WELCOME TO BUDS

The BuDS Student Management Team welcomes you to Brown Dining Services, Brown University’s largest student employer. With over 350 student employees working in all of Brown’s dining facilities (including two dining halls, six satellite eateries, two carts and two marketplaces) BuDS serve a vital function within the Brown community.

This handbook is designed to help you understand all that BuDS offers you as a student employee as well as our organization’s employment policies. It is organized into four parts to easily answer any questions you may have. The first presents an overview of the structure of BuDS as a student organization. The second pertains to BuDS policy, payroll and expectations. The third covers all of the wide ranging perks of working for BuDS from free coffee to meals. The final section contains a list of all resources available to you as a worker to help you navigate your employment within BuDS.

Please read through this booklet carefully and feel free to address any questions that you may have to your student supervisor or anyone in the Student Management Office. The SMO is located downstairs in the Ratty across from the Ivy Room and is the headquarters of BuDS student management.

Best,

Jessica Perales ‘15

BuDS General Manager
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NOTE: For a thorough outline, you can open the navigation pane on the document. It will allow you to easily search for whichever section you need.
ANDREWS DINING COMMON
UNIT MANAGER: LESLIA GONZALEZ
ASSISTANT UNIT MANAGER: MELISSA OROZCO

Located on the Pembroke Campus, Andrews Commons, serves both Southeast Asian and Italian cuisine, it has quickly become one of the favorite dining and study spots on campus. Student workers get to practice pizza-making with our wood-burning oven and hone their pho-cooking skills at our wok, fire-top stove every day from 11:00 in the morning to 2:00 at night. Students also get the chance to work in a fast-paced restaurant-style kitchen alongside friendly, hilarious, and award-winning professionals on shifts that range anywhere from 2.5 - 4.5 hours.

THE BLUE ROOM AND CAMPUS MARKET
UNIT MANAGER: LIZBETH MALDONADO
ASSISTANT UNIT MANAGER: KRISSIA RIVERA

Located in Robert Campus Center on the Main Green, the Blue Room is a busy gourmet coffee bar and deli frequented by professors, university staff, and students alike. Workers are responsible for baking cookies and muffins and serving up delicious soups and sandwiches. The Blue Room also offers cashier positions, whose shifts range from 3 – 4.5 hours.

The Campus Market, located in the basement of the Campus Center, is open from early in the morning to late at night. It offers a variety of snacks, grocery items, and freshly made milkshakes. Workers are responsible for stocking and working the cash register. While it is managed by the Blue Room, shifts at the Campus Market are treated like Carts shifts. Only workers who have been with BuDS for more than one semester can work at the Campus Market.

CASHIERS
UNIT MANAGER: ALEJANDRO ACERO MURILLO

The Cashiers Unit includes cashiers at Andrew’s Commons, The Ivy Room and Josiah’s. In addition, we have a Lil’ Jo’s stocking shift. We have a range of shifts starting as early as 10:45AM and ending as late as 2:30AM to accommodate your scheduling needs! Shifts run from 2 – 4.5 hours in length. Aside from cashiering, you will be helping to restock the unit, clean the unit and provide amazing customer service. Besides getting to interact with a substantial portion of the student body on your shifts, you will gain valuable retail experience to boost up your resume.

CARTS
UNIT MANAGER: TZITZIKI ROBLES
The Carts offer shifts at various on-campus locations, including in the Rockefeller Library, the Barus & Holley Café, Poppy’s in the Nelson Fitness Center, and at the Friedman Study Center in the Sciences Library. Customer interactions are the bulk of shift responsibilities, in addition to stocking goods and cleaning. Those who choose to pick-up a Carts shift will learn how to run a small, busy cafe that caters to the drink and snack needs of their peers from 7am-2am. The cafes typically serve your favorite college student staples, including coffee, tea, deli sandwiches, pastries, and other snacks. Because of the unsupervised nature of the shifts, only experienced BuDS workers (i.e. workers who have worked for BuDS for at least one semester) can have shifts at the Carts. And because these shifts are recognized as being some of BuDS’ most desirable, there is a standing policy that a worker cannot work solely at the Carts. They must have at least one other permanent shift in another unit.

CATERING PREP

UNIT MANAGER: MARY REED

Catering Prep assembles equipment, drinks, and other items for Catering Services which range from events like casual coffee breaks to formal plated dinners. Worker shifts are available starting at 9 am and ending at 8 pm. We are located in the lower level of the Ratty next to the Kitchen. Catering Prep is a great way to be involved in behind-the-scene efforts for catering events. The work environment is very dynamic and interactive, where truck drivers, Prep workers, event coordinators, and kitchen and bakeshop workers cooperate to provide high quality food service to Brown community.

DINING

UNIT MANAGER: EMORIE BECK

ASSISTANT UNIT MANAGER: ALI MUJTABA LAKDAWALA

Affectionately known as the Ratty, the Sharpe Refectory is arguably the social center of campus, serving over 1500 students per meal. Because of its size and varied functions, the Ratty offers a wide variety of positions. You can cultivate your culinary skills in the basement Kitchen each morning, where you will slice and dice fresh fruits and vegetables. You can brush up your baking in the Brown Bakeshop, where you will make many of the baked goods across campus, like focaccia, pizza dough, cookies, cupcakes, and more. Lastly, you can sharpen your service skills in the Main Dining Room (MDR) working behind the line, making pizza and pasta. Or, help the cashiers pass out To-Go containers. With shifts beginning as early as 6:00am and ending as late as 8:30pm, you have a lot of flexibility.

Located on Pembroke Campus, Verney-Woolley (better known as the "V-Dub") is the smaller of Brown University's two dining centers. This unit offers students a cozy environment and arguably some of the best food on campus. The VW, open Monday through Friday for breakfast, lunch, and dinner, offers student workers cashier shifts that are anywhere from one and a half to four hours long.

THE IVY ROOM

UNIT MANAGER: EBONY MCCASKILL

The Ivy Room is an afternoon and night eatery located the lower level of the Sharpe Refectory. Ivy Day offers a cashier position for lunch during the weekdays. Ivy Room nights run as all-vegetarian. The daily menu includes delightful, personalized food options such as veggie burgers, personal pizzas, refreshing smoothies, mac-n-cheese, and falafel wraps. Ivy Room night shifts are available for student workers Sunday through Thursday with shift hours ranging from 6:30pm to 1:00am. Ivy Room shifts are staffed entirely by student workers which makes it a
great place to meet university peers and make new friends! Ivy Room nights is characterized by its staff’s lively music, their inclusive community, and its overall easy-going atmosphere.

Josiah’s
Unit Manager: Thanin Kovitchindachai

Named after Brown’s infamous Professor Josiah Carberry, Josiah’s is one of Brown’s busiest satellite eateries. Located in the middle of the Vartan Gregorian Quad, Jo’s offers a variety of grill items, salads, and quesadillas, as well as a rotating specialty station and various pre-packaged snacks and drinks. BuDS workers get the opportunity to be behind the line at the various stations. There are shifts available from 5:45 pm to 2:30 am on weekdays and as early as 2 pm on weekends.

Types of Shifts

Worker Shifts

Worker shifts are the most common type of BuDS shift. While the responsibilities of workers varies from unit to unit, common responsibilities are serving customers, preparing food, restocking items, preparing orders for delivery or pick up, and cleaning.

Workers are expected to show up to their shifts on time, in dress code, and with their Brown ID.

Cashier Shifts

Cashier shifts are the second most common type of BuDS shift. Cashiers work in retail operations [Andrew’s Dining Common, Blue Room, Ivy Room, and Josiah’s] as well as at the V-W. They are responsible for greeting customers, ringing up orders on the MICROS cash registers, maintaining a clean station, and helping to restock items. The specific duties expected of the cashier aside from completing customer transactions are specific to each unit.

Cashiers are expected to show up to their shifts on time, in dress code, with their Brown ID, and with their individually assigned cashier code.

Carts Shifts

Carts shifts consist of a mix of worker and cashier responsibilities and are available only to BuDS employees who have worked for at least one previous semester or who have received special permission from the General Manager. Carts are operated by individual workers without direct supervision by a student supervisor. Supervisors do conduct regular check-ins to answer questions and ensure that all shift responsibilities are being fulfilled. Responsibilities include ringing up orders, stocking, and taking temperatures.

Cashiers are expected to show up to their shifts on time, in dress code, with their Brown ID, and with their individually assigned cashier code.

Management Structure

BuDS is the student side of Brown Dining Services (BDS) the umbrella organization that maintains and operates all of Brown’s dining facilities. While BuDS has a distinct organizational structure, BDS and BuDS employees often work together on shifts.
STUDENT MANAGEMENT

The Student Management Team was created in 1972 in an effort to give students more input within the student employment sector of Brown Dining Services. BDS directors believed that students would better understand what was reasonable to expect of a student worker. The main goal was for student workers to have more involvement and control over their work environment.

The result is an organization that is sensitive to your needs as a student worker. Our policies and benefits are constantly evolving to accommodate the changing needs of student employees. BuDS offers the most flexible scheduling of any campus employer with the widest variety of work positions available. In addition to flexibility and a competitive pay structure (see page 16), we strive to offer benefits that particularly appeal to students.

Student management operates under a philosophy of fairness, practicality, and progress. A great amount of care and effort goes into problem solving and policy development. We believe in making things better while keeping both student and professional perspectives in mind. Though students make up just one segment of the Dining Services workforce, we work hard to use your feedback to inform policy decisions.

PROFESSIONAL MANAGEMENT

While student employees within BuDS primarily report to student supervisors and managers, all operations are overseen by a professional staff of supervisors and managers employed by BDS. Professional managers operate with the same goals and philosophy as student managers. They are accountable for the successful operation of their unit. Among other things, they manage the professional staff of workers on shifts though they may also provide support to the student staff as necessary. In your time as a BuDS student employee you will likely come in to contact with a number of professional managers and supervisors. They are great resources if you have any questions pertaining to your on shift responsibilities and are always open to answering your questions and concerns.

WORKER POLICIES AND EXPECTATIONS

THE STUDENT MANAGEMENT OFFICE (SMO)

The Student Management Office, commonly referred to as the SMO, is located downstairs in the Ratty across from the Ivy Room. The student staffers are there to assist BuDS workers with paperwork, scheduling, and payroll issues. This is where you will go to drop or add shifts during the semester, and to get any questions answered.

APPLYING FOR BUDS

In order to work for BuDS, workers must complete an I-9 process, which confirms their eligibility to be legally employed in the United States. I-9 forms are processed by University Human Resources [HR], conveniently located above the bookstore on Thayer Street.

Once a worker has been I-9’d, they must go to the SMO and fill out an employment application form. Once that is complete, they are now able to pick up shifts.

All workers must follow these three rules whenever picking up and dropping shifts:

1) Workers must have at a minimum of 8 hours of permanent weekly shifts at all times.
2) First semester workers cannot pick up Carts shifts [B&H, Friedman Café, The Rock, and Campus Market].
3) Workers cannot have only permanent Carts shifts.

**ADDING/DROPPING SHIFTS**

All adding and dropping of shifts must be done in person at the SMO.

Two Week Rule: Workers are responsible for dropped shifts for two weeks after they have been formally dropped in the SMO.

**RESIGNING**

In order to resign, you must go to the SMO and fill out an Employee Exit Form. Once that is done, we will process your termination. It is important to note that you are required to work out a two-week notice, which means that you will still be responsible for the shifts you own for two weeks after you formally resign. Failure to attend shifts during that two week period will make you ineligible to work for BuDS for a 12 month period.

**PREPARING FOR YOUR SHIFT**

**DETERMINING YOUR SCHEDULE**

Shiftplanning is a web-based application that enables you to keep track of your shifts and manage various aspects of your employment.

What you can do on shiftplanning:

1) Check the times and days of your shifts.
2) Get BuDS updates and SMO hours in the Dashboard.
3) Post and view shift trades.
   a. NOTE: Posting a shift trade is NOT equivalent to being excused.
4) View open shifts available.

After signing up for BuDS, you will be sent a Shiftplanning activation link, where you can set your password. Your log in username is your Brown email address. You can access Shiftplanning two ways. You can access it directly through your gmail account, where you’ll find Shiftplanning under the apps. Or, you can go directly to brownuniversity.shiftplanning.com. If you ever have any issues with your account, email buds_smo@brown.edu immediately.

**ABSENCES**

In the case that you can’t make an upcoming shift, you are responsible for sending a qualified sub in your place. A qualified sub is defined as a BuDS worker whom has previous experience in the unit in which they will be working. Being absent from a shift and not providing a qualified sub may result in an immediate warning.

There are many ways in which you can find a sub:

- Posting a shift trade on Shiftplanning.
- Asking your fellow BuDS workers personally through text or email.
- As a last resort, asking your Unit Manager for help (they may know supers or workers that are willing to sub)

NOTE: No sub arrangement is official until it is reflected on Shiftplanning or approved by the Unit Manager.
If there is ever a time that you absolutely cannot make a shift (ex. out of town, conference, etc), you must inform your Unit Manager immediately if after posting a shift trade no one responds within two days of the scheduled shift. NOTE: This does not excuse you from the shift, but it is a courtesy to your manager. Always keep in mind that ultimately, finding a sub is your responsibility and you must be proactive about it.

**ILLNESS**

If you are sick or injured and unable to work your shift, you must notify the UM from each shift you’ll miss before the start of each shift. If the UM isn’t notified before the start of each shift, you may receive a formal warning.

**REQUIREMENTS FOR EVERY SHIFT**

BuDS employees are responsible for all shifts as reflected on ShiftPlanning. The only exception is if a unit manager or professional manager explicitly excuses the employee from a shift or if the employee sends a qualified sub in their place.

Additionally, all BuDS workers are required to show up to their shifts on time and meet all the standards outlined below.

**DRESS CODE**

While BuDS does not have a specific uniform, we do have a worker dress code. The dress code applies to all workers, cashiers and supervisors. Workers who arrive to shift in violation of the dress code will be required to return home and change before being able to work. Continued failure to comply with our dress code will result in a warning.

(Note: A “food employee” is the general term used to describe any worker who is not a cashier working at a register).

- All workers must wear clean outer clothing, including a shirt and either pants or a long skirt.
- All food employees must wear an effective hair restraint at all times. This means long hair must be tied back as well as tucked under a hat or hairnet. A BuDS hat is provided free of charge to new workers and paper hats or hairnets are available on shift.
- A clean apron is also required in most areas, and will be provided at each shift.
- Food employees may not have a beard longer than 1/4 inch or the employee must wear a beard guard.
- All workers must wear footwear that completely covers their feet. Clogs, open-toed shoes, open-heeled shoes, sandals, and high-heeled shoes are not permitted of any worker. A comfortable shoe with good support is recommended. Socks must also be worn while working.
- All workers must wear clean, neat clothing that covers them from at least shoulder to knee. Shorts, short skirts, and sleeveless shirts are not permitted. Skirts must come below the knee and must be worn with stockings.
- Food employees are prohibited from wearing jewelry – including watches and bracelets – on the hands or arms, with the exception of a plain ring such as a wedding ring. Hoop or long earrings are also not permitted, and necklaces should be tucked under one’s shirt.
- All workers must present a neat and clean appearance.
- Fingernails must be trimmed and clean, and, if you are preparing or serving food, free of nail polish.
- Workers at Andrews and Jo’s must wear a chef coat, which is provided on shift. Workers must still wear a dress code-appropriate shirt.
HEALTH AND SAFETY REQUIREMENTS

- To protect the health of our customers and prevent a foodborne illness, food employees are required to report to their manager or supervisor any known illnesses or symptoms as specified in the RI Food Employee Illness Reporting Agreement. Managers and supervisors will restrict food employees who report excessive sneezing, coughing or runny nose, eyes or mouth from working with exposed food or equipment. The Food Employee Reporting Agreement can be found at www.health.ri.gov/forms/agreements/foodemployeereportingagreement.pdf.

- Hands must be thoroughly washed before starting work as well as after handling raw foods, smoking, using the restroom, using a handkerchief, and touching skin or hair.
- The correct procedure for thoroughly washing hands requires scrubbing lathered hands for at least 10-15 seconds.
- Disposable gloves, which are provided, are required while serving or handling exposed food.
- Workers must thoroughly wash hands before putting on gloves to work with food.
- Workers must change gloves every time a task is changed while on shift and minimally every 5-10 minutes.
- Avoid touching skin, hair, and clothing (including aprons) while working with food. If you contact these while wearing gloves, change your gloves immediately.
- Do not lean or sit on food preparation tables or equipment. This is a violation of RI state health regulations.
- A clean and orderly work area is essential to reduce workplace hazards. All injuries must be reported to the shift supervisor immediately, and the supervisor must complete and submit an accident report to their professionals. When medical attention is required, DPS Emergency can be reached at (401) 863-4111.
- For safety reasons, employees reporting to work under the influence of or in possession of drugs or alcohol will be sent home. They will also be subject to a warning and/or termination.
- With the approval of your supervisor, you may be able to play music from your electronic device while on shift. However, it must be kept away from food, and anyone who comes in contact with it must wash their hands.

TIMEKEEPING: KRONOS AND STUDENT ID

KRONOS is the official timekeeping system used by BuDS and BDS and is the primary record used when calculating payroll. Below is a basic walkthrough of when and how to use the system, as well as what to do if you believe that you have used it incorrectly. Repeated failure to bring your ID or to swipe in/out correctly will result in a verbal warning so it is important that you follow through the instructions below.

- Employees must use their Brown issued Student ID to swipe in and out of the KRONOS machines.
- All students are required to swipe in to a KRONOS time clock at the start of each shift and swipe out at the end of each shift.
  - When swiping in: Press the button corresponding to the unit you are working in. Press “more” if you do not initially see the unit. After you have selected the correct unit, swipe your student ID.
  - When swiping out: Simply swipe your student ID. DO NOT press any buttons on the machine before swiping out.

- What should you do if you make a mistake?
o If you forget your student ID and are unable to swipe in/out, or simply forget to swipe in before your shift you should notify the shift supervisor immediately. Otherwise, you may be incorrectly paid.

o If you forget to swipe out at the end of your shift, you should contact the appropriate Unit Manager as soon as possible and let them know.

o If you are unsure you swiped in/out correctly you should notify your supervisor (if you are still on shift) or Unit Manager (if you realize this after your shift has ended) as soon as possible.

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**CASHIER CODES**

All cashiers and carts workers working for BuDS will receive a 4-digit Cashier Access Code within days of signing up for their shifts. This password will be used to log into the Micros system on the registers and is strictly confidential. It is the responsibility of the employee to pick up their Cashier Access Code from the Dining Services Main Office Monday – Friday between 9 – 5 prior to their first shift. Arriving to a shift without their Cashier Access Code is the equivalent of not showing up at all.

All BuDS workers are strictly forbidden from sharing any BuDS-related passwords with anyone, including Cashier Access Codes and ShiftPlanning passwords.

Violation of this policy may result in discipline, up to and including termination.

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**PCI TRAINING**

Payment Card Industry (PCI) compliance is required of all companies that process, store or transmit credit card information in order to maintain a secure environment. Because of this, cashiers and cart workers that cashier at locations that accept credit cards must be PCI compliant. These locations include Blue Room, Poppy’s, the Ivy Room, and Campus Market. In order to become PCI compliant a cashier must complete an official PCI training session prior to their first cashier shift. Training sessions are provided throughout the semester and will be announced by the General Manager.

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**CREDIT CARD TRAINING**

Along with PCI training, all cashiers must be trained on how to process a credit card transaction. This training will be done by the on-shift supervisor on your first shift at one of the credit card locations (Blue Room, Ivy Room, and Campus Market). After the training has been completed you will be required to sign an agreement stating that you have been trained and understand the instructions.

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**BLUE ROOM CASHIER TRAINING**

If you choose to work a Blue Room cashiering shift, you are required to attend a paid training session set up by the Assistant Unit Manager prior to your first shift. These training sessions are conducted in the SMO and will provide you with hands on training of the micros registers, in preparation for your shifts.

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**HOMEWORK POLICY**

During downtimes, which means customers are not present and in need of assistance, everything is well stocked, and your work area is clean, cashiers at the V-W, Ivy Room, Campus Market, and Carts may do homework on shift. This means you may read or write. Electronic devices are NOT permitted and your homework materials should be
minimal. Since customer service and work duties always take priority, you must be prepared to put your homework aside.

BREAKS

BuDS workers and cashiers are expected to remain on task throughout their shift. Workers may request a break to their on-shift supervisor, but approval is at the discretion of the supervisor. Working a shift of at least 5 consecutive hours entitles a worker to a 15 minute unpaid break, the timing of which must be approved by a supervisor. Before taking a break you should remember to swipe out. When returning, be sure to swipe back in again.

Working a shift of at least 5 consecutive hours entitles a worker to a 15 minute unpaid break.

JOB FEEDBACK

Central to any professional work environment is feedback on each employee’s performance. Supervisors and Unit Managers are responsible for providing this feedback to all workers. In addition to informal feedback, supervisors and managers will provide formal feedback to workers. These types of formal feedback are recorded by the SMO in each workers personnel file. Below are descriptions of each type of feedback.

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commendation</td>
<td>Awarded to workers for exceptional contributions either on a specific shift or consistently throughout their employment with BuDS. These are awarded at the discretion of each Supervisor and Unit Manager.</td>
</tr>
<tr>
<td>Verbal Warning</td>
<td>These are given to workers for minor violations of policy. These typically include minor lateness to a shift, cash discrepancies, and poor performance.</td>
</tr>
<tr>
<td>Formal Warning</td>
<td>These are given to workers for severe violations of BuDS policy. These include being late to a shift by more than 15 minutes, failure to adhere to BuDS policy, repeated poor customer service, failure to attend a shift, etc. Two formal warnings are grounds for termination.</td>
</tr>
</tbody>
</table>

DISCIPLINARY PROCEDURES

NEEDY SHIFTS

Receiving a formal warning or three verbal warnings makes you ineligible for any bonuses for the current semester. Working **10 hours of needy shifts** is your opportunity to regain that eligibility. Needy shifts are defined as shifts that are difficult to staff (typically including all open shifts) as designated by the Unit Managers.

Once you receive a formal warning, the General Manager will offer you to opt for receiving the Needy Shift Digest. This digest is emailed twice a week, on Sundays and Thursdays, and includes all of the current needy shifts. If you see a shift(s) that you can work, contact the UM (while CC’ing the General Manager) via e-mail to pick it up. Once your request is approved and you’ve worked the shift, the hours will count towards regaining your eligibility.

MEETING WITH THE GENERAL MANAGER

Receiving two formal warnings in a 12 month period will result in a mandatory discipline meeting with the General Manager. The purpose of this meeting is for the GM to explore the nature of your warnings and decide on appropriate next steps, which may include voiding a warning, probation, or termination.
PROBATION

After meeting the General Manager, a possible consequence is probation. The terms of probation are the following:

1) Probation status is for a 12 month period beginning the day of your discipline meeting.
2) Receiving a formal warning of the same or similar nature as those that resulted in probation will result in immediate termination from BuDS.

The terms of probation may be altered at the discretion of the General Manager.

TERMINATION

Termination may occur under the following circumstances:

- Accumulating two formal warnings within a rolling twelve month period
- Violating the terms of probation
- Arriving to work under the influence of alcohol or drugs
- Gross misconduct or the repeated violation of BuDS policies

Workers who are terminated become ineligible for all BuDS positions, including Group Staffing and Commencement work, for at least two semesters following termination. It is left to the discretion of the student management team to determine if the worker may eventually return to BuDS. In this event, the worker will resume employment at BuDS starting pay rate.

If you ever have any questions regarding warnings or general discipline procedures, feel free to contact the General Manager.

CRITICAL PERIOD

Critical Period refers to the time each semester between the start of reading period and the end of exam period. In the weeks leading up to it, all Unit Managers will email you outlining all of the special rules and policies that will be in effect as well as a link to their unit-specific form. This form is your opportunity to be excused from shifts that conflict with your finals’ schedule. Because we offer you this opportunity, a single unexcused absence leads to a mandatory discipline meeting with the General Manager at the beginning of the following semester and is grounds for termination.

Critical Period is a great opportunity for you to make money before breaks by picking up a lot of shifts! It can be a tough time for supervisors and unit managers because they’re working to staff their unit while also worrying about their own finals, so be considerate.

NOTE: Shifts subbed during Critical Period are NOT considered Needy Shifts because bonuses are calculated beforehand.

REAPP

The ReApp is a form sent via email at the end of every semester by the General Manager. It enables you to pick up shifts for next semester and to keep track of your semester level. You must fill out the ReApp even if you’re going abroad or are a supervisor or manager, all of which you can indicate on the form.
The general manager will provide details on reapplication at the end of each semester.

**PAYROLL**

**KRONOS & WORKDAY**

There are two payroll systems utilized on Brown campus, Kronos & Workday. **Kronos** is used by BDS for all timekeeping and contains a detailed record of all your swipes. The web application enables professionals to see those swipes and approve your timecard for the calculation of payroll. **Workday** is a web-based HR system accessible to students employed by any University department. Although some use it for the calculation of Payroll, that is not the case in BuDS. Workday is useful for setting up Direct Deposit, looking at your pay stubs, viewing your W-2 forms, and changing your tax deductions.

**PAY STRUCTURE**

BuDS payroll operates on a biweekly basis. Pay periods end every second Saturday, and paychecks are placed in campus mailboxes the following Friday.

Pay dates are sometimes adjusted in conjunction with University holidays. Specific pay dates for the Fall 2014 semester are listed below. For subsequent semesters you can access the pay schedules on the Brown Payroll Office website.

<table>
<thead>
<tr>
<th>PAY PERIOD START DATE</th>
<th>PAY PERIOD END DATE</th>
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<tr>
<td>11/30/2014</td>
<td>12/13/2014</td>
<td>12/19/2014</td>
</tr>
</tbody>
</table>

**PAYMENT OPTIONS**

Employees will receive paychecks each pay date in their Brown mailboxes unless they opt for **direct deposit**.

The Payroll Office offers **Direct Deposit** services to student employees. This allows for pay to be disbursed directly into a student’s bank account each pay day as opposed to receiving a check. Students may still choose to receive pay stubs in the mail and always have the option of reviewing their pay information through their Workday accounts.
PAY LEVELS

WORKER RATES

<table>
<thead>
<tr>
<th>Semester Level</th>
<th>Pay Rate ($/hour)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1, 2</td>
<td>$8.95</td>
</tr>
<tr>
<td>3, 4</td>
<td>$9.20</td>
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<td>5, 6</td>
<td>$9.45</td>
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<tr>
<td>7+</td>
<td>$9.70</td>
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SUPERVISOR RATES

<table>
<thead>
<tr>
<th>Supervisor Level</th>
<th>Pay Differential ($/hour)</th>
</tr>
</thead>
<tbody>
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<td>$1.50</td>
</tr>
<tr>
<td>Senior</td>
<td>$1.75</td>
</tr>
</tbody>
</table>

(NOTE: Junior Supervisors are those who have worked for BuDS for 4 or fewer semesters. Senior Supervisors are those who have worked for BuDS for 5 or more semesters)

LATE NIGHT DIFFERENTIAL

Worker and supervisors are offered a pay differential of $0.50/ hour for all late night shifts worked. Late night shifts are defined as shifts ending after 2:00 am.

SEMESTER LEVEL ADVANCEMENT

In order to advance a semester level and earn a raise, a worker must satisfy the following three requirements:

1) The student must work 48 hours total during the semester
2) The worker must have started by 10/31 in the Fall or 3/31 in the Spring
3) The worker must ReApp at the end of the semester

BONUSES

Bonuses are awarded at the end of each semester and are typically added to the last paycheck. The General Manager will clarify this via email before bonuses are disbursed.

<table>
<thead>
<tr>
<th>Bonus</th>
<th>Amount</th>
<th>Who is eligible?</th>
<th>Award Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance</td>
<td>$25</td>
<td>Workers and Cashiers</td>
<td>Worker must show up to all of his or her shifts or get a qualified sub for the entire semester. The worker must also work a total of 88 hours for the semester (this total is calculated based on the 11 weeks in the semester and the weekly 8 hour expectation).</td>
</tr>
<tr>
<td>Subbing</td>
<td>$10 or</td>
<td>Workers, Cashiers and</td>
<td>This bonus has two tiers. In order to earn the first tier a worker must sub 5 shifts. To earn the second tier a worker must sub 10 shifts.</td>
</tr>
<tr>
<td>Supervisor Improvement</td>
<td>$25</td>
<td>Supervisors</td>
<td>Recipients are selected by their respective Unit Manager for their continued improvement or</td>
</tr>
</tbody>
</table>
ELIGIBILITY

All employees are eligible for bonuses unless they have received a formal warning during the current semester. Bonus eligibility may be reinstated from a formal warning by subbing at least 10 hours declared “needy” by a BuDS manager. A regular “needy shift digest” is distributed by the General Manager.

Shifts subbed during Critical Period are not considered when calculating bonuses.

PAYROLL QUESTIONS

Questions regarding specific paychecks or payroll in general should be posed to the BuDS General Manager.

PERKS OF WORKING FOR BUDS

MUG STICKER AND FREE DRINK

Each semester a sticker will be issued to all workers. Presenting the sticker with a reusable mug entitles the worker to free coffee, tea, and fountain drinks at any BuDS location. Workers are required to wait in line and show their mug and sticker to the cashier when checking out.

SHIFT MEAL

As a BuDS worker you can have a shift meal when you work a shift that is at least 2.5 hours in length. Shift meals must be eaten directly before or after your shift or during an approved, unpaid break.

- Packaged items and bottled beverages are not permitted unless paid for.
- Workers may never take their meal out of the unit; it must be eaten on the premises. There is zero tolerance in regards to this policy, and a violation could result in termination.

Below is a table explaining unit-specific policies

<table>
<thead>
<tr>
<th>Andrews Dining Common</th>
<th>Workers may have up to one meal credit’s worth of unpackaged food. Workers may also have fountain drinks on their shift but must have a lid and straw.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Room</td>
<td>Workers may have one unpackaged non-Pain D’avignon, item under a meal credit. Breakfast smoothies may be that one item.</td>
</tr>
<tr>
<td>Carts</td>
<td>No shift meal, but workers may have unlimited coffee on shift.</td>
</tr>
<tr>
<td>Cashiers [Ivy Room, Jo’s, Andrews]</td>
<td>Workers may have up to one meal credit’s worth of unpackaged food. Workers may also have fountain drinks on their shift but must have a lid and straw. <strong>Under no circumstances are you permitted to eat at the register. Cashiers must eat their shift meal in a seating area of the dining room.</strong></td>
</tr>
<tr>
<td>Catering Prep</td>
<td>Workers may have a meal from the Ratty.</td>
</tr>
<tr>
<td>Dining</td>
<td>Workers can get a meal from the Ratty or VW, depending on which location they are working.</td>
</tr>
<tr>
<td>--------</td>
<td>--------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Ivy Room</td>
<td>Workers may have up to one meal credit’s worth of unpackaged items, smoothies count towards that. Workers may also have fountain drinks on their shift but must have a lid and straw.</td>
</tr>
<tr>
<td>Josiah’s</td>
<td>Workers may have up to one meal credit’s worth of unpackaged food. Workers may also have fountain drinks on their shift but must have a lid and straw. Jamba smoothies do NOT count towards shift meal.</td>
</tr>
</tbody>
</table>

Any food or drink that does not qualify for a shift meal must be paid for. If you have any questions about unit-specific policies, be sure to ask the Unit Manager.

**WORKER/SUPERVISOR OF THE MONTH**

Every month the Student Management Team chooses a worker of the month for each Unit and a supervisor of the month for the whole organization. Workers of the month are awarded a choice between 5 free Blue Room muffins/cookies or 1 free Andrews pizza. Supervisor of the month is awarded an IPR (Brown sponsored gift card) to any Brown First location.

**PROFESSIONAL DEVELOPMENT AND ADVANCEMENT**

BuDS offers ample opportunity for advancement. This is the opportunity to gain real life management experience and gain skills transferable to many career paths. Below are the descriptions of all the positions offered throughout each year:

**OFFICE ASSISTANT**

*Office Assistants* staff the SMO. They are the “face” of BuDS, helping new workers complete hiring procedures, changing permanent shifts for current workers, and occasionally helping workers with problems. Office assistants earn their worker rate.

**STUDENT SUPERVISORS**

*Supervisors* are the foundation of the BuDS student workforce, acting as the main link between student managers and student workers. Supervisors are responsible for maintaining a comfortable work environment that workers enjoy while efficiently and effectively running their shift. They also train and regularly evaluate their workers while providing support for their unit managers. Supervisor hiring is conducted at least once per semester, usually near the end of the semester. Students are paid an additional $1.50-1.75/hour while working as a supervisor.

**ASSISTANT UNIT MANAGER**

The *Assistant Unit Manager* position is available for the Blue Room, Andrews and Dining. They are primarily responsible for aiding the Unit Manager in the overall success of the unit. The specific tasks of the AUM vary between the units. Tasks may include daily staffing, new worker training, and administrative tasks. The pay rate for the assistant unit manager is $11.70.
Unit Managers oversee the operations of their units, train their supervisors, and assist with shift staffing. The unit managers have a major role in policy decisions and are able to implement new programs in their units. They also work with the professional managers to ensure continual unit effectiveness. The pay rate for a unit manager is $14.35/hour.

COMMENCEMENT COORDINATOR

The Commencement Coordinator is hired in the spring semester to coordinate student staffing for Commencement week. They recruit students to work during Commencement weekend and work closely with the general manager and Brown Catering Services. The pay rate for the Commencement coordinator is $11.70/hour.

OFFICE MANAGER

The Office Manager oversees the operations of the Student Management Office. He or she supervises the office assistants, ensures that every BuDS worker who visits gets friendly and efficient service, and oversees the overall effectiveness of BuDS behind the scenes. They are responsible for maintaining accuracy of shift signup, the confidentiality of worker records, assisting the GM, and overall organization of the office. The pay rate for the office manager is $11.70/hour.

GENERAL MANAGER

The General Manager oversees the Student Management Team, acting as the primary advisor to the unit managers. He or she is responsible for maintaining smooth operation of the student sector of BuDS, continually evaluating the philosophies behind BuDS policies and procedures. The general manager acts as the chief liaison between student management and professional management, and works to facilitate necessary change. He or she is also available to address serious student worker grievances. The pay rate for the general manager is $14.60/hour.

Applying for a higher position within BuDS is a great way to get interview experience and refine your resume. BuDS managers are also available to help you through the process in case you need it.

RESOURCES

- CONTACT SHEET
- CALENDAR
- STUDENT MANAGEMENT OFFICE (SMO)
- SHIFTPLANNING 101
- PROFESSIONAL MANAGERS
- BUDS FACEBOOK GROUP
- MAP OF EATERIES
- OPEN SHIFTS