

HOURLY TEAM MEMBER
HANDBOOK

Welcome aboard! Let's get started!

HOUSING & DINING SERVICES
COLORADO STATE UNIVERSITY

Residential Dining Services
Updated July 1, 2026

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Welcome!

Welcome to Colorado State University Residential Dining Services!

We're excited to have you join our team! This handbook has basic info you'll need for your new job; it's up to you to be familiar with what's inside. Please ask your Student or General Manager if you have any questions!

Who We Are:

3 *ALL-YOU-CARE-TO-EAT DINING CENTERS*
+ Dining Services Office @ Palmer Center, Central Production, Catering, Bakeshop & Storeroom

7 *GRUBHUB ORDERING LOCATIONS*

2 *MARKETPLACE & CAFES*

2 *MINI MARKETS*

175 *FULL TIME EMPLOYEES*

800 *PART TIME & STUDENT HOURLY TEAM MEMBERS*

OUR MISSION A1

To deliver an **oustanding dining experience** crafted by an **engaged team** dedicated to **social & environmental responsibility**.

Colorado State University Office of Equal Opportunity

Colorado State University is committed to non-discrimination, diversity, and inclusiveness, and to supporting its employees, regardless of religious affiliation or non-affiliation, in accordance with state and federal laws and regulations. As part of this commitment, the University makes good faith efforts to accommodate students' and employees' religious practices and beliefs, unless such accommodation would create undue hardship. For more information, contact the **Office of Equal Opportunity**.



New Employee Training

All new employees must first attend the new employee department orientation before their first day of work. This orientation is vital to your success, and will help you gain the skills to make a positive impact in your role at your dining center. You are also required to attend an orientation at your dining center within 14 days of starting work. Your student manager will schedule this orientation for you.

1 *Step 1: New Employee Department Orientation*

The New Employee Department Orientation will go over this manual, policies and procedures, customer service, safety, and benefits and opportunities available to you working with CSU and Residential Dining Services!

- **Food safety and sanitation guidelines**
  - Calibrate a thermometer, taking temperatures
  - Proper storage of foods
  - Food allergens
- **Proper knife safety**
- **Attendance and accountability policy**
  - Expectations and process for your schedule
  - How to find substitutes for your shifts
- **Other policies and procedures**
  - If you're injured in the workplace
  - Paychecks and scheduling
  - Uniforms and hair restraints

2 *Step 2: Dining Center Orientation*

The Unit Orientation will walk you through several key safety, sanitation, and food service guidelines based on where you work and what tasks you have at each station. These are skills you will need to perform the variety of tasks that the hospitality industry has to offer!

Promotional Opportunities

There are several opportunities for hourly employees to advance their position within Dining Services. If you are interested in becoming a student cook, aide, supervisor or student manager, ask your student manager for more info!

Residential Dining Services also offers four (4) student leadership courses for those interested in gaining valuable skills to help them in the workplace and future careers. These courses are also a requirement for all student supervisors to complete. Speak with your student manager or go to the Student Employee Resource Page for more information.

Four supervisor courses offered:

- RDS Hospitality
- Workplace Safety
- Food Safety
- People Management



Completing all 4 courses makes you eligible for a one-time pay increase of $0.25/hr. for team members only. These courses are a requirement for Student Supervisors and above.

Longevity Increases

You can earn a $0.15/hr increase per semester ($0.30/hr total) if you meet these conditions:

- Work at least 200 hours in a semester
- 2 or fewer Accountability Points

Essential Duties

1. Perform a variety of supportive foodservice work including, but not limited to: cashier responsibilities, dining room ambassador, packing meals and preparing to-go orders, serving food, preparing and cooking both hot and cold food, cleaning tasks, etc.
2. Meet daily scheduling requirements, including regular attendance.
3. Must be able to work in varying work conditions and be on your feet for extended periods of time.
4. Must learn the rules and regulations of Dining Services and orient yourself with the facility.
5. Prioritize work assignments within established operating procedures and guidelines.
6. Learn and ensure self-compliance with all food safety & sanitation guidelines, including health safety protocols for food safety workers as described by the University.
7. Provide exceptional service and a dining experience that meets the needs of students and university guests.
8. Comprehend written instructions for equipment operation, chemical supplies, safety instructions, policies, and guidelines.
9. Learn and follow all guidelines contained in the employee handbook.
10. Understand and follow Colorado State University policies, including the **Principles of Community**.



PRINCIPLES OF

Community

The principles of community support the Colorado State University Mission and Vision of access, research, teaching, service and engagement. A collaborative and vibrant community is a foundation for learning, critical inquiry, and discovery. Therefore, each member of the CSU Community has a responsibility to uphold these principles when engaging with one another and acting on behalf of the university.

INCLUSION

We create and nurture inclusive environments and welcome, value and affirm all members of our community, including their various identities, skills, ideas, talents and contributions.

INTEGRITY

We are accountable for our actions and will act ethically and honestly in all our interactions.

RESPECT

We honor the inherent dignity of all people within an environment where we are committed to freedom of expression, critical discourse, and the advancement of knowledge.

SERVICE

We are responsible, individually and collectively, to give of our time, talents, and resources to promote the well-being of each other and the development of our local, regional, and global communities.

SOCIAL JUSTICE

We have the right to be treated and the responsibility to treat others with fairness and equity, the duty to challenge prejudice, and to uphold the laws, policies and procedures that promote justice in all respects.

Customer Service

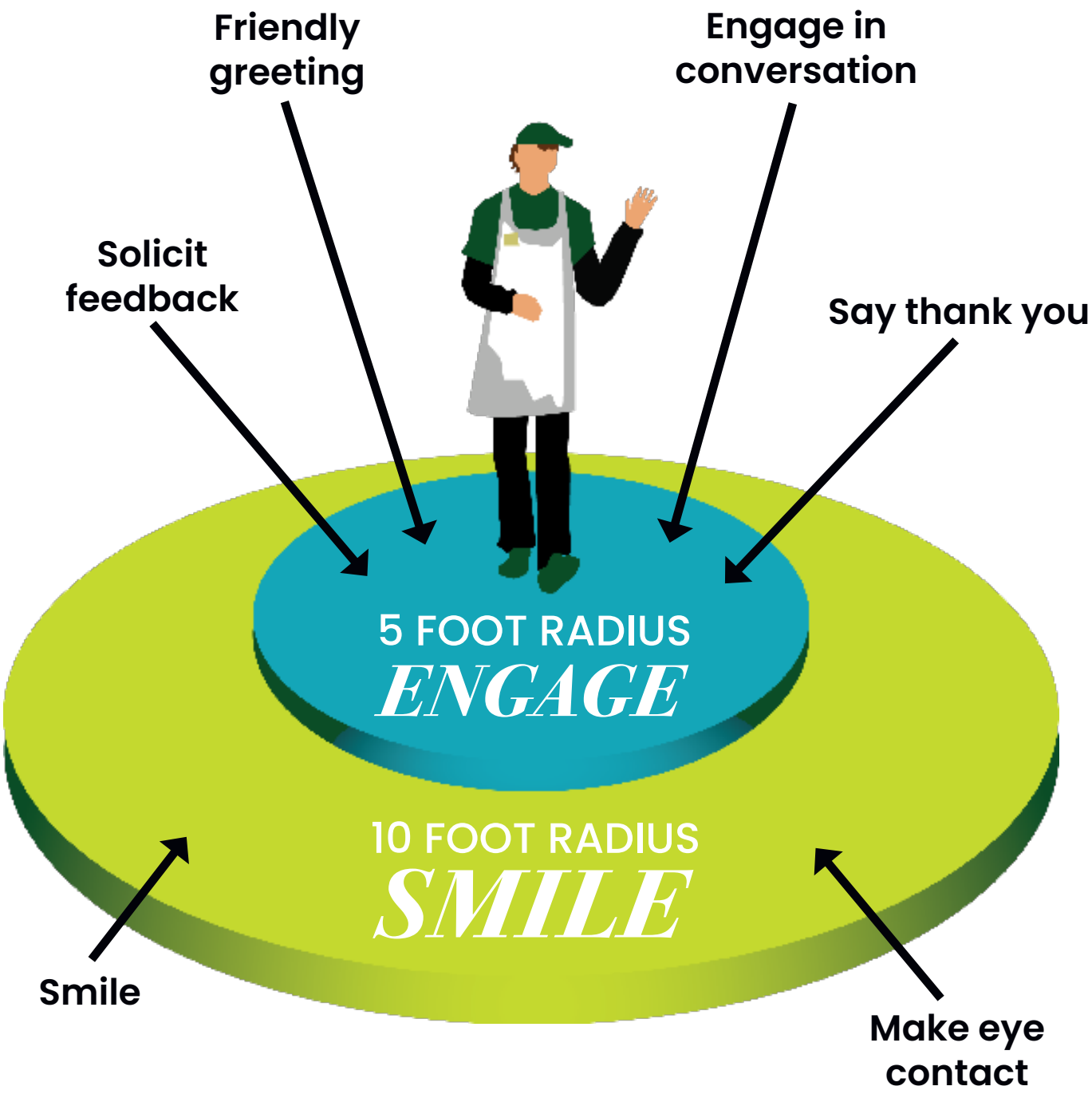
Elements of Success and the 10-5 Rule

- Efficient & Accurate: **Be Proactive.**
- See it; own it; resolve it : spot problems and fix them.
- Be creative, resourceful and provide quick response times.
- **Inclusive:** Be welcoming, respect differences.
- **Compassionate:** Be kind, be friendly.
- **Respectful:** Be considerate.
- **Be an Effective Communicator:** Practice active listening.
- **Patient:** Be generous with your time.
- **Self-Care:** Be kind to yourself.
- **Genuine & Authentic:** Be your best, Do your best.



FOLLOW THE 10-5 RULE

LET OUR GUESTS KNOW THEY'RE ON YOUR RADAR!



Uniform Policy

Caps / Head

- Dining-issued hats only.
- Caps must be worn with the bill facing forward and fitting tightly on the entire head.
- If you do not want to wear a hat, you must wear a hairnet that fully contains your hair at all times.
- Earbuds cannot be worn while working.
- Chewing gum is prohibited.

Eyewear

- Only prescription eyewear, safety glasses or reading glasses are acceptable, no sunglasses.

Shirts

- You get up to 3 dining employee shirts when hired.
- Wear your nametag with prefered name on the upper right of your shirt when working!

Fingernails and Eyelashes

Clean hands and fingernails are essential! Fingernails must be kept clean and trimmed.

- **Unless wearing intact gloves in good repair, you may not wear fingernail polish when working with exposed food.**
- **No Fake nails.**
- **No Fake eyelashes.**



Hair

- **All hair (including bangs) must be effectively restrained.**
- Acceptable hair restraints are:
    - Hair nets
    - Issued baseball cap
- **Issued baseball caps are acceptable** (without hairnets) if all the hair is effectively restrained or in addition to a hairnet.
- **Mustaches and sideburns** are permitted when kept neatly trimmed.
- Beards (anything beyond a 5 o'clock shadow) must be effectively confined within a beard net.

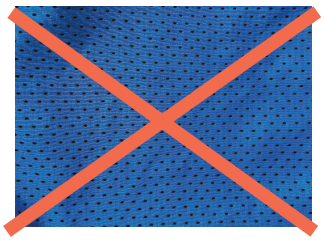




Pants/Slacks

- All pants must be one color and a thick material going all the way to the ankle; no camouflage, prints or large writing. No sweats, athletic pants, leggings, etc.






Shoes

- Shoes must completely enclose your feet to protect your feet from hot liquids, dropped objects, etc. Non-slip shoes are encouraged.
- **No shoes that are open-toed or open-backed.**
- Sandals, UGG boots, moccasins, TOMS, flip flops, ballet slippers, and high heels are examples of shoes not to wear.






Uniform Issuance Policy

- Department-logoed shirts and headwear are considered a taxable benefit and CSU is required by the IRS to report the cost of the uniform as imputed income.
- Long-sleeve solid neutral colored shirts can be worn under T-shirts if needed.
- A Departmental name tag will be issued upon employment for all employees, wear it when working!
- Cloth and plastic aprons will be provided. Deposit dirty aprons in the appropriate laundry bags after each shift.
- Uniform shirts may be replaced if worn-out, in need of repair or excessively stained.
- All Employees will be issued three (3) shirts upon hiring, with three (3) additional shirts to be issued on a yearly basis or as needed.

Uniform Care

- Employees are responsible for cleaning, maintaining and wearing a clean uniform to work each day.

Wearing the Uniform

- While wearing your uniform with the department logo you are a representative of the department and appropriate behavior is expected.
- Uniforms are used for work purposes only and should only be worn **while at work.**
- Employees should not wear a dirty apron in the service area OR in the dining room when on breaks OR in the back loading dock areas, and aprons must be removed before entering the bathroom.
- On special events managers may deviate from the uniform policy and allow employees to wear attire that follows a themed event.
- Managers may provide theme days for you to wear shirts of your choosing.
- Residential Dining Services adheres to all Health safety protocols as dictated by the University.

Jewelry

- Dangling jewelry can get caught in equipment, harbor bacteria, or fall into the food. For safety and sanitation reasons, only posts/gauges for pierced ears and simple rings may be worn. **No necklaces, wristwatches, bracelets (including medical bracelets) or dangly earrings.**
- Religious jewelry may be worn when approved through a religious accommodation through management and the Office of Equal Opportunity (**See OEO Religious Accommodation Policy here**).

Electronic Devices

•Residential Dining Services staff must **silence personal cell phones while working and keep them out of sight.**

•Use of personal cell phones is limited to meal and work breaks only in designated areas. Never use when working or dealing with customers.

•Earphones and portable speakers are **prohibited in customer facing areas.**

Uniforms of Different Employees



Student Manager



Student Supervisor



Unit Manager



Chef



Full-Time Staff

Work Schedule and Accountability

Work Schedule

Your work schedule is created each semester based on your availability and is subject to change. Once you have your schedule it becomes your responsibility to attend. Any changes need to be discussed with your manager, immediate schedule changes are not guaranteed.

Employees are expected to have access to WhenToWork via phone or desktop browser to access their schedule. All employees are responsible for knowing their scheduled times and locations, checking in and out and submitting shifts for approval.

Shifts are only offered during the academic year (university breaks, summers as available, but not guaranteed) and are based on your schedule and the schedule needs of your building. You will be asked to provide your availability before the start of each new semester.

Working during finals week during the academic year is a condition of continued employment. Each facility has their own add/drop shift policy for this week.

If you have a shift during a University Holiday that we are open, you are responsible for that shift.

Attendance and Absence Policy

Don't be late! If you are running late (more than 7 minutes), it is your responsibility to call and speak to management to inform them. You must check in within 7 minutes of your shifts start time unless otherwise approved by a manager.

If you are unable to work a scheduled shift due to ***personal reasons*, you must actively find someone to work the shift(s) you are unable to work.** Actively means speaking with co-workers, messaging via your facilities designated messaging app, and using WhentoWork tradeboard until you find a cover for your shift.

Religious holidays observed by hourly employees or **mandatory university required functions** will be accommodated if notice of at least two weeks prior to the scheduled shift is communicated to a Manager. A manager may require documentation from the director or organizer of the university sanctioned event. Failure to do so will require the student to find a substitute for their scheduled shifts.

If you have an emergency, please call and speak with a Student Manager, Assistant Manager, or General Manager within 24 hours.

If you are feeling sick, you must call and speak with a manager a minimum of one (1) hour prior to your shift. We ask you still try to find a substitute. If you experience a prolonged (missing 3 or more days) illness, continue to inform a manager on an on-going basis and actively seek substitutes. A physician's statement is required for any absence from work of more than three consecutive workdays. Sick time cannot be used for pay periods that have already been closed.

As an employee, you accrue **one hour paid sick leave for every 30 hours of work (click for more details, including what sick time can be used for).** You can use that accrued time in 15 minute increments during a shift for **QUALIFIED reasons** and you do not need to actively seek a substitute **ONLY for time that can be covered** by the leave. You must still call in and inform a manager when sick and request to use your sick time. Calling in sick does NOT enter your time. Employees are responsible for inputing their own sick leave into Workday for approval. Calling in sick is still subject to the Accountability Policy.

Per the Safe Food Handling Agreement, there are several symptoms that you are required to report for food safety reasons if calling in sick. Please refer to **CSU's Environmental Health Services.**

Misuse of this sick leave can include absences occurring repetitively or in a pattern, e.g. before weekends, scheduled shifts, holidays, finals week, or on certain days of the month.

How to Call In

Call and speak with a full-time staff member, manager, or supervisor of your building at least 1 hour prior to your scheduled shift at your work location. Managers have discretion based on their operations to allow other methods. Improper notification of absenteeism is not following 'how to call in'.

How to call in:

- Utilize the proper call in numbers and speak with a Manager
- Each facility has other methods to call in, please speak with your manager to learn about those ways.



Student Manager Contact Info

Accountability Policy

We rely on you being here! Every team member is expected to do so and follow the rules on the job. **Points can be given by any manager for different infractions,** see the chart on the next page (19) for a detailed list and point values.

Steps

- Managers will have discretion for the nature of each incident, the frequency of the violation, and your overall employment record. Managers have the right to dismiss employment at any time.
- **Employees will be notified when they receive any points.**
- Once an employee reaches **6 points over the course of the semester**, the employee will be removed from the schedule and ***voluntary-terminated. The employee will be contacted via phone and an email and may be ineligible for a future reference.***
- **Points reset to zero for all returning employees the following semester who remain in good standing.** Employee who are not in good standing (3 or more points) may have their points carry over into the next semester.

Removal of Points

If you accrue points, there may be opportunities to work off points, but it is not guaranteed. Each employee may work off up to three (3) points per semester. You must speak with a Student Manager and recieve written approval for opportunities to do so.



Infraction	Points
Attendance	
Late to your shift (more than 7 minutes) without informing management using the how to call in procedures	1
Taking a break exceeding your break time	1
Checking in or out without approval, checking in remotely without approval, editing time without informing management, failure to submit your time for approval prior to the payroll deadline, or leaving work without telling someone	1
Proper notification of absenteeism AND failure to find a substitute per the absence policy (to include calling in sick without sick leave to cover your entire shift, during severe weather emergency procedures, or university closures)	1
Improper notification of absenteeism AND failure to find a substitute per the absence policy	2
Not informing a manager of your absence for an entire shift (No call, no show) - Points assessed are not eligible for removal	3
Policies	
Failure to comply with the Hourly Team Member Handbook, University Policies, Department food safety, and job duties	1
Inappropriately using workplace communication channels or workplace property in an unrelated work capacity	2
Refusing to work or complete a task given by any supervisor (Insubordination)	3
Behavior that violates the Principles of Community (Inclusion, Integrity, Respect, Service, Social Justice) and/or Student Code of Conduct	4
Harassment; including actions that may be harmful to others, including sexual misconduct of any kind, fighting, physical altercations, or unethical / dishonest workplace behavior	6
Theft (Includes tangible items and recorded work time)	6
Reporting to work under the influence of alcohol or illegal drugs, possession of alcohol, illegal drugs, or weapons.	6

Student Conduct

All Student Employees are expected to follow the **University Student Code of Conduct**, and are subject to referral to The Student Resolution Center, should such actions warrant.

At-Will Employment

Available shifts are only offered when **in-person on-campus classes are held and are based on your schedule and the schedule needs of your building.** Available shifts during summer terms are not guaranteed and are based on business needs. You will be asked to provide your availability at the start of each new semester. **Working during finals week** during the academic year is a condition of your employment. **Upon graduation, your positon as a Student Employee will end.** If you'd like to continue employment, you'll need to apply to an available Temporary Non-Student Hourly Position. This position is limited on how many months out of the year it can work, and are based on business needs.

CSU Non-Discrimination Statement

Colorado State University is committed to providing an environment that is free from discrimination and harassment based on race, age, creed, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, gender identity/expression, or pregnancy in its employment, programs, services and activities, and admissions, and, in certain circumstances, marriage to a co-worker. The University will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. Colorado State University is an equal opportunity and equal access institution and affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and Colorado State laws, regulations, and executive orders regarding non-discrimination and affirmative action. The **Office of Equal Opportunity** is located in 101 Student Services.

The Title IX Coordinator is the Director of the Office of Title IX Programs and Gender Equity, 123 Student Services Building, Fort Collins, CO 80523-0160, (970) 491-1715, titleix@colostate.edu.

The Section 504 and ADA Coordinator is the Director of the Office of Equal Opportunity, 101 Student Services Building, Fort Collins, CO 80523-0160, (970) 491-5836, oeo@colostate.edu.

The Coordinator for any other forms of misconduct prohibited by the University's Policy on Discrimination and Harassment is the Vice President for Equity, Equal Opportunity and Title IX, 101 Student Services Building, Fort Collins, Co. 80523-0160, (970) 491-5836, oeo@colostate.edu.

Any person may report sex discrimination under Title IX to the Office of Civil Rights, Department of Education.

Statement of Ethical Principles and Standards

The students and staff of Colorado State University's Housing and Dining Services Department are a multicultural community of individuals. We strive to work together and learn from one another in a positive atmosphere. Please respect all people regardless of age, physical ability, national origin, sexual orientation, sexual identity, race, gender or religious affiliation.

Sexual Harassment

Sexual harassment is unlawful and unacceptable conduct, which undermines the integrity of the employment relationship. Sexual harassment will not be tolerated, whether such harassment is directed toward fellow employees or the public.

Due to differences in employees' values and backgrounds, some individuals may find it difficult to recognize their own behavior as sexual harassment. Moreover, some who are being harassed may not understand or appreciate their right to be protected from such behavior.

Sexual harassment is defined as harassment that is of an implicitly or overtly sexual nature, or is based on a person's actual or perceived sex, gender, sexual orientation, gender identity, or gender expression. Sexual harassment, including sexual assault, can involve persons of the same or different sex, and includes any unwelcome sexual advance, request for sexual favors, or other conduct of a sexual nature.

It is the responsibility of all personnel to report any activities of sexual harassment. Office of Title IX Programs Reporting Form.

All CSU employees and volunteers including faculty, staff, and students acting in their employment or volunteer roles, are mandatory reporters of any violations or alleged violations of sexual harassment, sexual misconduct, domestic violence, dating violence, stalking, and retaliation involving students through one or more of the following resources:

Emergency Response: 911
Title IX Coordinator/Office of Supports and Safety Assessment: 970-491-1350
Colorado State University Police Department (non-emergency): 970-491-6425
www.safety.colostate.edu

General Policies

Meals

As an employee, you receive ONE free meal per shift that you work at no charge under the following criteria:

- The meal can be eaten **before or after your shift**, or based on management discretion if you don't have time or choose not to eat during upon manager approval. Meal's are not meant to share with others.
- You can eat also during your 15-minute paid break or during your 30-minute unpaid break, but only if you did not take a meal before or after your shift.
- If you work at an **auxiliary unit** (i.e. Bakeshop, Central Production, Catering, or the Storeroom), **you will receive a meal card to use at a dining center.**
- **Items in the Marketplace & Cafés, or Mini Market locations aren't included** in your free meal or a meal ticket.
- If you work more than 6 **consecutive hours** per day or a total of more than 6 hours through split shifts, **you can get a second meal.**
- You cannot get a free meal on a day you aren't working, sorry!
- Any outside food brought into the facility must be stored in an employee breakroom or locker area.



Break Policy

You get a **15-minute** paid break for every 4 continuous hours worked. While breaks are not guranteed, managers do their best to give everyone a break when they need one.

If you work **5 hours continuously, you may receive a 30-minute duty-free unpaid break.** This is not a required break, so make sure you tell your manager if you do not wish to take it. If you take a 30-minute break, you must check out and check back in when you return to work. **Colorado Wage Act.**

It is important to respect the work schedule and not take a break without prior approval from a manager or supervisor. Your break should not exceed the allotted time and cannot be used to shorten your day or cover tardiness at the beginning of your shift.

Personal drinks must be stored in designated employee drink areas with a lid.



Workers Compensation and Unemployment

As a state employee, you are automatically insured under the Worker's Compensation Act for injuries sustained in the course of your employment.

It is your responsibility to **immediately report an accident occurring at work to your supervisor and seek treatment within 72 hours,** in accordance with the prescribed rules and regulations of the State of Colorado. **Late reporting will affect compensation benefits.** A designated care provider must treat any on-the-job injury to be eligible for Worker's Compensation. Worker's Compensation will not pay for care given by an unauthorized carrier. See **Workers Compensation Website** for more details.

Student Employees are not entitled to State Unemployment Insurance through Colorado State University.

Reasonable Workplace Accommodations

Colorado State University (CSU) complies with Sections 503 and 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA). CSU does not discriminate on the basis of disability in the areas of education, employment, public accommodations and services.

Reasonable accommodations are any modification or accommodation to a job, practice, policy, or the work environment that enables an employee to perform the essential functions of a position without creating undue hardship for the employer.

As an employee at Colorado State University, you can request an accommodation(s). For more information, contact **The Office of Equal Opportunity.**

Substance Abuse

The State of Colorado has a vital interest in maintaining a safe, healthful and efficient working environment for its employees, clients, and the public. Employees impaired by alcohol or other drugs during work hours may pose safety and health risks, not only to themselves, but also to others.

Therefore, to ensure a safe working environment, it is the policy of the State of Colorado that use of alcohol, other drugs, or controlled substances that results in job impairment is prohibited. Likewise, it is the policy of the State of Colorado that illegal possession, manufacture, use, sale, or transfer of a controlled substance on state property or during work hours by its employees is prohibited.

Violations of this policy will be cause for management intervention that may result in referral to mandatory treatment and/or to corrective or disciplinary actions up to and including termination. Employees who drive and receive a safety infraction are subject to drug testing.

Tobacco Policy

Colorado State University seeks to provide an environment that is conducive to learning and that promotes the health and well-being of all who access its grounds, buildings and services. Use of tobacco and other substances by smoking or vaping has proven to be harmful not only to one's own health, but to the health of others. In addition, chewing and sniffing tobacco have been shown to cause oral and other cancers, are addictive, and can lead to unsanitary conditions that affect others.

Smoking, vaping, chewing, etc. of any substance, all uses of tobacco, and the sale of tobacco and other substances meant for smoking ***are prohibited*** in all buildings and on all grounds owned, leased, or controlled by CSU, including, but not limited to, green spaces, courtyards, breezeways, terraces, stairways and access ramps, outdoor plazas and patios, underpasses and recreational facilities and fields, roadways, walkways, sidewalks, and pick-up and drop-off points for campus and public bus transportation.

All smoking, vaping and all forms of tobacco are prohibited in all vehicles owned, leased or rented by the University, or any vehicle that is on the premises of CSU property. **CSU's Tobacco Policy** falls under University policy and is subject to the Accountability Policy for all Hourly Employees.

CSU offers certain resources to its students, faculty and staff, resources to assist them with cessation of tobacco use (see the **CSU Tobacco Free website**). The CSU Health Network provides smoking cessation coaching to students. CSU's health plans for employees offer smoking cessation counseling and prescription drugs (referral may be required).

Safety Guidelines

The following are general guidelines that apply to all RDS employees, working in any dining service unit, bakeshop, storeroom, or off-site event. It is your responsibility to learn and follow all procedures.

Most accident injuries that occur in food service operations are cuts, slips/falls, and sprains/strains. Using common sense and observing the following procedures can prevent most accidents.

Slippery Floors/Stairs

Wet floors are everyone's responsibility because they are hazardous; even a small spill can cause an accident. **Spills should be cleaned up immediately and 'Wet Floor' signs used.** Wear shoes with a slip resistant sole and exercise **caution when walking on a wet floor.** Be sure that mats are placed in the appropriate places to prevent slips and falls.

Kitchen/Dining Room Fire Procedures

First and foremost, **get out of the building!** If the fire alarm has not already sounded, the General Manager/acting supervisor will activate the fire alarm or have someone else activate the alarm.

During your location specific orientation, your manager will show you the evacuation plan for your building and where to go in case of an emergency. If you don't know, ask and get out of the building!

Follow procedures when fire alarm sounds and then evacuate to designated assembly areas (see Assembly Area Map posted in your unit). You must check-in with your supervisor to ensure they know you have evacuated the building. **Never return to the building unless told to do so!**

Lifting Safely

1. Keep the object being lifted close to your body.
2. Lift from a crouch, with your knees bent.
3. Keep your back straight and nearly vertical.

TIPS

- **Legs are your strongest muscles;** use them to lift, not your arms or back muscles!
- Be sure of **solid footing**
- Do not twist your body, lift slowly and steadily
- **Get help** if an object is too heavy for you to lift safely
- **Use carts** or other mobile equipment to move heavy objects
- Do not lift items that are uncomfortably heavy from above your head



Severe Weather Emergency Procedures

Occasionally, the University will close during inclement weather. While offices on campus are closed and classes are canceled, **our dining centers will remain open** to assure all students that live on campus have the ability to eat in our facilities.

We expect you to show up when a closure occurs and you're scheduled to work, as your job duties are considered essential to University operations. If there is a significant danger or you have difficulty commuting to work, immediately contact the dining center to discuss arrangements.

Age Restriction Policy

The working age restrictions for Residential Dining Services are as follows:

- Individuals must be **at least 16 years old** to work for Residential Dining Services.
- Individuals must be **at least 18 years old to operate motorized and hazardous equipment**, including but not limited to: baking equipment, powered food slicers, grinders, kettles, fryers, etc.

Minors (between the ages of 16-18) are subject to the following **work hour restrictions:**

- Minors **cannot** work more than 40 hours per week or more than 8 hours within a 24-hour period
- Minors **cannot** work between the hours of 9:30PM and 5:00AM unless the next day is not a school day.

Other Emergency Procedures

Active Shooter Situations

Run, Hide, Fight! While we never hope to be confronted with a situation like this, always be prepared and trust your instincts when making a decision about the action you take and keep yourself safe above others. All full time staff have gone through active assailant training for your building, look to them to guide you in these situations.

Run: If you are in a building, get out if possible.

Hide: If you can't get out, find a suitable place of concealment.

Fight: As a **LAST resort only,** be prepared to fight off the attacker using any object as a weapon.

FOOD SAFETY
AND SANITATION POLICIES

It is your responsibility to practice good food safety & sanitation practices. Our priority is to keep everyone safe.

Knife Safety

The most important rule is – **NEVER CUT TOWARD ANY PART OF YOUR HAND OR BODY.**
To eliminate most accidental knife cuts:

- Keep knives sharp.
- Use a gripped cutting board to reduce slipping.
- If a knife falls, do not grab for it - get out of the way.
- Let coworkers know if you are walking behind them with a knife.
- Always carry a knife close to your side with the blade facing backwards, pointed down.
- When navigating the kitchen yell **SHARP** when rounding corners.
- Use a cutting board and direct your full attention to the knife; avoid distractions.

Before handling a knife, be sure to go over the proper knife use and safety checklist with a supervisor or full-time staff member.

Gloves

Disposable gloves are provided and must be worn by any employee directly handling food products.

Gloves are required if you are handling cooked and ready to eat foods or foods being prepared for cooking.
Gloves are not to be worn while on break, eating, drinking, smoking, coughing, sneezing, using the restroom, etc.
Gloves are to be changed often, including after you leave your work station or touch unsanitized work surfaces including your face and hair.

Wash and re-glove your hands at frequent intervals to avoid cross-contamination. Remember that gloves can be contaminated just like hands and should be changed often. If you cut your hand or finger, cover the cut with a bandage, finger cot and glove before returning to work.

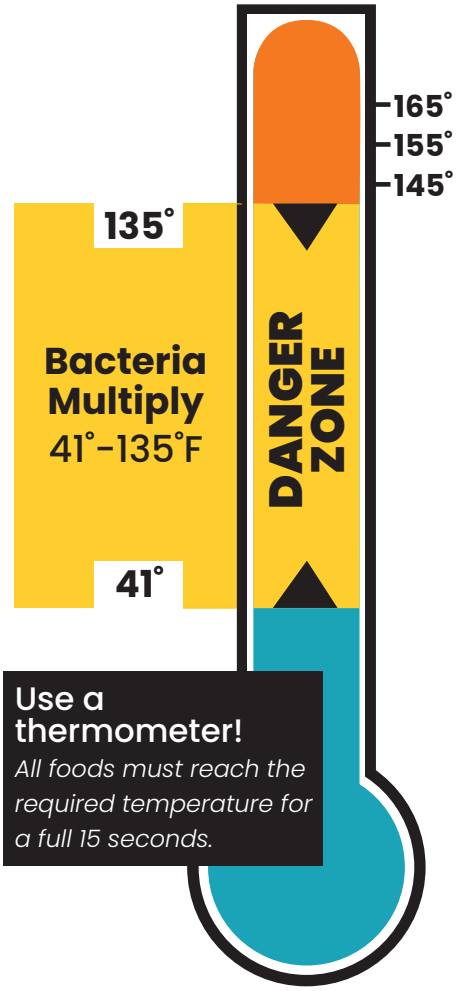
Discard and change your gloves:
Anytime you touch an unsanitary surface, i.e. hair, apron, garbage, etc.
Anytime you touch your face, body, phone, cross your arms, etc.
After handling raw meats or eggs and before handling any other foods.
The glove becomes punctured or torn.
After 2 hours of continuous work.
Anytime you leave your work area.

Critical Temperatures

Every employee **must know** required temperatures and times for the safe cooking, refrigerated storage, hot holding, cooling, and re-heating of potentially hazardous food:

- Food that is being "held" is food that is temporarily in hot or cold storage and is waiting to be served.
- Cold foods should be held at 41 ° F or below. Hot foods should be held at temperatures at 135 °F or above. Those temperatures between those are called the **Danger Zone (41° F – 135° F).**
- After a holding period, any hot food intended to be used the next day must be chilled quickly (within 6 hours) by using shallow pans, vents, air circulation, and/or a cold-water bath. Foods must be cooled from 135-70 within 2 hours and 70-41 within an additional 4 hours.
- Leftovers requiring re-heating must be quickly reheated to an internal temperature of 165 degrees F for 15 seconds. Foods may only be reheated one time. Each food service unit maintains daily records (charts) of critical temperatures for foods, equipment, and holding areas.
- **If foods are found to be in the unsafe temperature range, notify a shift leader immediately**. Please refer to a student supervisor of classified employee about leftover procedures for specific foods.

Time & Temperature Control for Safety (TSC)



Any commercially processed foods that fall into any of these categories are still considered potentially hazardous.

Grains

- Cooked pasta
- Cooked rice, quinoa, millet
- Potatoes (baked, boiled, steamed, fried)
- Stuffed pastas (ravioli, tortellini, cannelloni, lasagna, manicotti, crepes)
- Stuffing (bread or rice)

Proteins

- Beef (all varieties and cuts)
- Cooked beans (fresh, frozen, canned)
- Eggs (fresh, whole, liquid, and egg substitutes)
- Fish and Shellfish (all varieties)
- Pork (all varieties and cuts)
- Poultry (all varieties and cuts)
- Vegetable proteins (tofu, tempeh, seitan, veggie burgers, soy sausages, and nuggets)

Dairy

- Butter and margarine
- Cheese (hard, soft, and creamed)
- Ice cream
- Liquid milks (all types, including soy milk, rice milk, and lactaid)
- Sour cream
- Yogurt

Condiments & Sauces

- Coffee creamers
- Cooked vegetables
- Garlic cooked or stored in oil
- Mayonnaise
- All sauces and salad dressings containing: cheese, cream, eggs, butter, milk

Fruits & Vegetables

- ALL cooked fruits and vegetables
- Fresh, raw cut melons (watermelon, cantaloupe, honeydew)
- Fresh, raw cut tomatoes
- Fresh, raw leafy greens (all lettuce varieties and mixes, spinach, cabbage, kale, chard)
- Onions (cut, cooked, or rehydrated)

Desserts

- Cakes (cream or custard filled or topped)
- Cream cheese frosting (pumpkin rolls, red velvet cakes)
- Mousse or ganache (all flavors)
- Pastries (filled with cream or cheese)
- Pies (fruit, cream, custard filled or topped)

FOOD SAFETY STARTS WITH YOU

FOOD SAFETY @ CSU HOUSING AND DINING

Time and temperature are a perfect food safety pair. To reduce pathogens in food to safe levels, you have to cook the food to its correct minimum internal cooking temperature then hold the food at this temperature for a specific amount of time.

Minimum Cooking Temperatures

165°	(74° C) for 15 seconds	• Poultry—including whole or ground chicken, turkey, or duck. • Stuffing made with fish, meat, or poultry. • Stuffed meat, seafood, poultry, or pasta. • Dishes that include previously cooked TCS (Temperature Controlled for Safety) ingredients.
155°	(68° C) for 15 seconds	• Ground meat—including beef, pork, and other meat. • Injected meat-including brined ham and flavor-injected roasts. • Mechanically tenderized meat. • Ratites—including ostrich and emu. • Ground seafood—including chopped or minced seafood. • Shell eggs that will be hot-held for service. • Ground meat from game animals commercially raised and inspected.
145°	(63° C) for 15 seconds	• Seafood—including fish, shell fish, and crustaceans. • Steaks/chops of pork, beef, veal, and lamb. • Commercially raised game. • Shell eggs that will be served immediately.
145°	(63° C) for 4 minutes	• Roasts of pork, beef, veal, and lamb.
135°	(57° C) for No minimum time	• Food from plants, fruit, vegetables, grains, (e.g., rice, pasta) and legumes (e.g., beans, refried beans) that will be hot-held for service.

SIMPLE STEPS TO MAKE TAKING TEMPERATURES PART OF YOUR OPERATION:

- Having calibrated thermometers readily available.
- Modeling correct behaviors.
- Giving positive reinforcement.
- Identifying corrective action.
- Conducting training and retraining when necessary.

Food Handling and Storage

- **Use gloves when directly handling ready to eat foods**
- **Cover, label, and date** all foods
- Always label any product that is in an unmarked container
- Know and follow the safe food temperatures
- Do not store cleaning or chemical solutions near or above food products. Store below counter level and isolate from other food products.

Hand Washing

The number one thing you can do to prevent food-borne illness is to wash your hands for **at least 20 seconds!**
Wash your hands **every time you leave your work area** and **every time you touch an un-sanitized work surface**, i.e. no picking, scratching or digging.

HOW TO:

1. Wet your hands and arms with running warm water.
2. Apply enough soap to build up a good lather.
3. Vigorously scrub hands and arms for at least 10-15 seconds. Clean the finger tips, under fingernails, and between fingers.
4. Rinse hands & arms thoroughly under running warm water.
5. Dry hands & arms with a single use paper towel or hand dryer. Use a paper towel to turn off the faucet. If leaving the restroom, use a paper towel to open the door.

WHEN TO WASH YOUR HANDS?

Be sure to wash your hands BEFORE you handle food or begin any food-related task, but also you should wash your hands AFTER these activities:

- Handling raw meat, poultry and seafood.
- Using the restroom.
- Touching your hair, face, body, clothes, or apron.
- Sneezing, coughing, or using a tissue.
- Smoking, eating, drinking or chewing gum.
- Using chemicals that may affect the safety of food.
- Emptying or taking out the trash.
- Washing dirty dishes.
- Handling money or making change.

Wash your hands **frequently** and when **in contact with outside germs**; i.e. after touching your phone, face, hair, after using the bathroom, eating, drinking, or smoking, or handling raw foods.

Food Allergies

As food service employees one of our biggest responsibilities is to prevent cross-contact amongst foods. Customers and fellow employees rely on you to give accurate information when it comes to allergies and food preferences within the foods that we serve.

At each dining center, for each menu item, we label the items that contain the **Top 9 Allergens, gluten, and cross-contact risk**. Because even the smallest amount of one of these ingredients can cause a reaction, it is important to recognize these labels and be aware of allergens! Recipes are made available at each station that list ingredients and cooking methods for you to reference.



When in doubt about allergens or ingredients, ask a supervisor or full-time staff member! Do NOT be pretty sure, be 100% sure before you answer a question!

Eat Well @CSU

Colorado State Residential Dining Service utilize the Eat Well @CSU Program to identify certain allergens and nutritional information to our guests. **Familiarize yourself with these labels**, and ensure that you always know what you are serving!



General Policies

Contact Information

CPK & Catering

hds_cateringsm@mail.colostate.edu
970-491-7710
"HDS_CPK" via Microsoft Teams

Durrell Dining Center

hds_drlkitsm@mail.colostate.edu
970-491-6619

The Foundry

hds_foundrysm@mail.colostate.edu
970-491-6500

Ram's Horn

hds_ramshornsm@mail.colostate.edu
970-491-8485

For general inquiries, please contact:

Dining Office

970-491-4754

Student Employee Website

https://housing.colostate.edu/about/employment/dining-services/

Helpful Links

Employee Website

Payroll Schedule

Authorized Physicians

AAR - Employee Self Services

Student Team Member Resources

Footnotes

Workers Notes

Colorado Revised Statutes, adopted by the Colorado State Board of Health, state that an employee, who is infected with a communicable disease or has an acute respiratory infection or an infected wound, "shall not work in a retail food establishment in any capacity in which there is a likelihood of such employee contaminating food or food-contact surfaces with pathogenic organisms or transmitting disease to other persons."

Colorado Retail Food Establishment Rules and Regulation, 2-503 states: "Employees engaged in food preparation shall wear hair restraints, such as hats, hairnets, or other effective means to effectively keep hair from contacting exposed food, clean equipment, utensils, linens, and all food contact surfaces. Colorado Retail Food Establishment Rules and Regulation, 2-404, states: "Employees shall wear clean outer clothing to prevent cross-contamination."

Central Production Kitchen & Catering

The following are applicable to **Central Production Kitchen & Catering team members only**, based on their job duties and roles.

Work Schedules

Because catering events happen at different times of the day, it is important that the employees **update their preferences** on a weekly basis by each Monday at 11 AM and request-time off when they are going to be unavailable for specific dates.

Catering Uniform

- **Catering uniform polo** is provided on the day of the event.
- The polo is to be returned to the Supervisor responsible for the event at the end of the event.
- Pants must be **black** (no jeans, leggings, holes, etc.)
- A Catering name tag will be issued upon employment for all employees, and it must be worn when working!

Cell Phone

For a catering event, employees are allowed to check their phones. During an event, a message group is created by the Supervisor responsible for the event. Team members are expected to check their messages and communicate with the group.

Cell phone use is limited to team communication.

Food Safety

It is important to have a barrier between you and the food. Be very vigilant with what you touch while wearing gloves and seek to wash and sanitize your hands.