

FBBC&TS Dining Services FAQ's

➤ What is FBBC&TS Dining?

- FBBC&TS Dining Services is currently comprised of three position groups: Benson Dining, Twigs Coffee Shop and Catering, BUT WE ARE ALL ONE DINING SERVICES TEAM.
- Benson Dining is the dining hall serving breakfast, lunch and dinner for up to 19 meals per week.
- Twigs Coffee Shop is our convenience store concept with a variety of grab & go foods and snacks, M-T-O coffee drinks, F'Real Shakes™ and other beverages.
- Catering is responsible for preparation and service of on-campus special breaks, luncheons and dinners throughout the year.
- Management based on need, personality, and work ethic makes decisions on an applicant's placement within the organization.

➤ Is FBBC&TS Dining Service part of the college or a national chain?

- FBBC&TS Dining Services is proudly an independent arm of the college and is not part of a national chain like Aramark, Sodexo, or Pioneer. We believe that independence gives us the ability to respond to student needs, challenges and requests more quickly, efficiently and more personally. We do not answer to a corporate board in New York or California, we answer to the administration and students of FBBC&TS!
- We are members of the National Association of College and University Food Services (NACUFS). With over 500 member collegiate institutions, NACUFS and its membership serve as a huge resource. FBBC&TS Dining Services has been a recognized and award-winning member of the association since 1979!

➤ What are the pay rates?

- All first-semester employees start at \$9.00 per hour (new rates this fall). Since you will be working at your educational institution, FICA taxes are not withheld, which makes your pay rate equivalent to \$9.75 per hour at off-campus employment locations.
- With the passing of ServSafe™ certification that increases your base rate to \$9.25 per hour (equivalent to \$10.02 for off-campus employment). There is a set raise for each semester of continual work that, if applicable, continues through the senior year (keep scrolling down for that information). Don't forget – working on campus greatly reduces your expenses as well as wasted time getting to any off-campus employment.

➤ How many hours per week may I expect?

- A lot depends on your class schedule, your desires as well as on and off-campus involvements (as it will with any employer). We have had student-employees work as little as 10 hours per week or over 25.

➤ What if I need off for a special event?

- Once the schedule is set, the job is yours to fill and we expect you to follow-through with your responsibilities. However, we do have a substitution policy and there are usually a good number of fellow workers who are willing to help a friend in need.

➤ What is ServSafe™?

- ServSafe™ is a nationally recognized food safety program through the National Restaurant Association Educational Foundation that covers all aspects of keeping our customers safe and healthy. Upon completion and passing of the program, each

participant receives a certificate that is good for five years across the U.S. as well as some other countries.

➤ **What positions are available?**

- In general, we do not hire for specific positions. We hire team members and try to cross-train everyone for as many positions as possible. Those areas include dishroom, cashier, cook, and runner. When we identify the right people, there are a few positions within the team requiring more experience, responsibility and leadership, which are specific hires including storeroom, team lead, and baker. Working together everyone is responsible for cleanup and sanitation of the facility.

➤ **Can Dining Services work around athletics schedules?**

- As with any other campus involvement, it can be challenging and takes a bit of innovativeness on the part of the student and Dining Services, but we have made it work. It is definitely something we can discuss on an individual basis.

➤ **What are the usual service hours of Dining Services?**

- Service hours for Benson Dining center are:
 - Monday-Friday; breakfast is 6:30-8am; lunch is 11:30am-1pm; dinner is 5:30-6:45pm
 - Saturday; brunch is 10-11am; dinner is 5:30-6:45pm
 - Sunday; breakfast is 7:30-9am; lupper is 2-3pm
 - Work shifts can begin as early as 5:30am for breakfast shifts. Student lunch shifts usually start around 11am and end around 2pm. Dinner shifts begin around 3pm and end as late as 8:30-9pm. Only during special campus events involving Dining Service would a dinner shift potentially end later than 9pm.
- Service hours for Twigs Coffee Shop are:
 - Monday-Friday 9:30am-10pm
 - Saturday 1pm-10pm
 - Sunday Twigs is closed
 - Work shifts usually begin just prior to the close of Chapel services in the morning, around 1pm in the afternoon, and 5:30pm in the evening.
- Service hours for Catering are dependent on the catering customer and their needs.

FBBC&TS *Dining Service*

Approved Pay Rates for Part-time Student Personnel

2021-22 Fiscal Year

Start Rate	Per hour base as of August 1, 2020 (\$9.00)	(\$9.75)
	Pass ServSafe Certification \$.25/hour additional (\$9.25)	(\$10.02)
	1 Semester Service \$.10/hour additional (\$9.35)	(\$10.12)
	2 Semester Service \$.15/hour additional (\$9.50)	(\$10.29)
	3 Semester Service \$.20/hour additional (\$9.70)	(\$10.50)
	4 Semester Service \$.25/hour additional (\$9.95)	(\$10.77)
	5 Semester Service \$.30/hour additional (\$10.25)	(\$11.10)
	6 Semester Service \$.30/hour additional (\$10.55)	(\$11.42)
	7 Semester Service \$.30/hour additional (\$10.85)	(\$11.75)
	8 Semester Service \$.30/hour additional (\$11.15)	(\$12.07)

Second parenthetical column shows your effective hourly rate with 7.65% added with no FICA payments withheld while school is in session. This adds-in what is taken from your payroll with off-campus employers for FICA taxes!

The following would preclude moving to the next level:

- Any break in service during a semester.
 - A prolonged illness would delay, not preclude movement to the next level of pay
- Termination of employment for any reason. Re-application would result in beginning at base (plus \$.25 if ServSafe certification still in force)
- Failure to complete the semester as scheduled or failure to attend orientation meetings as called at any time during the year.

- Three noted infractions of Dining Service policy during a semester.
 - What are the infractions?
 - Uniform
 - No shows (Three strikes and you're out!)
 - Excessive and/or late substitutions
 - Not following instructions, etc.
- ServSafe certification will only be offered in August and possibly January prior to the start of the spring semester (first two tries at DS expense – pass it the first time!). If not passed on the first two tries, it will be offered at employee expense (\$150.00)

Pay rates and potential violations are subject to change with prior notice.