Brittanie Carter - The Hub Operation Manager
Call/ Text: (208) 409-3704
Email: brittanie.carter@usu.edu

McKenna Phipps – The HUB Customer Service Manager
Cell/ Text: (801) 668-8848
Email: mckenna.phipps@usu.edu
(435) 232-8317

Eric Lott – The Hub Daytime Supervisor/Master Barista
Cell/Text: (208) 390-7544
Email: eric.lott@usu.edu

Bryant Oxborrow – The Hub Night/Weekend Supervisor
Cell/Text – (253) 670 – 8333

Jaime Bradford-Assistant Director of Retail Operations
Cell: (435)-760-7690
Email: Jaime.bradford@usu.edu

Alan Anderson –Executive Director
Cell: (435)-760-0452
Email: alan.anderson@usu.edu

**Important Numbers**
Bakery & Commissary
Robert Kuhel (Warehouse Manager): 702-845-0613
Steve (Bakery Manager): 435-760-5309

Computer Problems
Larry: (435) 770-5815

Register Problems
Brian: (435) 213-05362
Communication:

Always come and talk to management about any issues, conflicts, and/or scheduling problems you are having. We are more than happy to help you solve any problem we can, and we would prefer to hear about problems earlier before they become a bigger issues.

If you have a problem or an improvement to offer management, please also let us know. We are always looking for ways to continuously improve.

Manager’s schedules are available on W2W on the main page. If you need to talk to a manager one on one, please check the schedule and come find us, or contact us and we can set up a meeting.

Emergency vs. Non-Emergency

If you have a personal or family emergency that will affect your work schedule please call or text a manager and let us know at any time. You don’t have to tell us specifics, but if you let us know we can help you cover shifts and give you further resources the school offers. Shifts are always covered by managers for family emergencies such as illness of funerals.

If you need to contact a manager about a non-emergency issue please talk to them during their scheduled hours or send them a W2W message. Please have respect for management and your co-workers and really determine if an issue is urgent or not and contact them accordingly. Management will have respect for your time as well and only contact you after business hours in a time-sensitive situation.
Dry Storage:
- Paper Products (Plates, Cups, Bowls, Lids, Bloozies Straws)
- Taco Time Prep Items
- Ibis Prep and Coffee Items
- Hamburger Buns

Fridge #1: Commissary Items
- Pre-cut Veggies
- Pre-made calzones and baking items
- Boil bags (gravy, teriyaki chicken, etc.)
- Thawed meat and chicken

Fridge/Freezer #2:
- Taco Time Tortillas, Chicken, and Mexi Fries
- Back Grill Products
- Bloozies Fruit

Fridge #3: Packaged Food from Suppliers
- Milk Gallons, Half & Half, Soy
- Uncut Veggies and lettuce
- Cheeses and Lunch Meats
**Schedules:**

All daily schedules will be posted on WhentoWork. This is also where you can put shifts on the trade board and ask for time off. Check WhentoWork every day to make sure that you are present and on time for your shift. Schedules will always be posted out at least by the Wednesday before the coming week by 5pm. If you have any problems understanding or navigating WhentoWork, please contact the Operations Manager.

If you need a whole day off— please ask for “time off” instead of changing your preferences.

**The Operations Manager will not update your W2W for you. If you have something change with your schedule, you need to change it on W2W yourself.**

**We have 60+ employees at The Hub— if you have a non-emergency request or need us to know something, please send an a W2W message.**

**Announcements:**

Announcements will come through W2W. Please set your W2W account settings so that every time a message gets sent out you will receive a notification to the e-mail of your choice.

Employees are responsible for seeing and knowing about the announcements that get sent out through W2W. Failure to check your e-mail can lead to missed information and can lead to further disciplinary action if repetitive. **“I didn’t know” is not an excuse.**

**Important daily announcements will also be on the white board— so please check the main white board by the office every day as you come into work.**

You are responsible for your own schedule once it is posted. If you do not tell the Operations Manager about a time change or conflict that you have or update W2W before the schedule is posted, **you are responsible for that shift and either need to work it or find someone to cover for you.**
Clocking In & Out:

Every time you work at The Hub you will need to clock-in and clock-out. You will do this on the finger print scanner in the prep area. If you don’t have a finger print in the system, please notify a manager.

Follow the same procedure to clock-out.

If you forget or there is some technical difficulty that doesn’t allow you to clock in or out, fill out a missed punch form found on the clipboard by the first aid kit.

Filling out a missed punch form is the only 100% way to make sure you get paid for a shift you didn’t clock in for. We check hours every pay period to try and catch any mistakes, but please help us help you and always fill out a missed punch form if you weren’t able to clock in or out correctly with the finger print scanner.
**Records Book**

Every employee of The Hub has an employee record book. This book contains all of the areas that an employee has been trained in and who trained them.

When you train in an area a manager will go over the different training aspects of each area with you and you will both initial that the training objective was adequately covered. Please do not initial an objective for training if you do not understand what the manager is training.

Employee record books will also keep a record of any disciplinary action, sick days, or promotions and certifications the employee has during their time at The Hub.

*Training books will be kept in the back office and are available to employees to look over at any time.*

**Employee Manuals**

Every operation in The Hub has an operation manual that tells you exactly how to open, close, and operate an area.

A physical copy of these operations manuals will be in each area and a copy will also be in the back office. Please feel free to come and read the physical copies in the back office at any point.

For your convenience, the operation manuals are also located online on the USU Dining Services webpage. Please visit usu.edu/dining and go to the “Dining Employees” tab. There you will find a tab with “Hub Operation Manuals”, click on that link. You will be given a prompt to enter a password, which is “The Hub2017”.

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**Employee Training Program**

**USU Dining Services**
Absent & Sickness Policy:

If you need to call in sick, please call (don't text or email) the manager or supervisor on shift as soon as possible. If you are opening, please start notifying managers at 6am. Please don’t call in 5 minutes before your shift if at all possible. Manager shift schedules are located on the front page of W2W. If you can’t get ahold of the manager on shift please try to contact the other managers accordingly.

When you call in sick you will be asked to try and find other employees to cover your shift. Please try to call the other employees on W2W to see if anyone is available to work your shift.

If habitual sick days are taken, and/or three sick days are taken in a row, you will be required to bring a Doctor’s note. You will always be notified when this is necessary.

For family emergencies or similar issues, contact any available supervisor, manager, or contact Jaime Bradford so they are aware of the situation.
**Dress code:**

The Hub will provide you a USU shirt and a hat.

You can wear any USU shirt you want, as long as it is work appropriate and doesn’t have a religious affiliation.

You can wear any hat you want, but it has to be work appropriate and not support another college besides USU.

Closed-Toed shoes (no flip flops, sandals) NO EXCEPTIONS

Jeans or nice pants with no rips or holes. No sweat pants, shorts, leggings or capris.

No jewelry besides STUD earrings and plain band rings.

Please look presentable and proud of your job. Don’t come to work looking like you just rolled out of bed.
Breaks:

Employees of The Hub get a 15 minute break for every 4 hours they work.

If employees are eating their free meal during this break they must clock out for the duration of their break. If employees are not eating they may remained clocked-in for their break.

Always ask Managers before going on break. Breaks are not allowed between 11am-1:30 pm due to the busy nature of The Hub during this time.
Health Code:

Hair must be covered by a hat or hair net. This also includes beards deemed long by management. Hair must be pulled off the shoulders and out of your face.

There can be no eating behind the counter– NO EXCEPTIONS.

Cell phones are not permitted on the floor at any time. There a no tolerance policy for cell phones. If caught with a cell phone you will automatically be written up. This includes if it is in your pocket.

All employees are required to have a food handler’s permit- which can be acquired in a variety of ways through the Bear River Health Department. You are required to have a food handlers permit within 30 days of your first day at The Hub. When you have received your Food Handlers Card, please bring it in to a manager so we can get a copy of it.
**Emergency Evacuation:**

**Fire Alarm:**

Fire alarms are taken seriously every time. If you are clocked in and in an area, please calmly turn off your equipment that could potentially start a fire, remove any food off and away from equipment, and quickly go out the back doors of The Hub and onto the back dock. If there is a fire through the back doors/hallway, please meet in front of the fountain of the TSC. The Operations Manager will then take roll call and ensure all of the staff is accounted for.

**Power Outage:**

Power Outage: If the power goes out and you are working- Please turn off all equipment, close the gates and carefully walk to the back hallway of The Hub and wait until the power comes back on. The Operations Manager will then take roll and ensure all staff is accounted for.