Auxiliary Services
Columbia College

Student Employee Standards of Conduct for the Manzanita Bookstore and Snack Bar
INTRODUCTION

The Auxiliary Services welcomes you as a student employee. Student employees are an integral part of the day-to-day workings of the campus community. Student employees are used in almost every department of the college. The Auxiliary Services department employs a large number of students in the bookstore and food services. We believe you will realize worthwhile benefits in your position as a student employee.

Studies have shown that balancing part-time employment with the pursuit of a college education can actually foster quality time management skills enabling the student to achieve better academically. Part-time employment can also assist the student in developing valuable work skills and habits, money management practices and leadership qualities that will prove beneficial and applicable for whatever future career path may be chosen.

I hope that you will find the time spent working for the Auxiliary Service Department a valuable experience. If there is anything that we can do to help enhance your experience with us please do not hesitate to ask.

Thank you

Jeff Whalen
Auxiliary Services Manager.
MISSION STATEMENT

Manzanita Bookstore:

- We proudly support the faculty by providing the materials requested to maximize the educational experience for the student.
- We proudly support the student by providing the educational materials requested at the lowest possible price.
- We proudly support Columbia College by offering services while operating a college bookstore in a manner which is consistent with sound business practices.

Columbia College Snack Bar

- Support our student's nutritional and dietary needs by providing good tasting made-to-order or grab-n-go foods so to help maximize their experience at Columbia College.
- Support our faculty, staff and community by providing catering services which will enhance their meeting or event.
- Support the Columbia College Child Development Center by providing enjoyable meals which meet or exceed the nutritional guidelines set by the Child Care Food Program.
Purpose of the Auxiliary Services Department

Auxiliary Services is split into two separate departments. The Manzanita Bookstore is responsible for supplying textbooks, school supplies, school clothing and some food items to the students, faculty and staff of Columbia College. The Columbia College Snack Bar provides grab and go food through the cafeteria to the Columbia College community. This includes catering for meetings and other special events and the nutritional needs for the child care center.

Definition of a Student Employee

A student employee is a part-time employee who is enrolled in classes in the Yosemite Community College District, is registered for at least 6 units of classes and whose primary purpose for being enrolled in the Yosemite Community College District is to earn an academic degree or certification. Student employees are considered “at-will” employees, and their employment is interim or temporary and contingent to the pursuit of an academic degree or certification.

Student’s Rights and Responsibilities

Students have the right to:

♦ Know what skills are required for a position.
♦ Know the auxiliary services rules and regulations
♦ Know their work schedule.
♦ Know and abide by the student code of conduct as outlined in the Columbia College catalog.
♦ Know District Policy 5027 Non discrimination & 5028 Sexual Harassment and described in the Columbia College catalog.

Students have the responsibility to:

♦ Be punctual
♦ Be professional
♦ Follow directions of supervisor
♦ Immediately notify their supervisor if unable to work.
♦ Sign and submit payroll claims by the 20th of each month.
♦ Provide a full measure of work during scheduled hours.
Work Schedule

Schedules

The days and times that student employees will work in the Auxiliary Services department is created by the Auxiliary Service Manager or the Bookstore Operations Lead. The employee is responsible for turning in a class schedule for each semester and communicating any changes that are made to their class schedule. An employee’s work schedule will be created around their class schedule. Students can work up to but not beyond 20 hours per week. Students are not allowed to work more then 8 hours a day. Students can be scheduled to work at anytime during normal business hours as long as it does not conflict with their class schedule. Work schedules can change at any time based on the needs of the Auxiliary Services department. Changes in scheduled times will be printed up and placed in the employee’s time card file.

Rest Periods

Employees working four (4) or more hours per day shall normally receive a fifteen (15) minute paid rest period during each four (4) consecutive hour period of service. The rest period herein described may be scheduled to meet the operational needs of the auxiliary service department.

Lunch Periods

A non-compensated lunch period of not less then thirty (30) minutes or more then sixty (60) minutes shall normally be provided student employees who render service of at least six (6) consecutive hours. The lunch period described herein shall be duty free and may be scheduled to meet the operational needs of the auxiliary service department.

Attendance

Showing Up On Time

Employees are expected to be at their place of work and ready to work at their scheduled time. It is recommended that employees show up to work 5 minutes before they are scheduled to start work. This will give the employee time to put away backpacks and purses and fill out time cards. Being on time is important as a courtesy to others as well as maintaining good customer service.

It is understood that some times employees have personal, academic or other reasons that will not allow them to be on time. It is the employee’s responsibility to let a supervisor know if they need to be late for their scheduled work time. Please limit reasons that create situations that will make you late.
Absences

If an employee cannot show up for work at their normally scheduled time, it is the responsibility of the employee to give notice of their absence. If the need arises to be absent from work, the employee must call and speak to a supervisor to report their absence. DO NOT leave a message on a voice mail. There is no guarantee that the supervisor will get the message on time.

Requesting Time Off

It is the employee’s responsibility to request needed time off. An Absence Request form can be found by the timecards in the bookstore and snack bar. Make sure that the entire request form is filled out. Place the completed absence request form in the marked box found in the office of the auxiliary service manager. When the request is approved, a copy of the request will be placed in the employee’s timecard file.

Please DO NOT give a verbal request to a supervisor. Verbal requests often get forgotten.

Contact Information

- Auxiliary Service Manager  209-588-5319
- Bookstore Operations Lead  209-588-5318
- Snack Bar  209-588-5321
- Bookstore  209-588-5126
**Payroll**

**Payroll Claims**

Payroll claims must be filled out at the end of each shift. NO EXCEPTIONS! Each employee will have a folder where their payroll claim form is to be kept. Payroll claims must have employee’s signature, social security number or student ID# and address before submitting to the supervisor. Any payroll claim without these items will be returned to the employee, which will delay the processing of the payroll claim and possibly delay being paid. Please wait until the payroll claim is ready to be turned in before signing. By signing the claim the employee is indicating that the claim has been filled out correctly.

Fill out the payroll claim in the following manor:

- Fill out the payroll claim completely. This includes name, address, month worked and social security number or student ID #.
- Only enter the hours worked on claim – not time in and time out.
- Round your check in and check out times to the nearest 15 minutes.
- Enter the hours worked in 15 minute increments
  - .25 = 15 minutes
  - .50 = 30 minutes
  - .75 = 45 minutes
- Be sure that both you and your supervisor sign your pay claim.
- Do Not work outside of your scheduled time.
- Do Not work with out getting paid.
- No Overtime will be authorized for student workers.

**Payroll Dates**

Each pay period runs from the 21st of the month to the 20th of the following month. Payroll checks will be received by the 15th of the following month. Payroll checks will be mailed to the address listed on the W-4 form filled out when hired. Student workers are eligible to receive automatically deposited paychecks and must fill out appropriate paperwork thru the business office taking one extra month to go through.

**Wages**

Per California state law student workers will be paid the minimum wage of $8.00 per hour.
Holidays and Weekends

Student workers are only compensated for times that are actually worked. Student workers will not be paid if a holiday falls on a regularly scheduled workday which results in a closure of that work area.

Auxiliary service student workers will normally not work weekends. There may be times that there is a necessity to open one of the units of auxiliary services. Student workers that work during these times will be paid only for the time served. There is no overtime or extra weekend pay offered to student workers.
**Store Etiquette**

**Customer Service**

The student employee is often the first contact between auxiliary services and the Columbia College community and guests. Therefore, it is extremely important that you present yourself in a professional and friendly manner. Please follow these customer service guidelines.

♦ Every customer should be greeted when entering the store and asked if they need assistance
♦ Treat each customer as if they were the most important person in the store.
♦ Make every effort to give recognition to people waiting for service if you are tied up with other tasks. Do not ignore people or assume someone else will assist them.
♦ If asked a question of which you are unsure of the answer, ask the person to wait and make every effort to get the desired information.
♦ Take time to get to know the store layout. The better you know the store the better you can help customers find what they need.
♦ If you are approached by a customer being difficult, refer that customer to a supervisor.

**Dress Code**

Creating a look that is professional and comfortable sets the right tone. The following represent the guidelines we will be enforcing for the student workers.

♦ Dress neatly and in good taste
♦ Cleanliness and good hygiene is required.
♦ No wrinkled, stained or dirty clothes.
♦ No ripped jeans, sweat pants or pajama bottoms
♦ No clothing that is meant to be worn as an undergarment.
♦ No sleeveless shirts, short skirts, tops with inappropriate slogans or pictures
♦ Revealing outfits will never be allowed.
♦ Must wear name tags while on duty.

Additional dress code for snack bar employees.

♦ Footwear needs to be closed and secured to the feet for safety. No open toed shoes will be allowed.
Cleanliness

Employees must maintain good hygiene at all times. This is most important when working in the snack bar. When working with food it is mandatory that employees constantly wash their hands. A hand wash sink is available for use in the food preparation area. Hand washing is most effective by using water that is as hot as one can stand. Use enough soap that a good lather is formed and rub your hands together for at least 20 seconds. Hand washing is the main defense against the spread of germs which can lead to sickness. Hand washing is most important if you are going to handle food after running a register or cleaning.

Parking

Student workers must park in designated student parking only. Students must purchase a student parking permit to park on campus. Students who park in staff parking, visitor parking or other unauthorized areas are subject to a parking violation.

Cell Phones and Electronic Devices

Cell phones are not allowed while employees are working. When you come to work place your cell phone on silent or turn it off. The work phone can be used in emergencies only. No electronic devices will be allowed when working. This includes games, computers and music devices. Exemptions can be given by a supervisor.

Visiting Friends

We understand that you work in an environment where you will run into friends. We need to ask that you keep visits to a minimum. Do not have friends stand at the counter or bring a chair to the counter to visit.

Eating

Eating is prohibited while at work unless you are on a break. All food must be purchased. The Snack Bar does not have the budget to purchase food for student workers. Drinks may be consumed but must be kept below the counter out of sight from the customer.
Honesty

We expect bookstore and food service workers to be honest. The following is a list of offenses that can lead to dismissal.

1. Taking food or products without paying them.
2. Allowing customers to take food or products without paying for them.
3. Under ringing or giving unauthorized discounts to customers.
4. Taking money from the register.
5. Recording time on your timecard that you did not work.
6. Missing work without a reasonable excuse. Must call and speak to a supervisor.
7. Not reporting to work for more than three scheduled days without a doctor’s note or a note from the school nurse.
8. Continuously coming into work late.
9. Reporting to work intoxicated.
10. Refusing to carry out job functions or requested job duty.
Auxiliary Services Student Employee
Receipt of
Employment Standards of Conduct Documents

This employee handbook has been prepared for your information and understanding of the policies, philosophies and practices and benefits of Columbia College Auxiliary Services. Please read it carefully. Upon completion of your review of this handbook, sign the statement below, and return it to your supervisor by the due date.

I, ______________________, have received and read a copy of the Auxiliary Services Employment Standards of Conduct which outlines the goals, policies, benefits and expectations of Columbia College Auxiliary Services, as well as my responsibilities as an employee.

I have familiarized myself with the contents of this handbook. By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the Employee Handbook provided to me by the Auxiliary Services Department. I understand this handbook is not intended to cover every situation which may arise during my employment, but is simply a general guide to the goals, policies, practices, benefits and expectations of Columbia College Snack Bar and Manzanita Bookstore.

I understand that the Auxiliary Services Employment Standards of Conduct is not a contract of employment and should not be deemed as such.

____________________________________
(Employee signature)

Please return by: ______________________
(put date here)