



Student Employee Attendance Policy

Policy: To ensure the best customer service, quality food production and efficient business practices, excellent attendance is expected. Assigned shifts are the responsibility of the employee to work or find a qualified substitute through finals week of each semester. By accepting or continuing employment, the employee commits to work through finals week of each semester.

Work Schedules

- Shift days and times are determined by the facility managers and are based on business and production needs. These weekly schedules repeat throughout the semester with the exception of Catering and summer.
- Schedules will be available online with a substitute system which may be used as a tool to locate a qualified substitute or to pick up additional work shifts as desired.
- Schedule changes are limited to the first couple weeks of the semester and cease once class schedules are set in week three of the semester.
- Communication is extremely important for successful employment. Student employees are responsible to read and respond to all emails, respond to phone calls and voice messages by maintaining an active voice mailbox, and completing all assigned trainings.

Substitution

If you are unable to work for any reason, you are responsible for finding a substitute by posting your shift to the Swap Board. If your shift is not claimed from the Swap Board, you are ultimately responsible for working the shift. Exams, club activities, career fairs, etc. should all be planned far in advance and substitutes located. If no substitute is located, please be prepared to work the assigned shift.

Points – Accumulate through the Fall Semester OR Spring and Summer Semesters

“0” Points - Present: Showed up on time and worked through the entire work shift. Being on time means that you are clocked in, at your assigned station and ready to work at the start of your shift.

“1” Point - Tardy: Late to your scheduled shift (more than 5 minutes and less than 30 minutes), or left early without being dismissed. Out of uniform or out of the work area at the start of the shift, even if clocked in, will be considered late. Repeated tardiness and unscheduled absences may result in discipline up to and including termination.

“2” Points - Call, No Show (CNS): Call your facility at least 1 hour prior to the start of work shift and speak to a manager, report that you are unable to work a shift. No emails or text messages will be accepted. Unanticipated illness, tardy over 30 minutes, or Performance issues fall into this category of points earned.

“3” Points - No Call, No Show (NCNS): Not calling at least 1 hour prior to a work shift and not showing up to work the shift. Performance issues may fall into this category of points earned.

“6” Points = A warning letter is earned at this level

“9” Points = Termination of employment

Excused Absence

Find a qualified substitute to cover the assigned work shift by utilizing the swap board or obtain approval more than two days in advance from your facility manager. We recognize that on rare occasion, you may need to miss work due to an emergency. When this occurs, please discuss the situation with your manager and volunteer to provide documentation, otherwise the absence will be unexcused. Excellent communication with your manager is key.

- Poor work performance or insubordination may result in a corrective action.
- In the event an employee is absent for three work shifts or more without prior notice or approval, such event is viewed as job abandonment. The employee is then separated from employment as a voluntary termination and is not eligible to return to ISU Dining employment.

Illness

Excessive illness is a hardship on ISU Dining and makes it difficult to best serve the customer. **All shifts that are not worked by the employee without a substitute will earn points.** Managers of each facility will determine excessive absenteeism due to illness, on a case by case basis. Excessive employee illness will lead to termination.

If a worker becomes ill during a work shift and needs to go home, he or she must notify the manager on duty before clocking out and leaving the facility.

Employee Reporting Agreement - In accordance with Iowa Health Code, any employee (or family member) who becomes ill due to Norovirus, Salmonella Typhi, Shigella ssp., Enterohemorrhagic (EHEC) or Shigella toxin-producing Escherichia coli (STEC), or Hepatitis A Virus, must immediately notify the person in charge, so the appropriate steps may be taken to safeguard our customers and workers. Any onset symptom, while at work or outside of work, including the date of onset must also be reported. Symptoms may include diarrhea, vomiting, jaundice, sore throat with fever or infected cuts or wounds. For more information, please refer to the Employee Reporting policy in the Student Employee Handbook, the agreement on your job application or the manager on duty.

For your own personal safety and the safety of our customers, please stay in communication with facility managers about serious or contagious long term health issues you may develop that may affect work attendance or limit job performance.

You are a valued member of our team and we want to provide you with all the tools and resources you need to be successful. Please communicate with dining management or the Dining Student Staffing Office if there are any outside factors affecting your attendance. We are happy to work with you if you are having issues.