

University Catering Employee Manual

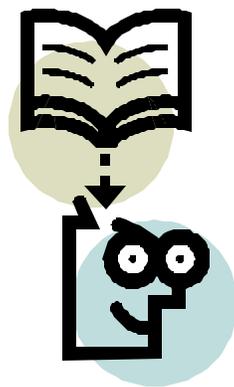


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Important Phone Numbers

| | |
|------------------------------|----------|
| Penny Preston, Manager | 351-1390 |
| Assistant Manager | 351-1304 |
| Production..... | 351-2626 |
| UC Kitchen..... | 351-1302 |
| Pano. Servery | 351-1201 |
| Main Servery..... | 351-2318 |
| Ballroom Servery..... | 351-1325 |
| UC Information Desk..... | 351-2007 |
| Event Planning..... | 315-1127 |

Mission Statements

UNC Dining Services:

UNC Dining Services provides quality food and service in a professional manner to students, faculty, staff, and guests of the University of Northern Colorado. It is a goal of Dining Services to support the mission of the University by promoting nutritional awareness throughout the campus community. UNC Dining Services is committed to providing pleasant dining experiences, meeting diverse culinary needs, and emphasizing value for all customers.

Catering:

Our goal at University Catering is to provide our customers with quality food and service that constantly satisfies each individual's needs and exceeds their expectations in a comfortable environment which will enhance the university experience.

Your responsibility as a caterer lies with how you treat the guests and present their food in such a way that complete satisfaction is attained. The types of events range from simple refreshments and buffets to reunions, wedding receptions, and holiday parties as well as many others. Your job as a caterer can be broken down into three basic parts:

- 1) Setting the tables for the event
- 2) Serving the food for the event
- 3) Cleaning the event

It is the people working here who make our organization a successful and award-winning operation. This handbook will help you carry on this tradition as well as make University Catering a rewarding and comfortable place for you to work.

General Procedures and Policies

Paychecks

The pay period lasts one month, beginning on the 15th day of one month and ending on the 14th day of the next month. Your paycheck will be automatically deposited in your Wells Fargo account on the last working day of the month. If you haven't done so, be sure to fill out a Direct Deposit Form at Wells Fargo. You need to sign your timecard before the pay period ends to ensure you get paid. Additionally, a Work Authorization must be filled out by all employees who are UNC students and turned must be in by the 9th of the month during the first pay period.

Building Entrance

If you are scheduled for an early morning shift, or if the University Center is locked for any reason, you can enter the building by going to the back dock door and ringing the doorbell. A cook or another caterer will let you in.

Building Security

Never let strangers into the building before or after regular building hours. If the building doors are locked and or the gates are down we are responsible to return things that way. If doors are locked during normal business hours notify the building Student Assistant Manager at the Information Desk to unlock them.

Uniform and Personal Appearance

The uniform for events varies depending on the type of events. There are two uniforms we use, Formal and Casual. A description of each is listed below. For Prep. Cooks and Dishwashers the uniform is always Casual. The Casual uniform may also be wore during the clean up for events in the kitchen or after the customer has left.

Formal Uniform:

Pants: Black dress pants - polyester blend, wrinkle free. No jeans.

Women may, and are encouraged to wear skirts. They must be black and between ankle and knee length.

Shirt: Long sleeve tuxedo shirt.

Shoes: Black dress shoes with closed heel and toe. No tennis shoes, high heeled shoes or hiking shoes at anytime. This includes tennis shoes before events.

Socks: Black socks with pants or hosiery with skirts

Vest / Bow Tie: Your vest will be issued at your first catering event, as well a bow tie if you don't have one. You will be asked to sign a uniform agreement when your vest and bow tie are issued to you. This agreement states that you will return any issued uniform items at the end of your employment with University Catering, or the cost will be garnished from your final paycheck as a replacement fee. You are responsible for cleaning your uniform before returning it.

Hair: Pulled back if longer than shoulder length. No unusual colors or styles. Men, must be clean shaven. Hair nets must be worn when doing prep work.

Jewelry: Excessive jewelry (more than 3 finger rings or more than 4 earrings) facial piercing or visible tattoos are prohibited. Finger nail polish, if worn, is to be of a natural color.

Casual Uniform:

Pants: Either Khaki's or jeans may be worn. They must be in good condition

Shirt: The shirt to be worn is the UNC Dining Services polo that will be issued to you.

Shoes: Tennis shoes or other appropriate shoes that are closed heel and toe.

******No sweat pants, shorts, abbreviated tops or tank tops are allowed at any time.**

******Gum chewing is not allowed at any time.**

Time Clock

You need to clock in AFTER you are **completely** ready to start working. This includes being dressed in uniform and having all of your possessions stored away in a locker. If, for some reason, you forget to clock in or out, notify a supervisor or manager. Do NOT clock when you realize the mistake. Each employee receives a new time card at the beginning of the pay period. To clock in and out, simply drop the card into the time clock. If you have any questions about your time card please speak with a supervisor or manager.

Breaks

The catering crew takes a half-hour break during most events. The Student Supervisor will notify the crew when this break occurs. Some things to remember regarding breaks:

***Remember to always clock out before going on break and to clock in after your break is through.

***During your break is the only time you can eat and drink at work, other than water.

***If you choose to bring your own food it cannot be stored in the coolers. You may keep it in a locker.

***Your friends may NOT eat catering meals.

***If you need to leave the building for any reason during your break, you MUST notify a supervisor and promptly return when the 30 minute break is over.

Meals

Anytime you work a full shift, you are allowed to have a meal. Typically, you eat whatever was being served at the event you worked. Meals cost \$2.65 and are automatically deducted out of your paycheck for each shift. Those of you who have University meal plans, it will not affect your paychecks but will be marked as a meal off of your meal plan. If you have any sort of meal plan, you need to notify a Catering manager. This is so that you will not be charged for the meals. If, for some reason, you do NOT eat catering food during a shift, notify a supervisor or manager as soon as possible so you will not be charged the \$2.65 for that day (this means you didn't eat ANYTHING).

Scheduling

Each Friday, the following week's schedule (Monday through Sunday) is posted on the bulletin board across from the time clock. Please make sure you check when you work as soon as possible so any conflicts can be resolved. When looking at the schedule, keep the following in mind:

***Don't forget to initial in the far left column next to EACH place where your name occurs on the schedule.

***Do NOT make changes to the schedule without approval from a manager.

***Be sure to know which uniform is to be worn, formal or casual. If it is not indicated than the formal uniform is to be worn.

Time off

Requests for specific days/times off need to be written down and in the catering manager's office by **noon** the Thursday before the week that the day/time you're asking for off (i.e. before that week's schedule is posted.) If there is a conflict, illness, or emergency that will prevent you from working a shift, it is your responsibility to notify a manager and get phone numbers of other caterers to try to find a replacement. However, your replacement must be approved by a manager. Notifications of such emergencies should be given at least **five hours** prior to the shift in question. The manager's office phone numbers are 351-1304 or 351-1390.

Before a new semester starts, you are expected to bring in your available work schedule so you will not be scheduled during a class. Furthermore, when finals week arrives, the times of all your finals will need to be turned in too. All employees are expected to work during mid-terms and finals.

Attendance and Tardiness Procedures

Arriving for your shift on time, and in uniform, is extremely important in catering. If you are late or absent for a shift it will be documented on the Corrective Action Form. Two Tardies are equal to one No-Show and tow No-Shows is grounds for termination. If, due to circumstances beyond your control, you will be late or absent, call 351-1304 (manager) or 351-1302 (kitchen) to speak to a supervisor or manager.

Corrective Action

To document all infractions we use a Corrective Action Form. These include both Verbal and Written Warnings as well as Notice of Termination. Typically an employee will first receive Verbal Warnings followed by Written Warnings and than, if warranted, employment will be terminated. At most three warnings are permitted per semester before termination becomes an option. However, if the action warrants, a manager may determine it necessary to skip any or all steps leading to termination.

Emergency Procedures

***If injured on the job, a manager must be notified immediately. The employee will then be informed which doctors and/or medical facilities to go to and steps to take in order to get workman's compensation.

***In the event of an emergency, a manager must be notified. If no manager is available, call UNC

Police at 351-2245.

***If any security problems, including fighting, theft, or harassment, are known by an employee, he/she must report it to a supervisor immediately.

Serving

The customer's menu selection will determine the type of service that will be provided. There are two typical styles: "SERVED" means the catering crew will serve all of the meal to the guests and "BUFFET" means the guests will serve themselves through the buffet line. Serving instructions and table assignments will be given before the event starts.

Gathering

Upon clocking in, the supervisor will give you a Gather Sheet. You are to get everything that is on this Gather Sheet and bring it to the location of the event. After all equipment has been gathered and delivered to the location of the event, we begin to set the tables. Sometimes, you will be asked to do other jobs while the room is being set up. These include such things as filling water glasses, setting up the servery area, or brewing coffee. Always check with a supervisor or manager if you are unsure of what to do or need a task.

Linen

The first thing that goes on the tables is the linen. We have two main types of linen tablecloths, "banquets" and "rounds." The "banquets" are rectangular and are used for beverage tables, buffet tables, and any other rectangular tables. The "rounds" are used for the round tables that are most commonly where our guests will dine. When placing linen, pay close attention to how centered they are as well as any tags that may be sticking out.

Along with linen, there are "drapers." Drapers are also sometimes referred to as "table skirts" that clip onto a table and hang down to keep the underside of the table from being seen. These are used mostly on rectangular tables like buffet and beverage tables.

Place Settings

A place setting consists of silverware, cups, glasses, plates, and napkins. There are many slight variations of settings that you will encounter, however, all are very similar. Set up consists of a wave-like pattern where we all start at one end of the room and place a certain item(s) on the tables as others follow with other items.

Silverware: Silverware is the first thing placed for a place setting. The usual setting has a knife, spoon, salad fork, dinner fork, and dessert fork or spoon. The knife is placed to the right of where the plate will be with the knife's blade facing towards the plate. Both the salad and dinner forks go to the left of the plate with the dinner fork inside the salad fork. All three pieces of silverware must be parallel and have their bottom ends 1 inch from the table edge. The final pieces of silverware, the spoon and the dessert fork or spoon, go above the dinner plate, parallel to its top edge. The spoon is on the top facing to the left, and the dessert fork/spoon is on the bottom facing to the right. Some extra pieces of silverware, like steak knives, bouillon spoons, etc. will occasionally be added.

Bread & Butter Plates: Bread and butter plates are placed about one inch above the salad and dinner forks. Two butter balls are placed at the "2 o'clock" position on the plate.

Coffee Saucers and Cups: The coffee saucer is placed directly to the right of the knife with its bottom edge matching up with the knife's. The cup is placed right-side up on the saucer with its handle at the "5 o'clock" position. Sometimes these are placed on the beverage table.

Napkins: (See diagram on page 7) The most common folds of napkins are as follows:

- 1) "Diaper" or "Pyramid" is placed over the forks.
- 2) "Stand-up Fan" is placed in the middle of the setting.
- 3) "Lily-in-the-Glass" is placed in the wine glass.
- 4) "Candle Stick" is placed in the wine glass.

Water Glasses: One of the last things placed on the table. It is placed directly above the knife.
Iced tea, Wine Glasses and Juice Glasses: Are placed to the right of the water glass directly over the spoon.

Procedures for Preparation

Water Glasses: Are filled full with ice and then filled with water to ½ inch from the brim. Servers are required to refill all ice tea and coffee cups when they are ½ empty.

Rolls: Servers should place roll baskets on each table before the guests are served their salads. The number of rolls placed in a basket usually coincides with the amount of settings at the table. When baskets are empty refill with ½ the starting number (3 or 4).

Beverages: Are served during the time the guests are eating their salads. Which kind of beverages and any special instructions will be given before service.

Pre-placed: These are items that must be placed prior to the arrival of the guest. These items may include salads or desserts.

Procedures for Serving

Served Meals

Serving Hot Beverages: With the coffee pot in your right hand and your left arm bent behind your back, carefully “free-pour” the coffee or hot water into their coffee cups. Leave 1/4 inch from the brim. For hot tea, the customer will select from our tea box collection. Offer tea choice BEFORE pouring the hot water. If you are uncomfortable with free-pouring you may pick the cup up **by the saucer** and pour.

Serving Cold Beverages: After receiving the customer’s beverage request, place the glass on their right side next to their ice water. When a glass is ½ empty, refill by carefully pouring the beverage into the glass while it sits on the table, to 1/2 inch from the brim.

Pouring Wine:

1. Obtain an extra linen napkin for bottle drippings.
2. Allow the guest to see the label of the bottle when announcing the wine being served.
3. Pour the wine into the wine glass slowly to prevent splatters and spills; fill the glass 3/4 full. When pulling the wine bottle away from the glass, turn the bottle slowly to catch the drips. Wipe the bottle opening clean of drippings. Do not allow the bottle to cling the wine glass.

Serving the meal:

1. Know how many people are seated at each table and what type of meal they have ordered.
2. When you have a table that is **completely** finished with their salads, clear the salads & silverware from the right side, no more than two at a time. Place plates and silverware QUIETLY in your bus tub. It is important to keep things organized in your tub. Scrape leftovers into a pile, stack the plates in one corner and the silverware in another. Also, clear all salad dressing that is on the table.
3. When all salad plates have been cleared, go to the server switch out your full bustub for an empty one and collect the needed meals. BE SURE TO KNOW HOW MANY PEOPLE YOU ARE SERVING AND WHAT TYPE OF MEAL THEY HAVE ORDERED. Do not stack the meals more than five high on your cart. THE HEAD TABLE ALWAYS GETS SERVED FIRST. To serve take

the lids off 2 meals, leaving the lids at your cart. Place the dinner from your left hand in front of the guest, with the main entree facing the guest. Place the second dinner in your left hand, and move to the next guest, placing the dinner in front of the guest with the entree facing him/her. Remember to serve on the customer's left side and ladies first.

4. After the **entire** table is completely finished with their dinner, remove the dinner plate from the right side. Clear no more than 2 dinner plates at a time. Additionally take Bread & Butter plates, Bread Basket, all silverware except spoon and dessert fork or spoon and any additional items used only for the entrée. At times we may not wait for the entire table to be finished. Your Supervisor or Manager will let you know of this exception.
5. Return dirty plates to your cart. Place all silverware **QUIETLY** in the bustub. Replace the lid on the dinner plates, and stack them on your cart again no more than five high. All other dishes should, also be placed in the bustub in separate piles, but not to exceed the rim of the bustub. When clearing dinner places also clear the bread and butter plates and the break basket.
6. Bustubs are to be placed on the lower shelf of the black cart. Organized bustubs provide a more efficient clean-up. Remember to stack items together (i.e.: soup cups, silverware, etc.) Do not throw the dirty dishes into the bustub; this limits the breakage and the loud noise. It is our goal to be seen but not heard in this respect. Never place your black cart directly behind the guest. Be sure to change bustubs when the dirty dishes reach the rim.
7. After your dinners have been cleared return your cart to the servery to unload the dirty dinner plates and replace the full bustub with a clean bustub.
8. The last served course is dessert followed by coffee service. This course is served in the same manor as the two previous courses. If dessert is in the shape of a pie the point is toward the guest.
9. After serving dessert and coffee, it is important to remember that you are not through with serving your guests. Return to the table to check if your guests need refills on coffee, tea or water or if they need anything else prior to their departure.

Order of Service

1. Beverage
2. Rolls
3. Serve salads and dressing
4. Offer beverages or wine
5. Serve entrees, announce the entrée name
6. Refill beverages/rolls
7. Serve dessert
8. Offer or refill coffee

Always serve ladies first!

Buffet Service

With buffet service, the food is prepared in the kitchen, then arranged on trays or chafing dishes and placed on long tables. The guests line up, take a plate, and help themselves to whatever food they may like.

Employees are assigned to stock and/or carve the meat at a buffet. It is important to follow the procedures of buffet stocking when you are assigned. See sample drawings.

Employee's are assigned to clear tables the same as they do for a served meal.

Professionalism on the Dining Room Floor

The majority of your job is to provide excellent customer service and proper attitude. Therefore:

- Do not discuss personal or political problems while on the serving floor.
- When you are on the floor, do not lean against walls or stand around talking with other employees.
- Be familiar with the menu.
- Even if there is nothing to do in your section, look busy.
- When standing at a buffet table or dining room, keep arms crossed behind your back.
- Take pride in your appearance, always wear a clean and proper uniform.
- Keep a low noise level when clearing dirty dishes.
- Treat each guest as they are equally important, you never know who you may be serving.
- Always keep a smile on your face, it is amazing what a smile can do.