and a variety of other duties as determined by the unit manager. Student Leaders will receive \$.50 more per hour. Interested students should contact their manager for more information.

Student of the Month Program

Each month the Student Leaders decide upon a Student of the Month to represent their respective work location. These students are chosen based upon reliability, attendance, quality of work, attitude, and contribution to the unit. In the Spring semester all selected students will be honored for their accomplishments.



Customer Service Pointers

- ❖ Always remember to put the customer first. They are our life line, without them we are out of business.
- ❖ Be courteous to guests and fellow workers. Avoid loud talking and visiting with customers and co-workers.
- ❖ Give your full attention to the person you are serving, listen carefully to customer orders so that they do not have to repeat their orders.
- ❖ Do not show favoritism in dealing with student customers. If a customer brings food back with a complaint of any type, apologize and make every effort to satisfy the customer by giving a serving that he/she finds acceptable, or by suggesting another choice to replace it. This procedure is followed whether the complaint is justified or not. Take the returned food to your manager immediately and pass on the complaint so that the food can be checked. In case of a legitimate complaint, the manager can take corrective and preventive measures.
- ❖ Never argue with a customer. Refer the problem to the manager.
- ❖ If you observe a customer violating a policy, remind him/her of the policy as graciously as possible. If after the reminder the violation is not corrected, report the incident to your manager.
- ❖ If you observe any improper behavior in an FSA unit, report the incident to the manager on duty. Do not try to interfere or be a disciplinarian. Discipline is not a function of a student employee.

- ❖ **Smile!!!!** 

Policies

Equal Employment Opportunity Policy

It is the policy of FSA to hire, retain, promote and terminate, and otherwise treat all employees and job applicants on the basis of merit, qualification and competence. This policy shall be applied without regard to any individual's sex, race, religion, national origin, age, marital status or handicap.

In establishing this policy, the FSA recognizes the need to initiate and maintain affirmative personnel measures to ensure the achievement of equal employment opportunities in all aspects of our workplaces, conditions and decisions. It is each employee's responsibility to abide by and carry out the letter, spirit and intent of this commitment to equal employment.

An employee who believes that he/she has been subjected to discrimination in employment in dealing with the FSA is requested to report the incident or complaint directly to the Director of Human Resources, who will investigate and attempt to resolve the matter.

Adopted: July 1, 1988

Americans with Disability Act (Titles I and III)

Effective July 26, 1992, the ADA became effective.

Title I specifies that an employer, employment agency, labor organization, or joint labor-management committee may not discriminate against any qualified individual with a disability with respect to any term, condition, or privilege of employment.

The definition of a covered disability is as follows:

1. Any physical or mental impairment that substantially limits one or more of an individual's major life activities; or
2. A reference to an individual having a record of such an impairment; or
3. A reference to an individual who is regarded as having such an impairment.

A disability includes a physiological disorder or condition, cosmetic disfigurement, anatomical loss, or an emotional disorder or condition. A disability also includes diseases and infections.

The ADA does not protect individuals who currently use illegal drugs or are under the influence of alcohol at work. However, the ADA does protect a qualified individual provided that certain requirements are met.

A "qualified individual with a disability" means "an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the employment position that such individual holds or desires."

A person who falls within the ADA's definition of an individual with a disability is not automatically protected or guaranteed a job or a promotion. Under the ADA, the individual must also be qualified. ADA does not require employers to prefer applicants with a disability over applicants without a disability.

An employer must make reasonable accommodation for the known limitation of a qualified individual with a disability unless the employer can show that the accommodation would impose an "undue hardship" on the operation of the business. An employer does not have to accommodate an individual with a disability if doing so would constitute an "undue hardship" for the employer. The ADA defines undue hardship as "an action requiring significant difficulty or expense."

Title III refers to Access to Public Accommodations.

Non-Discrimination and Harassment Policy

The Faculty Student Association (FSA) expressly prohibits any form of discrimination or harassment against employees based on race, color, creed, religion, sex, sexual orientation, national origin, age, disability, marital status, citizenship status, or veteran status. FSA will not tolerate prohibited behavior by anyone in the workplace, including supervisors, co-workers, vendors, customers or visitors.

Discrimination means any disparate or unequal treatment of an employee relating to an employee's terms and condition of employment. Harassment, in general, means any unwelcome conduct intended to abuse, demean, offend, impede or intimidate a person and includes conduct such as slurs, vulgar language, jokes, insults and verbal or physical attacks or threats.

With regards to sexual harassment in particular, such harassment includes, but is not limited to, any unwelcome sexual advance or request for sexual favors, sexual innuendo, jokes of a sexual nature and all other unwelcome conduct of a sexual nature or based on sex, especially where:

- ◆ Submission to such conduct is made either explicitly or implicitly a term of condition of employment: or
- ◆ Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment; or
- ◆ Such conduct interferes with an employee's work performance or has the purpose or effect of creating an intimidating, hostile, or offensive working environment.

Each manager and supervisor is responsible for creating an atmosphere free of discrimination and harassment. All employees are responsible for respecting the rights of their co-workers and complying with this policy.

Complaint Procedure

If you believe you have experienced any job-related discrimination or harassment based on any of the above listed factors, you should promptly report the conduct to one or more of the following people: your supervisor or the Director of Personnel. The listed person to whom you make the report will take appropriate action to see that a fair and impartial investigation is undertaken and completed as soon as possible.

Retaliation

FSA also prohibits any adverse treatment directed at an employee as retaliation for filing a discrimination or harassment complaint with the FSA or any government agency, or testifying, assisting or participating in any way in an investigation of such a complaint. FSA will undertake all measures within its control to ensure that no employee is retaliated against for exercising his or her rights. If you believe you have been retaliated against, you should follow the complaint procedures set forth above.

Confidentiality

Information received about complaints of discrimination, harassment or retaliation will be handled in a responsible manner and will be kept confidential, except where and to the extent that disclosure of such information is necessary in the investigation of the complaint.

Corrective Remedies and Disciplinary Action

After investigation of a complaint, if it is determined that the complaint is valid, FSA will take prompt and appropriate corrective action to stop the prohibited conduct, correct its effects and prevent its reoccurrence. Appropriate disciplinary action will also be taken against the offender based on the severity of the conduct, up to and including termination from employment. The employee making a complaint will be informed of the Company's action.

Workplace Safety and Violence Prevention

The Faculty Student Association is concerned about the increased violence in our society and its impact on the workplace and has taken steps to prevent incidents of violence from occurring at this organization. It is the policy of FSA to expressly prohibit any acts or threats of violence by any company employee or former employee against any other employee in or about FSA facilities or elsewhere at any time. FSA also prohibits any acts or threats of violence against the Company's employees, customers, or visitors on FSA premises at any time or while they are engaged in business with or on behalf of this organization, on or off FSA premises.

In keeping with the spirit and intent of this policy, and to ensure that FSA's objectives in this regard are attained, it is the commitment of FSA:

- ◆ To provide a safe and healthy work environment for all FSA employees.
- ◆ To take prompt remedial action, up to and including immediate termination, against any employee who engages in any threatening behavior or acts of violence, or who uses any obscene, abusive or threatening language or gestures against another employee or against customers or visitors to FSA.
- ◆ To take appropriate action against customers, former employees, or visitors to FSA's facilities who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law.
- ◆ To prohibit employees, former employees, customers, and visitors from bringing unauthorized firearms, other weapons or explosive devices onto FSA premises.
- ◆ To establish security measures to ensure that FSA's facilities are safe and secure to the maximum extent possible, and to properly handle access to FSA facilities by the public, off-duty employees, and former employees.

In furtherance of this policy, employees have a "duty to warn" their supervisors, security personnel, or personnel department representatives of any suspicious workplace activity or situations or incidents that they observe, or that they are aware of, that involve other employees, former employees, customers, or visitors. This included, for example, threats or an act of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks. Employee reports made pursuant to this policy will be held in confidence to the maximum possible extent.

FSA will not condone any form of retaliation against any employee for making a good faith report under this policy.

Annual Campus Security Report

The Crime Awareness and Campus Security Act of 1990 requires us to provide all campus employees with the Annual Campus Security Report. The report can be located on the web www.fredonia.edu or a paper copy will be provided to you upon request.

Workplace Searches

To safeguard the safety and property of our employees, our customers, and the FSA, and to help prevent acts of violence in the workplace, as well as the possession, sale, and use of illegal drugs on FSA's premises, FSA reserves the right to question employees and all other persons entering and leaving FSA's premises, and to inspect any packages, parcels, purses, handbags, briefcases, lunch boxes, or any other possessions or articles carried to, from, and on FSA property. In addition, FSA reserves the right to search any employee's office, desk, files, locker, or any other area or articles on our premises. In this connection, it should be noted that all offices, desks, files, lockers, locks, computers and so forth, are the property of FSA, and are issued for the use of the employees only during their employment with FSA. Inspections may be conducted at any time at the discretion of FSA.

In conjunction with implementing this policy, FSA has posted notices in conspicuous places throughout our facilities informing all employees, prospective employees, customers, visitors and all other persons of FSA's policy and right to question individuals and conduct inspections.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy will not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate to an inspection, as well as employees who, after the inspection are believed to be in possession of stolen property, unauthorized firearms or other weapons, or illegal drugs, will be dealt with by the personnel department, who in turn will contact the university police and the employee will be subject to disciplinary action up to and including discharge, if, after investigation, they are found to be in violation of FSA's security procedures or any other FSA's rules and regulations.

Lost or Abandoned Property

This policy is to provide clear direction to employees for the proper safeguard, inventory, and as required, disposal of item(s) found by FSA employees at any location throughout the campus.

Periodically, lost property or abandoned item(s) (e.g. clothing, wallet, small appliances, etc.) are found on campus. Any such item, regardless of value, is considered lost property. Lost or abandoned property found should be turned over to the Human Resources Department. Cleaners working in FSA locations should return found items to the supervisor in charge of their shift.

It is never appropriate for a FSA employee to take any found item or property from campus – including items found in and around a dumpster or garbage can – without following this policy and securing Director level approval. Failure to comply with this policy may subject an employee to disciplinary action.

New York State's Right to Know Law

What is a toxic substance?

“All substances are poisons: There is none which is not a poison: It is the right dose that differentiates a poison and a remedy.”-----

Paracaisus

How toxic is toxic?

The extent to which a substance will cause harmful effects is called the toxicity of that substance. The effect of any chemical (beneficial or toxic) is dependant upon a number of factors, the most important of which are the *concentration and quantity of the chemical and the frequency and duration of exposure*. Even ordinary table salt, which is used to enhance the flavor of food, may be toxic if a large enough dose is received.

How do you determine whether a material is a toxic substance?

First, *look at the container*. Some manufacturers provide safety information directly on the label. Many commercial products (which are also covered by the law) are composed of mixtures of chemicals, and the labels may have information about the ingredients and special warnings. If specific information is not available from the label, the manufacturer must be contacted to *obtain a MSDS*. Toxicity manufacturer is also available in various reference books in the Office of College Services or the Chemistry Library.

Employee rights guaranteed by the law

An employee has the right to request and receive information as to whether he/she is being exposed to toxic chemicals at hazardous levels during the course of a workday. This information should include a description of the known or suspected health hazards associated with a chemical substance, and the circumstances under which these effects are likely to occur. An employee has the right to know what symptoms may be produced by exposure to hazardous levels of toxic substances. Any employee has the right to refuse to work with a toxic substance if he/she requests relevant information for a chemical and does not receive a written reply within 72 hours of receipt by the employer. An employee may exercise any right pursuant to or directly related to the “Right to Know” Law without fear of any discrimination whatsoever. An employee must not be required to waive any rights under the “Right to Know” Law as a condition of employment. An employee may file a complaint with the Department of Labor if he/she has been discriminated against in violation of the “Right to Know” Law.

As an employee of the Faculty Student Association, I hereby affirm that I have been issued the Student Employee Handbook, and agree to abide by all rules, regulations, policies, and standards contained therein, as a condition of my employment.

Print Name

Signature

date

(Please tear off this page and turn it in to your manager.)