

Employee Handbook

2015-2016



HOSPITALITY SERVICES

William Paterson University

University Commons Room 100
ww2.wpunj.edu/studentcenter
Fax # 973-720-3266

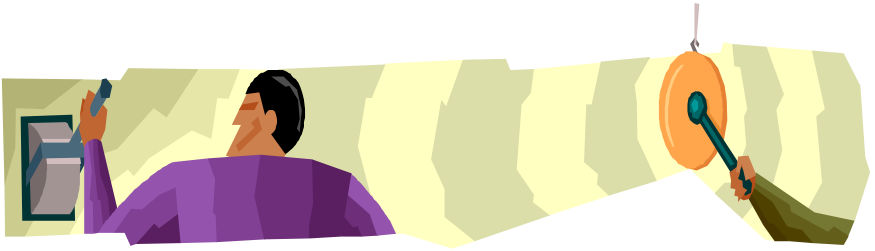


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Welcome to Hospitality Services!

The main function of this department is to serve you, the student. It is our objective to provide a warm and welcoming environment to our campus community.

The various areas of responsibility for this department are as follows:

- University Commons Administration
- Pioneer Express Campus Card System
- Campus Meal Plan programs
- Pioneer Express accounts, entrance/access authorization, etc.
- Campus Card System (processing of I.D cards)
- Campus Vending Machines
- Bookkeeping for Campus and Club activities
- Providing A/V in University Commons
- Color photocopying & Lamination
- Fax Services

The University Commons complex can be looked at as a combination of three buildings. The Student Center, Speert Hall and the Ballroom/Conference Room, comprise the whole facility. The University Commons serves as the focal point for social, cultural and dining/entertainment activities for the entire campus community. Students, faculty, staff, community members and alumni congregate here for wide range of events and to use services offered within the Commons. It is the hub of campus activities and for many it is a home away from home.

The Student Center houses administrative offices, the Student Government Association and other offices of many student run organizations. The Food Court serves a variety of food choices to meet all tastes. The Arcade provides a billiards facility, table tennis and video games. The Center Café serves as a place to enjoy a nice cup of coffee and participate in entertaining events or simply watch favorite TV programs. It is our mission to provide and maintain a friendly facility that fosters a collegial atmosphere for student development and campus life.

HOSPITALITY SERVICES OFFICE STAFF

Kathy Mattei	Bookkeeping/Office Associate
Clint Voltman	Assistant Director, Campus Card
Uldis Silgailis	Assistant Director, Auxiliary/Vending
Manny Kohli	Associate Director
Tony Cavotto	Director

EMPLOYEE ACCIDENT

1. In the event that you are injured in the course of your employment, you are required to notify your immediate supervisor and the Office of Payroll and Benefits at extension 2124, as soon as possible. This notification should be done no later than the end of the workday on which the injury occurred.
2. A State of NJ accident report (form RM-2) must be completed and submitted to the Office of Payroll and Benefits. In order for you to be considered for Workers' Compensation benefits, State regulations require that this completed and signed accident report be received in the Office of Payroll and Benefits within 48 hours after the injury occurred. Maintenance and University Police staff may obtain the form in their respective department; all other employees may obtain the form from the Office of Payroll and Benefits.



3. It is the policy of the University to refer student employees who are injured in work related incidents to the Health and Wellness Center located in Overlook South on the University's main campus. In addition, the Valley Health Medical Group (Located in the Ramapo Plaza (in the former Marty's Shoes Bldg across from Office Depot) Address: 759 Hamburg Turnpike Hours: Monday to Friday: 8am to 8 pm Saturday: 9 am to 5 pm Sunday: 9 am to 2 pm
4. In the event of a medical emergency or if medical treatment is required after the operating hours of the Valley Health Medical Group facilities, employees should seek treatment at St. Joseph's Wayne Hospital's Emergency Room located at 224 Hamburg Turnpike, Wayne NJ 07470
5. The NJ Division of Risk Management (DRM), which is self-insured for Workers' Compensation, administers William Paterson University's work related accident and occupational disease claims. DRM has selected Horizon Casualty Services as the third party administrator to provide a managed care program. An injured employee must follow the above reporting procedures and seek treatment in accordance with this managed care program.

Employees who do not comply with these procedures will be responsible for any unauthorized medical bills.

EMPLOYEE DRESS CODE

Hospitality Services staff members serve as representatives of the University and are to dress accordingly. When required, **staff shirts provided by the Hospitality Services must be worn**. Student Directors are required to wear khakis. It is your responsibility to keep your staff shirt clean. There will be a \$15 charge to replace a lost staff shirt. Hats, do-rags, cut offs, sweat pants and sandals/Flip Flops are not to be worn.



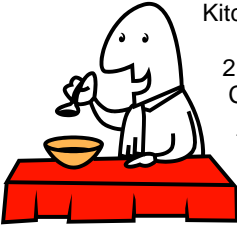
Discretion in dress should be based on the type of events that are scheduled in the building. Clean black jeans or khaki pants will usually be appropriate. For your protection, **sturdy footwear must be worn while working**.

You are required to wear an article of identification to indicate your staff affiliation. There will be a \$5 charge to replace a lost name badge.

Violating the staff dress code policy will result in a verbal warning followed by a written warning for the 2nd violation. 3rd violation will result in 1-2 week suspension. Future violation will result in termination of employment.

EMPLOYEE FOOD CONSUMPTION REGULATIONS

1. Employees shall not consume any food items in the servicing areas of the Kitchen.



2. Employees shall not enter Food Service areas (Food Court Kitchen, Wayne Hall Kitchen/Dining Room) except for job related official purpose.

3. All employees must pay for all services in the University Commons.

4. Food items are not to be consumed while at work in open office area and its surrounding areas except for coffee, soda, and water. It is your responsibility to keep your work station clean.
5. Food at guest events, is not to be consumed under any circumstances unless you are an invited guest and not scheduled to work.
6. The galley and all equipment in it are available to all staff members. Equipment includes refrigerator, sink and microwave. It is your responsibility to leave the area clean after use.

Remember to dispose refuse.

2 WAY COMMUNICATION DEVICE USE POLICY

Department provided devices are designated for use by employees on duty. They must be signed out and returned to the charging station located inside the Associate Director's Office. Please note the designations as noted below.

SD1 - To be signed out and carried by the SD on duty

SD2 - To be signed out by a second SD on duty

INFO DESK - To be signed out by the SD on duty & for desk staff use

MT - To be signed out and carried by the Media Technician

SECURITY - To be signed out and carried by the Security staff

HOUSE CREW - To be signed out and carried by House Crew staff

When two SDs are on duty they can carry SD1 & SD2 respectively.

SD1, SD2 and MT devices also act like a phone when event sponsor and/or other staff need to reach the staff on duty.

Following your shift you **MUST** return the phone (after powering off) or personally hand over to the next MT if you are a MT or SD if you are a SD.

Phones left unattended at the Info Desk, MT work station or anywhere else must be returned to the charging station. The staff member finding the phone should send me an email advising of the same.

Infringements to the above, once reported/observed, will be noted in employee's performance evaluation.

Thank you for your cooperation and staying connected !

ID CARD POLICY

Student - ID cards are issued to all students who are currently enrolled for classes. The initial ID card is at no-charge. Replacements after this first ID card will result in a fee/charge of \$10. Students who have lost more than three cards will be required to pay a \$25 fee to obtain any additional ID cards. Replacement fees can be paid with Pioneer Express funds, cash and/or credit card.

Faculty/Staff - ID cards are issued to permanent full-time and part-time faculty and staff. Currently, there is no fee/charge to faculty and staff for issuing their initial or replacement cards.

Specialty Cards - ID cards are also made for various specialty groups such as Rec Center membership, guest, or vendor ID cards. The fee for these cards may vary depending on the requirements for the card design and the information that is printed or encoded on the card. Services offered to the cardholder in this category are dependent upon the policies of the facility providing the service. Necessary requirements to obtain a WPUNJ ID card include;

1. two forms of identification
2. confirmed class registration
3. employees must present their signed letter from the Office of Human Resources labeled; "Authorization for University ID Card"

The ID card is the property of the university, must be carried at all times, and is non-transferable. It may be used for such purposes as the university designates and may be revoked at any time. This card must be presented and/or surrendered upon demand by a university official; failure to do so, or lending this card to anyone, is considered misuse and may subject the holder to disciplinary action. Cardholders are to have one (1) WPUNJ ID card in their possession. If more than one (1) WPUNJ ID card is noticed it should be confiscated and brought to the Office of Hospitality Services.

Lost and stolen cards must be reported promptly to the Office of Hospitality Services (973) 720-6200 and/or deactivated by you through WPUNJ ManageMyID.com. If your ID card is returned to our office, we will notify you via your WPUNJ email account.

Composition Checklist

Students – Frame border color is ORANGE

Employees – Frame border color is BLUE

- **Frame subject with full face, front view, eyes open**
- **Center head & make sure photo presents full head from top of hair to bottom of chin**
- **Encourage subject to have a natural expression & smile**
- **Eyeglasses should be worn if normally used by the subject; glare on eyeglasses can usually be avoided with a slight upward or downward tilt of the head**
- **NO headwear should be present unless it's worn on a daily bases for religious purposes; they should not obscure or cast shadows on the eyes or any other part of the face**

EMPLOYEE SUPERVISION

The Office Assistants take direction from their respective supervisor and other professional staff of the Hospitality Services. The Information Desk Assistants, Arcade Assistants, House Crew, Media Technicians and Student Directors take direction from and assist the Associate Director of Hospitality Services and their area supervisor. The Student Director serves as a working supervisor and reports to the Associate Director.

Note: In the absence of the Associate Director during the weekday day hours (8:00am-5:00p.m) staff may request supervisory assistance from any administrative/supervisory professionals of Hospitality Services.

EMPLOYEE TIME CARDS

- A timecard is a personal record between the individual employee and employer.
- The time clock is located on the Ground floor.
- Punch in for all shifts worked and punch out at the end of each shift.
- Employees may punch in no more than 3 minutes prior to starting their shift. SDs scheduled to open the building may punch in no more than 30 minutes early and if closing, no more than 30 minutes afterwards without prior approval from the Associate Director.

Notes:

1. Do not punch anyone's timecard in or out for them.
2. If there is no punch in or punch out time on the card, the timesheet cannot be processed for that day.
3. Note all discrepancies in writing to your supervisor.
4. Time cards along with Time sheets are submitted electronically on a bi-weekly basis. Failure to submit time cards and completed time sheets may result in delay in payment or loss of wages.
5. All breaks must be pre-approved by the supervisor.
6. Punch out when leaving for pre-authorized lunch and or break.
7. Immediately inform your supervisor should you forget to punch in or out. Supervisor's signatures are required to validate your Time Card. Failure to get your Time Card validated may result in loss of wages for the shift. **SDs are not permitted to validate time cards.**
8. Time entered on the timesheet **MUST** coincide with the time punched in on the time card

EMPLOYEE TIME SHEETS

Timely submission of accurately completed timesheets is your responsibility. Timesheets need to be completed, signed and submitted for every pay-period which is 2 weeks. Pay-periods, Timesheet due dates and Pay Days are noted behind the timesheet form for your reference. Pay period is also noted on your time card. When entering time on your time sheet you must round off your time to the quarter of an hour.

Employees who fail to submit the timesheet by the due date or submit an incorrectly filled timesheet will not get paid on time. All late and incorrectly filled time sheets will be processed for the next pay date.

EMPLOYEE WORK SCHEDULES

Employees and supervisors are responsible for developing a work schedule together. All final assignments are at the discretion of the Associate Director.

An employee who refuses an assignment because of personal commitments (i.e. outside employment, social engagements...) may be subject to dismissal. Academic work serves as the only exception to this rule. Prior permission is required.



If for any reason an employee is unable to work he/she is required to follow the prescribed procedures established for absences (see below). It is necessary for the employee to arrange for his/her own substitute. Use the **SUBSTITUTE FORM** when arranging a substitute. Submit the written notice to the supervisor for approval ahead of time (1 week). Failure to abide by these requests may result in denial of request.



Employees may not begin work hours until all written approvals and required paperwork has been completed.

You will be considered late if you punch in more than **3 minutes** after your scheduled time of duty. It is suggested that you note difference between the time on the time-punch clock and your wrist watch. **All employees reporting late to work will receive a verbal warning after the first incident and a written warning after the second incident.** The employee will then have the option of scheduling a meeting with their supervisor within one week of the written warning to appeal his/her written warning. After the third incident the employee may be subject to a dismissal.

PROCEDURE FOR REPORTING ABSENCE

Option of absence is permitted in case of **EMERGENCY ONLY**. All main office p/t staff members are to call 973-720-2671 and state the nature of your emergency.

Information Desk/Office Staff, Arcade Attendants, Media Technicians, Student Directors and House Crew **MUST** call 973-720-2292 first. Please state the nature of the emergency on the Associate Director's voice mail at 973-720-3676. You **MUST** call the Associate Director on the cell # 973-220-4663 if it is less than 24 hours notice. You should also contact your area supervisor.

It is your responsibility to submit a completed **SUBSTITUTE FORM** ahead of time. An absence without an advance notice will be considered as grounds for dismissal.

If sick, a note from your physician or the Health Center will be required for your employee file and records.

RESIGNATION AND TEMPORARY LEAVE

If an employee decides to resign his/her position, it is expected that a two weeks notice be given to the direct supervisor and the Associate Director.

SUSPENSION OF EMPLOYMENT

It is very important for employees to take responsibility for their individual actions. The following violations of policies and procedures may be grounds for suspension of employment:

- Failure to perform duties as stated in the position description.
- Failure to report to work when scheduled.
- Excessive tardiness. Prolonged absence from work station when on duty.
- Use of headphones, PDA and laptops at work stations Mon-Fri. On weekends the same rule applies when major events are scheduled.
- Failure to obtain a substitute and report a substitution, as listed under Employee Work Schedules.
- Leaving the job without authorization.
- Admitting unauthorized persons into designated work areas.
- Use of radio/stereo head-phones, Cell-phone use for personal calls and other electronic devices while on duty.
- Eating at a work station on or off duty.
- Taking an unauthorized break.
- Failure to follow other Employee Policies, Supervisor Directives and University Commons policies and procedures.

GROUNDS FOR IMMEDIATE TERMINATION

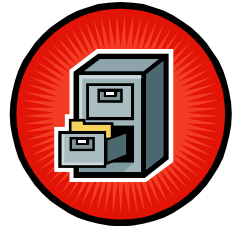
Repeated violations of policies under suspension of employment and extreme violations of University Commons and Employee Policies and Procedures may result in immediate termination. This means that an individual in violation of the following rules will not be given a warning or probation notice, but will be terminated from employment following a meeting with their supervisor.

- Working while under the influence of alcohol and/or other non-prescription drugs.
- Punching in or out any other employee's time card (both employees subject to dismissal)
- Smoking inside the building while on duty.
- Pilfering of money/equipment or theft of items belonging to the University Commons or others.
- Sleeping while on duty.
- Falsification of payroll. Stealing of money or University property.
- Improper on or off duty conduct that affects job performance or public trust and negatively effects department's image.

- Any behavior that affects the safety and well-being of others.
- Abuse of authority.
- Insubordination.
- Leaving the job without prior approval before the next SD arrives. (Applicable to SDs only)
- Utilizing the facilities and equipment outside of operational hours.

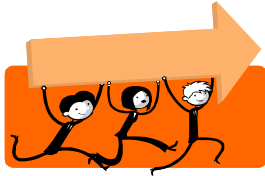
PERFORMANCE EVALUATION & PERSONNEL FILES

Each employee has a personnel file. This file contains the employee's application and other selected documents. Other documents may include: verbal/written warnings, employee evaluations, and other information recorded about the employee, both positive and negative. With the permission of a supervisor, students are allowed to view their personnel file at any time. Performance evaluation will typically be conducted once every semester. However, an employee can request or the supervisor can conduct them at any time to gauge the progress should there have been aspects of the job noted in the earlier evaluation that need improvement. Re-hiring of an employee is based on a satisfactory performance evaluation and agreement on a development plan.



TEAM APPROACH

We consider



our student employees to be team players. The best team members are those who openly and actively support and help each other. You, our student staff, are in direct contact with those whom we serve – fellow students, faculty, staff, guests and members of WPU Community. We value and respect your ideas and constructive feedback/criticism to improve our services and

activities, so please let us know your thoughts and ideas about how to make the WPU University Commons a better place for those we serve.

Being informed and staying connected are keys to the success of our team efforts. It your responsibility as an employee to review the **GROUPS** page on **WPConnect**. Log in and you are connected.

<http://wpconnect.wpunj.edu/cp/home/loginf>

You will find all employment related information and contact information for your fellow coworkers. The site hosts work schedules, important forms, news, announcements and email is easy to use. You must log in everyday upon arriving to work to check you assignments and messages.

JOB DESCRIPTIONS

Student Director (SD)

Administrative:

In a management training capacity the Student Director (SD) serves under the supervision of the Associate Director of Hospitality Services. He or she acts as a working supervisor and representative of the Office of Hospitality Services and supports University's objectives promoting campus life.

General Responsibilities:

The SD oversees all activity in the University Commons during hours of operation with flexibility to accommodate changes in building activity. Demonstrates a readiness to assist when asked. Maintains a work schedule to conform to University Commons hours of operation including summers, holidays, late nights and weekends.

Specific Responsibilities:

1. To acquire by study, observation and practice, a thorough knowledge of policies and proceedings in order to represent the University Commons/Hospitality Services office and perform tasks requiring such knowledge where and when necessary.
2. Serves in a public relations capacity by greeting those persons responsible for organizations using the facility and providing courteous and efficient service. Carries a customer service oriented outlook and a pleasant disposition at all times.
3. Responsible for preparing and submitting detailed shift reports involving all aspects of building operations.
4. Meets periodically or as needed with the Operations Director to review scheduled activities and to institute corrections/changes where necessary.
5. Remains accessible and visible by conducting frequent tours of the building during duty hours and report:
 - a. damage or theft
 - b. abuse of house rules, misuse of furniture, equipment or facilities.
 - c. custodial needs
 - d. repair itemsTakes immediate action to take corrective measures and report incidents to the Operations Director.
6. Checks all equipment and physical set ups to insure that the group using the facility has been properly served. Makes decisions and adjustments within policy to serve group.
7. Anticipates group's needs (if not requested on the reservation) and makes accommodations when possible before group arrives.
8. Assists with building evacuations in case of emergency.
9. Assists Maintenance to ensure that setups/breakdowns are completed accordingly.

10. Performs the duties of the Information Desk Assistants/Office Assistants/Arcade Attendants/House Crew/Media Technician/Security in their absence.
11. Observe and reports on all activities within the University Commons. Updates and maintains files, calendars and directories.
12. Follows the prepared Daily Activity sheet provided by the Scheduling Office.
13. Responsible for Opening and Closing procedure of the University Commons when required.
14. Responsible for any other duties as assigned by the Operations Director.

Qualifications:

The candidate must be a student at WPU in good standing who exemplifies maturity, is well organized, and has a 3.0 GPA in their major.

Media Technician

Administrative:

The Media Technician (MT) serves under the direction of the Associate Director of Hospitality Services. He or she acts representative of the Office of Hospitality Services supporting department's goals and objectives promoting student life. He or she works closely with department's technician.

General Responsibilities:

The MT oversees all Audio/Visual requests in the Student Center during hours of operation with flexibility to accommodate changes in building activity schedule.

Specific Responsibilities:

1. To acquire by study, observation and practice, a thorough knowledge of Audio/Video/Campus Card system components in order to represent the Student Center/Hospitality Services office and perform tasks requiring such knowledge where and when necessary.
2. Serves in an Audio/Visual technician capacity. Performs A/V equipment system set-ups, breakdowns, checks, maintenance and cleaning functions. Greets guests and those persons responsible for organizations using the facility and provides courteous and efficient service.
3. Performs campus card system checks, web page updates and related functions as requested by Systems Administrator.
4. Assists ID Card staff during special summer assignments and when required at other times.
5. Responsible for preparing statistical reports involving all aspects of operation as assigned. Reports to include monthly inventory, a program evaluation to the Student Director (SD), maintain a Media Equipment Sign out roster, submits Work Order (damage/theft/abuse/misuse) items to Associate Director etc.

6. Meets periodically or as needed with the System Administrator and the SD to review scheduled activities.
7. Takes immediate action to take corrective measures and report incidents to the SD.
8. Checks all equipment and media set ups to insure that the group using the facility has been properly served. Makes decisions and adjustments within policy to serve group.
9. Anticipates group's needs (if not requested on contract) and makes accommodations when possible before group arrives.
10. Maintains a work schedule to accommodate scheduled Activities during Student Center hours of operation.
11. Performs tasks to fulfill the A/V requests and directions as printed on the Daily Activity sheet provided by the Scheduling Office.
12. Responsible for any other duties as assigned by the Associate Director.

Qualifications:

The Media Technician must be in good standing at William Paterson University who exemplifies maturity, is well organized, and has previous related work experience in facility management.

Arcade Attendant

Administrative:

Under the supervision and training of the Associate Director of Hospitality Services, oversees operation of the Arcade and supports University=s objectives of promoting student life on campus.

General Responsibilities:

The Arcade Attendant supervises all activity in the Arcade.

Specific Responsibilities:

1. Responsible for all the Arcade equipment=s upkeep and care take.
2. Verifies I.D.s and schedules use of Pool, Ping Pong tables and other equipment.
3. Stays alert and periodically patrols the room.
4. Collects money and maintains the cash register.
5. Coordinates use of equipment when the Arcade is scheduled for an event through Student Activities office such as a tournament.
6. Maintains an inventory of supplies and equipment utilized in the Arcade.
7. Reports all acts of vandalism and security breaches to supervisor and Campus Police.
8. Suggests ideas to make current procedures more efficient and effective.
9. Attends ALL scheduled training sessions.
10. Reports all breakdown of equipment and supervises all repairs.

11. Prepares and updates, as required, all posting signs related to Arcade hours and rules.

Qualifications:

The Arcade Attendant must be a student in good standing at William Paterson University who exemplifies maturity, is well organized, and has previous related work experience.

Information Desk/Office Assistant

Administrative:

Under the supervision and training of the Associate Director of Hospitality Services, coordinates all duties related to the Student Center Information Desk and supports the University's objectives of promoting campus life.

General Responsibilities:

Responsible for serving as member of the reception staff providing timely, polite and courteous customer service to members of the campus community and visitors to the University.

Specific Responsibilities:

1. Organizes, maintains and keeps the area clean on top, underneath and behind the desk.
2. Reviews and checks material to be displayed on the desk and in lobby for dates and conformity to WPU and Student Center policies.
3. Organizes all material on bulletin boards adjacent to the desk and elsewhere in the Student Center.
4. Answers the phone and greets visitors in a polite and courteous manner.
5. Assists in maintaining accurate and up to date listings of personnel, services and campus phone numbers.
6. Set up and break down all requested media equipment according to the contracts provided by the Scheduling office.
7. Maintains a service oriented attitude at all times while on duty, therefore, avoiding personal distractions which interfere with the execution of this job description.
8. Assists with clerical duties of the Office of Hospitality Services.
9. On a regular basis checks the set up calendar for events scheduled during his or her scheduled shift.
10. Establishes contact with a representative of the group reproducing the event and remains available to provide assistance to that person/organization for the duration of the event.
11. Assists Student Director OR in the absence of Student Director collects, inspects, and conducts breakdown of all Student Center equipment at the end of the scheduled event.
12. Reviews and checks all stored materials on a daily basis.
13. Assists in providing easels, marquees and other postings for customer's use.

14. Sets up informational and publicity materials related to Student Center and University related programs.

Qualifications:

The Information Desk Assistant must be a student in good standing at William Paterson University who exemplifies maturity, has some experience working in a visible position in a high traffic environment.

HOUSE CREW

Administrative:

Under the supervision and training of the Assistant Director of Hospitality Services, coordinates all duties related to the Student Center Information Desk and supports the University's objectives of promoting campus life.

General Responsibilities:

As an employee of the William Paterson University Student Center, the House Crew employee is responsible for supporting the University Administration and the Student Center Advisory Board in their efforts to develop, administer and coordinate the programming functions of the Student Center. The House Crew employee reports to the Assistant Director of Hospitality Services.

Specific Responsibilities:

The House Crew employee of the Student Center will:

1. Keep areas surrounding Student Center clean.
2. Remove weeds, and debris from all landscape.
3. Water and fertilize plants in the Student Center.
4. Remove graffiti from the walls and bathrooms.
5. Remove unwanted flyers from doors, windows and walls.
6. Return books to the bookshelf in the Center Café.
7. Assists in AV services and cleaning of AV equipment within the University Center.
8. Assist in performing room setups.
9. Cleaning of the display cases in the Arcade and the Dining Room.
10. Tightening of bolts and nuts on all furniture, and set-up furniture.
11. Receive deliveries, contact various departments and notify them of their deliveries and put away stock.
12. Keep loading dock area free of debris and violations.
13. Change light bulbs.
14. Clean/vacuum floors and elevators.
15. Assist Hospitality Services in various functions.
16. Assist the Assistant Director of Hospitality Services in providing clean, friendly and safe atmosphere.

Qualifications:

The House Crew member must be a student in good standing at William Paterson University who exemplifies maturity, has some handy work experience working in a visible position in a high traffic environment.

SECURITY STAFF

Administrative:

The Security serves under the direction of the Associate Director of Hospitality Services. He or she acts representative of the Office of Hospitality Services supporting department's goals and objectives promoting student life. He or she works closely with department's administrative staff.

General Responsibilities:

The position patrols the facility and stays watchful at all times inside and around the University Commons during hours of operation with flexibility to accommodate changes in building activity schedule.

Specific Responsibilities:

1. To acquire by study, observation and practice, a thorough knowledge of the University Commons Facility in order to represent the Hospitality Services office and perform tasks requiring such knowledge where and when necessary.
2. Performs all tasks with a good customer service disposition. Greets guests and those persons responsible for organizations using the facility and provides courteous and efficient service.
3. In case of an emergency (medical, disciplinary or physical plant related) immediately contacts Campus police, supervisor and the Student Director (SD).
4. Checks all exterior and interior door hardware to ensure that all locking mechanisms are in working condition and for any vandalism. Report all repair matters to the Student Director and on the daily shift report.
5. Checks all vending machines for any vandalism and report findings immediately to the SD and make notes (Time, date on the report). Responsible for preparing statistical reports involving all aspects of operation as assigned.
6. Meets periodically or as needed with the SD to review scheduled activities. Takes immediate action to perform corrective measures and report incidents to the SD. Assists the SD in opening & closing of the facility.
7. Provides security assistance to the Arcade Attendants and/or other staff during common hour rush and well attended events.
8. Checks all equipment and media set ups to insure that the setups are safe and there are no obstructions or tripping hazards. E.g. all cords use in media setups must stay covered. Corrects the situation.
9. Anticipates customer needs (if not requested on contract) and makes accommodations when possible before group arrives.
10. Maintains a work schedule to accommodate scheduled activities during University Commons hours of operation.
11. Walks around the exterior of the Student Center, looks out for suspicious activity. Keeps an eye out for displaced furniture, returns the furniture to its proper location. Stays alert and be watchful for unusual activities.

12. Checks on all empty rooms, stairwells, loading docks, hallways and terrace doors. Contacts the SD immediately to secure rooms not in use and unlocked doors.
13. Wears uniform, name badge, and carries a Nextel at all times when working in the University Commons. The Nextel phone must be signed out & signed in.
14. Cooperates with Campus Police at all times and also works special events alongside other/outside security.
15. Responsible for any other duties as assigned by the Associate Director.

Qualifications:

The Security Staff must be in good standing at William Paterson University who exemplifies maturity, is well organized, and has previous related work experience in facility management.

**HOSPITALITY SERVICES
STUDENT CENTER
SHIFT SUBSTITUTE/CHANGE FORM**

This form is to be submitted to the Associate Director ONE week prior to requested shift substitute/change

Your Name: _____

Today's Date: _____

I will be unable to work my shift on _____, _____ from _____ to _____.
(Day) (Date) (Time.....Time)

_____ has agreed to work my shift.

Approved by _____
(Associate Director)

The reason for requesting a substitute is as follows:

IMPORTANT Payroll Dates 2015 – 2016

<u>Pay Period Start Date</u>	<u>Pay Period End Date</u>	<u>Timesheet Due Date</u>	<u>Check Date</u>
09/05/15	09/18/15	09/21/15	09/25/15
09/19/15	10/02/15	10/05/15	10/09/15
10/03/15	10/16/15	10/19/15	10/23/15
10/17/15	10/30/15	11/02/15	11/06/15
10/31/15	11/13/15	11/16/15	11/20/15
11/14/15	11/27/15	11/30/15	12/04/15
11/28/15	12/11/15	12/14/15	12/18/15
12/12/15	12/25/15	12/24/15	12/31/15 *
12/26/15	01/08/16	01/11/16	01/15/16
01/09/16	01/22/16	01/25/16	01/29/16
01/23/16	02/05/16	02/08/16	02/12/16
02/06/16	02/19/16	02/22/16	02/26/16
02/20/16	03/04/16	03/07/16	03/11/16
03/05/16	03/18/16	03/21/16	03/24/16 *
03/19/16	04/01/16	04/04/16	04/08/16
04/02/16	04/15/16	04/18/16	04/22/16
04/16/16	04/29/16	05/02/16	05/06/16
04/30/16	05/13/16	05/16/16	05/20/16
05/14/16	05/27/16	05/30/16	06/03/16
05/28/16	06/10/16	06/13/16	06/17/16
06/11/16	06/24/16	06/27/16	07/01/16
06/25/16	07/08/16	07/11/16	07/15/16

* Early Pay Date due to holiday

FREQUENTLY CALLED PHONE NUMBERS

ACADEMIC INITIATIVES	720-3700
ADVISEMENT (Undeclared) Rm 301	720-2281
CAREER DEVELOPMENT Rm 301	720-2727
ARCADE Ground Floor	720-3222
BEACON Rm UC 214-215	720-3264
BOOKSTORE Ground Floor	720-3232
CAMPUS ACTIVITIES Rm 302	720-3244
CAMPUS POLICE	720-2300
CAREER DEVELOPMENT CENTER Rm 301	720-2440
CENTER FOR STUDENT SERVICES	720-3945
COMMUTER SERVICES Rm 134	720-3944
HEALTH & WELLNESS CENTER	720-2360
DISABILITY SERVICES Rm 134	720-2351
VP STUDENT DEVELOPMENT Room 117	720-2179
FACILITIES Main #	720-2142
GREEK SENATE Rm 218	720-2534
PEER HEALTH ADVOCATES	720-2924
HOSPITALITY SERVICES Rm 100	720-6200
➤ ID OFFICE	
➤ INFORMATION DESK, STUDENT DIRECTOR	
RECREATION CENTER	720-2777
REGISTRAR'S OFFICE College Hall	720-2700
RESIDENCE LIFE White Hall	720-2714
SCHEDULING & CONF SERVICES Rm 217	720-3243
SGA Rm 319	720-2157
SODEXHO DINING SERVICE Rm 100	
➤ CATERING Manager	720-3210
➤ FOOD COURT Kitchen	720-2288
➤ FOOD COURT Manager	720-3211
➤ WAYNE DINING HALL Chef	720-2375
➤ WAYNE DINING HALL Manager	720-6204
➤ WAYNE DINING HALL Kitchen	720-3299
SOPHOMORE & JUNIOR EXPERIENCE Rm 301	720-3100
TRANSFER STUDENT EXPERIENCE	720-3720
VETERAN AFFAIRS Rm 118 (Speert Hall)	720-2323
WOMEN'S CENTER Rm 313-314	720-2946