Alumni Memorial Union
Student Employee Handbook
Fall 2014
WELCOME (Pg 3)

AMU AT A GLANCE (Pg 4-6)

• Overview of departments (Pg 4-5)
• Website (Pg 5)
• Regular building hours of operation (Pg 5)
• AMU/Annex social media (Pg 6)
• All Staff (Pg 6)
• Battle of the Departments (Pg 6)
• AMU Mission Statement (Pg 6)
• AMU Pledge (Pg 6)

WHO’S WHO IN THE AMU (Pg 7-8)

• Introduction of supervisors (Pg 7)
• Student leadership positions in the AMU (Pg 8)

GETTING PAID (Pg 9-10)

• I9 & authorization (Pg 9)
• Electronic Time Keeping (Pg 9)
• Payroll calendar (Pg 9)
• Direct deposit (Pg 9)
• How many hours per week you are allowed to work (Pg 10)
  o Holidays
  o Receiving breaks during work shifts
  o Overtime
• Dual employment (Pg 10)
• Attendance policy (Pg 10)

RESPECT IN THE WORKPLACE (Pg 11-12)

• Social media guidelines (Pg 11)
• Personal phone usage (Pg 11)
• Confidentiality (Pg 11)
• Dress code (Pg 11)
• Customer service (Pg 12)
• University owned computer usage (Pg 12)

SAFETY (Pg 13-15)

• Marquette University Department of Public Safety (Pg 13)
  o Place number if phone
  o LIMO service
  o Student Safety escorts
  o DPS escorts
• Lockers (Pg 13)
• Workplace harassment (Pg 13-15)

PERFORMANCE REVIEWS (Pg 16-17)

• When they take place (Pg 16)
• Format (Pg 16)
• How pay increases are determined (Pg 17)
Welcome and thank you!

Welcome to the AMU family. You have joined a team of Marquette staff, students, and contracted professionals committed to providing services to enhance the quality of life in the Marquette community. Services under the auspices of Alumni Memorial Union/Auxiliary Services include areas such as the AMU, Annex, Varsity Theater, and Weasler Auditorium. Additionally, the AMU team provides reservation and catering services campus wide, tech support at the Al McGuire Center, concession services at the Al McGuire Center, Hart Park and Valley Fields, and welcome desk services at Zilber Hall.

Your Alumni Memorial Union serves as a community center and houses a plethora of services available to the university. The AMU team welcomed over 1.4 million guests into the union for programs or services over the past 12 months. You have joined a team of roughly 500 student employees supporting AMU operations as administrative support, baristas, caterers, event planners, managers, marketers, technicians, etc. The AMU/Auxiliary Services team carries on the spirit of Father Peter Brooks' mission, co-founder of the first college union at Marquette in 1922.

"The aim of the Union on Marquette's campus would be to bring together and unify the spirits of all. . .and use this unified spirit for the good of the university and all students."

Ideally, you will not only gain a paycheck from this job, but you will grow in knowledge and connections. Be an active member of the team, form friendships, learn, grow, but most importantly have FUN! Thanks in advance for lending your time and talents to our team.

Sincerely,

The AMU Team
OVERVIEW OF DEPARTMENTS

The Alumni Memorial Union is made up of 18 diverse departments housed in the student union and across campus. These include:

Administration & Marketing
- Supports administrative services for the AMU operations including aspects like assisting with the student employment application process
- Graphic design for AMU promotional materials

AMU Orientation Leaders
- Provide all new AMU Student Employees with an orientation by reviewing the student handbook and giving them a tour of the facility

Annex - Restaurant
- Staff the WOW Café American Grill & Wingery restaurant located in the Union Sports Annex

Annex - Bowling
- Staff the bowling center located in the Union Sports Annex

Brew Cafes
- Staff four cafes across campus located in the AMU, Cudahy Hall, Raynor Library and Straz Hall

Brooks Lounge
- A recreational lounge that offers billiards tables, board games and booths popular as a study destination

Building Staff
- Assist in opening and closing the AMU including event set up/tear down, building security, basic cleaning and maintenance

Catering
- Provides food and beverage service throughout campus from meetings to informal and formal dining, indoor and outdoor events

Concessions
- Staff Marquette Athletic event-driven concession areas in the Al McGuire Center and Valley Fields

Event Management
- Assist in campus event planning with student organizations, university departments and off-campus groups

Event Support Staff (ESS)
- Event driven staffing including working the Golden Eagle Express Shuttles from the Annex to home men’s basketball games, event coat check and movies at the Varsity Theater
Lunda Room
- A dining room located in the AMU 2nd floor, open to the public Monday to Friday over the lunch hour.

Marquette Place
- Main cafeteria on campus with stations that offer sushi, sub sandwiches, grill items, Mexican, salads and Einstein Bagels.

Security
- Provide supervision and monitoring of events and their participants’ behavior in the AMU, Annex and Varsity Theater.

Tech Staff
- Manage and operate technical equipment including sound, lighting and data projection housed in the AMU, Annex, Weasler Auditorium, Varsity Theatre and Al McGuire Center for various events.

Tory Hill Cafe
- Staff the café housed in the Eckstein Hall Law School building.

Union Station
- Staff Marquette Card Office including production and distribution of MarquetteCards, U-Passes and name tags along with the sale of United State Post Office services and products.

University Information Center (Info)
- Staff four main welcome desk locations on campus – AMU, Engineering Hall, Holthusen Hall and Zilber Hall – and answer the university’s main 1-800 phone line.

WEBSITES
- www.marquette.edu/amu
- www.marquette.edu/annex
- www.marquettediningservices.com
- http://www.marquette.edu/event-management

BUILDING HOURS

The Alumni Memorial Union building hours remains the same throughout the year with some changes and closures during holiday or break periods. Regular building hours are:

- Monday - Saturday: 7:00 am - 11:45 pm
- Sunday: 9:00 am - 11:45 pm

These hours and any upcoming holiday or break hours can be found on the AMU website at www.mu.edu/amu/about.shtml.
AMU/ANNEX SOCIAL MEDIA

The Alumni Memorial Union and Union Sports Annex participate in social media as a way to connect and engage with campus, customers and our alumni base. Social media outlets include:

**Twitter**
@MarquetteAMU
@MUAnnex

**Facebook**
www.facebook.com/alumnimemorialunion
www.facebook.com/muannex

**Instagram**
instagram.com/muannex

ALL STAFF

An annual event in the fall semester, all of the departments in the AMU get together for a day of training called All Staff. The day allows us, as a staff, to take a step back and realize how many people are depended on to run all of the operations the AMU is responsible for. Training also includes a mix of team-building activities and relevant learning topics.

BATTLE OF THE DEPARTMENTS (BOD)

All AMU areas participate in a yearlong friendly competition called Battle of the Departments. 1-2 BOD events are scheduled in a month. Events are a mix of social and service-oriented activities. Points are awarded to a department based on two criteria: 1) per person in attendance, and 2) percentage of staff in attendance basis. The top three departments who accumulated the most points throughout the year are named in April and awarded trophies to be displayed in their area for the following year.

AMU MISSION STATEMENT

The AMU’s mission is based on a quote from Peter A. Brooks, S.J. who not only co-founded the first student union at Marquette University while a student, but also served as the university’s president from 1944-1948.

"The aim of the Union on Marquette's campus would be to bring together and unify the spirits of all. . .and use this unified spirit for the good of the university and all students."
-Peter A. Brooks, S.J. 1922

AMU PLEDGE

A large part of the AMU culture involves a focus on having a fun and enjoyable work environment. In 1992, then union director Dr. Toby Peters wrote a pledge to the AMU that employees still recite today:

The AMU is the one
The AMU is lots of fun
To the AMU I will be true
For I love it here, oh yes I do
I love to work for the AMU
WHO’S WHO in the AMU

SUPERVISORS

Administration
  Linda Lee, Coordinator of Administrative Services
  Rob Mullens, Union Station Manager
  Ali Myszewski, Associate Director Marketing & Programming

Dining Services
  Jennifer Beckley, Supervisor Catering Events
  Eric Carroll, Supervisor Annex Restaurant
  John Cornell, Sous Chef Catering
  Brad Dawson, Executive Chef Catering
  Rodney DeBerry, Supervisor Marquette Place
  Megan Gajewski, Tory Hill Café & Catering
  Renee Georgiev, Supervisor Brew Cafes
  Tina Hohlfeld, Manager Tory Hill Café & Catering
  James Melik, Executive Sous Chef Catering
  Arshig Mesdjian, Supervisor Catering Events
  John Nicholds, Retail Manager Marquette Place
  Rachael Bush, Manager Brew Cafes
  Larry Peterson, Manager Annex Restaurant
  Shirley Roberts, Supervisor Marquette Place
  Amy Roskopf, Manager Catering Events
  Melanie Vianes, Director Catering Events

Event Planning Services
  Annette Conrad, Associate Director Event Management
  Julie Kuligowski, Event Coordinator
  Jillian Marx-Wenig, Event Coordinator
  Chad Wheeler, Event Coordinator

Facilities and Operations
  Dan Abler, Assistant Director Operations
  Rosie Hawk, Technical Services Assistant Coordinator
  Steve Groom, Technical Services Coordinator
  Dan Kawa, Building Supervisor
  Eric Schierer, Building Supervisor
  Brad Schloss, Operations Coordinator
  Neal Wucherer, Associate Director AMU & Auxiliary Services
STUDENT LEADERSHIP POSITIONS

An opportunity to grow into a student leadership position is possible in every department here at the Alumni Memorial Union. Currently, there are three student leadership positions:

Student Managers (SM)
An opportunity to grow into a student leadership position is possible in every department. All AMU departments have at least 1 (up to 4 depending on the size of the department) student manager who works with the supervisor to lead the student employee staff. Student manager responsibilities include, but are not limited to: Interviewing & Hiring, Conducting Performance Reviews, Scheduling, Payroll, Communication, Training and Staff Motivation. Student managers also attend weekly training meetings and support the planning of AMU efforts such as All Staff and Battle of the Departments.

Student Employee Coordinator (SEC)
The Student Employee Coordinator works with the Associate Director of Marketing & Programming and the AMU Graduate Assistant to oversee the student employment program. The main duties of the SEC are to serve as the leader of the student manager group engaging them in their leadership role and providing adequate training for them to bring back to their respective departments. This is the highest student employee leadership level in the AMU.

AMU Graduate Assistant (GA)
The AMU provides a two-year graduate assistantship through the College Student Personnel Administration Program. The AMU GA splits their time between assisting the AMU student employment program and Annex programming efforts to give them experience working in a student affairs setting.
GETTING PAID $$$

I-9 & AUTHORIZATION

When a new student employee is hired to work for the AMU who has not previously worked on campus, Linda Lee, Coordinator of Administrative Services, will send them an email that includes a Job Placement Form along with a link to print a blank I-9 form. An I-9 form is a document that verifies employment eligibility that the person (citizen and non-citizen) is authorized to work in the United States. New students will be given instructions to take the Job Placement Form to the Student Employment Office to complete the document return it within 72 hours of receiving the email. In order for the information filled out on the form to be verified, a new student employee must also bring documents that establish identity and employment authorization (outlined on Pg 5 of the I-9).

ELECTRONIC TIME KEEPING

EmpCenter is the university’s electronic time and attendance (payroll) recording system. Student employees will utilize EmpCenter to record their time and attendance. Supervisors will assist new student employees as to how and where they should clock into EmpCenter to record their time. Employees can record hours worked in one or more of the following ways:

- Swipe your MUID at a standard time clock to record time (located in the AMU on the 2nd floor behind the elevators)
- Login at the WebClock, a web-based interface using a computer designated by your supervisor
  https://empcenter.mu.edu/workforce/Logon.do

PAYROLL CALENDAR

Students employed by Marquette University receive a paycheck every two weeks. The payroll period is Sunday to Saturday (for two weeks), time cards are processed on the next Monday by noon and paychecks are issued on the following week’s Wednesday.

For example, the first pay period of the 2014-2015 academic year was Sunday, August 24 to Saturday, September 6. Time cards were processed on Tuesday, September 9. Paychecks for the hours worked Sunday, August 24 to Saturday, September 6 were issued on Wednesday, September 17.

A complete payroll calendar for the academic year can be found on Marquette Central’s website.
http://www.marquette.edu/mucentral/financialaid/semi_year_payroll.shtml

DIRECT DEPOSIT

Student employees are encouraged to sign up for direct deposit of their paychecks into their bank account. To sign up for direct deposit, a student employee should:

- Log into CheckMarq
- Go to the Bursar Quick Links tab and select Sign Up for Direct Deposit or Student Payroll link
- Click on Add Account
- Enter your Bank Routing Number, your Account Number, the Type of Account and Save
- You should then receive a message indicating your successfully completed the process
- Click OK and you can review the information and edit if necessary
**WORK HOURS**

**Regular Hours**
Marquette University student employees are not permitted to work more than 20 hours per week when classes are in session. Student employees are allowed to work up to 37.5 hours per week during break periods. This applies to all undergraduate, part-time and graduate student employees.

**Holidays & Vacation**
Vacation days and holidays are unpaid for student employees. If you are not going to be on campus during a break period or holiday, you are expected to notify your supervisor ahead of time that you will not be present to work during that time period.

**Shift Breaks**
It is recommended that any employee who works in excess of six hours at a time be given a one-half hour unpaid break or meal period.

**Overtime**
Student employees are not allowed to work overtime. It is the supervisor’s responsibility to avoid situations where a student employee would be assigned overtime hours.

**DUAL EMPLOYMENT**

**Paychecks**
If you are employed in more than one university department, you will only receive one paycheck or one direct deposit payment. Different pay rates in different departments are not broken down, but the full sum will be compensated for.

**Hours**
If a student works in more than one department, the maximum number of hours that can be cumulatively worked between all positions is 20 hours a week while classes are in session and 37.5 hours a week during break periods. Student employees are not permitted to surpass those limits regardless of how many campus jobs they hold.

**ATTENDANCE POLICY**

Student employees are required to show up for the shifts they are assigned. If a student is feeling ill or has a conflict with an assigned shift, they are asked to contact their supervisor as early as possible about the impending absence. Some departments may hold the student employee responsible to find a substitute for the missed shift. Failure to notify a supervisor of an absence will lead to disciplinary action.
RESPECT in the WORKPLACE

SOCIAL MEDIA GUIDELINES

Anything you post or display on the Internet should be done so responsibly. The AMU adheres to the Marquette University Social Media Guidelines for students, faculty and staff for department accounts that are Marquette-sponsored.  http://www.marquette.edu/social/about-for-students.php

Additionally, the AMU reminds all employees and student employees in regards to social media:

- Please refrain from posting any information that reflects negatively on the university, AMU departments, supervisory positions or customers
- Do not let use of social media interfere with your job activity or performance
- Be knowledgeable of laws including ones specific to privacy, discrimination and harassment

PERSONAL PHONE USAGE

While at work, student employees are expected to exercise discretion in using personal cellular phones. Personal calls and texting during work hours, regardless of the phone used can interfere with productivity, safety and may be distracting to others. Student employees that work within the AMU should make personal calls and text during breaks and lunch.

CONFIDENTIALITY

Depending on the area of the AMU you are employed you may have access to confidential information. This may include budget, employment records and other sensitive materials or conversations. As such student employees are required to handle all confidential information, whether written, computerized, oral, or in some form, in such a way that it shall not be inadvertently revealed or disclosed to any other person. Failure to observe these confidentiality guidelines, may result in immediate termination.

DRESS CODE

The AMU asks all student employees to be mindful of their appearance, dress and hygiene while working out of respect to guests of our operations. Specific clothing items not permitted to be worn while working include:

1. Pajamas
2. Sweat pants (including yoga pants)
3. University or college apparel that is not Marquette University
4. Apparel endorsing a political affiliation
5. Excessively ripped or frayed items

Depending on your specific job in the AMU, there may be additional limitations for dress while working. Also, some departments require students to wear uniforms while working. All student employees should speak to their supervisor for a detailed description of the dress code for their area.
CUSTOMER SERVICE

The AMU is dedicated to serving the Marquette University students, faculty, staff, alumni and community. A positive attitude and willingness to assist the needs of our guests is expected of all employees to showcase the AMU’s commitment to providing excellent customer service.

UNIVERSITY-OWNED COMPUTER USAGE

The AMU follows the IT Services Acceptable Use Policy. http://www.marquette.edu/its/about/aup.shtml

If your student employment position at the AMU provides you with access to a university-owned computer, these guidelines will be enforced.
SAFETY

MARQUETTE UNIVERSITY DEPARTMENT OF PUBLIC SAFETY

The Marquette University Department of Public Safety is committed to maintaining a safe environment on campus. DPS serves the Marquette community and adjacent areas where students and employees reside and socialize. http://marquette.edu/publicsafety/

All AMU employees and student employees should add DPS phone numbers to their cell phones:
Non-Emergency (414) 288-6800
Emergency (414) 288-1911

Local Intercampus Mobile Operation (LIMO)
This transportation can be used as a safe option for student employees traveling across campus or from work to their homes. LIMOs do not just drop student employees off at a destination; they will wait until a passenger has arrived safely inside their home, car of building. LIMOs run 365 days a year from 5:00 pm - 3:00 am (5:00 pm - 4:00 am academic weekends). All riders must present a valid Marquette I.D. to use the transportation. LIMO service can be requested by calling (414) 288-6800, waiting at a LIMO stop, flagging a LIMO in transit or pick up a blue light phone.

Student Safety Patrol (SSP)
Student employees can also request a SSP walking escort when traveling from spot to spot on campus. SSP walking escorts are available 7 days a week from 5:00 pm - 12:00 am. Their patrol covers Clybourn Avenue 11th to 20th Street, Wisconsin Avenue 10th to 20th Street, Wells Street 11th to 20th Street and Kilbourn Avenue 12th to 20th Street. To request a SSP walking escort, you can call (414) 288-6800, stop a SSP team on the street or pick up a blue light phone.

DPS Escorts
Any student employee carrying a cash bank from the AMU to another building must contact DPS for an officer escort from one location to another.

LOCKERS

The AMU has lockers located on the first floor that can be rented out for $10 a semester or $15 for both fall and spring semesters. AMU student employees who would like to rent a locker to secure their property can rent a locker for FREE. To do this, a student employee will need to go to Union Station (AMU 1st floor) to fill out paperwork to issue a locker for the desired time period.

WORKPLACE HARASSMENT

The AMU follows the Marquette University Harassment Policy:
Marquette University, as a Catholic, Jesuit institution, insists that all human beings possess an inherent dignity and equality because they are made in the image and likeness of God. The university entirely and consistently disowns, as a matter of principle, any unlawful or wrongful discrimination against the rights of others.

As the university is committed to maintaining an environment in which the dignity and worth of each member of its community is respected, it will not tolerate harassment of or by students, faculty, staff and guests or visitors. Such behavior of identified individuals or groups will be subject to appropriate action,
including, but not limited to, education, probation, suspension or expulsion from the institution or the camp"
faculty member) shall also be immediately notified by the Department of Human Resources affirmative action officer that a complaint has been received.
PERFORMANCE REVIEWS

WHEN THEY TAKE PLACE

Student employees* are given a performance review each semester. In the fall they take place November 1-30 and in the spring they take place April 1-30. Student employees may be asked to fill out a self-evaluation before sitting down with their student manager to review their semester performance review.

*Student employees hired in the fall after October 15 and in the spring after March 15 will not be given a performance review until the following semester

FORMAT

The AMU student employee performance review consists of two parts. There are 12 categories that all student employees are evaluated on: Communication, Customer Service, Teamwork, Interpersonal Skills, Job Performance, Problem Solving, Quality of Work, Time Management, Flexibility, Initiative, Reliability & Dependability, and Professionalism. Student employees are then also graded on 5 department specific categories (please ask your student manager or supervisor to let you know what those are for your area.)

Student employees are graded on the following scale:

E-Exceptional: Exceptional performance that is rarely achieved; provides precedent setting results beyond the scope of the major functions; demonstrate the highest standards of performance

EE-Exceeds Expectations: Frequently exceeds major requirements and expectations; accomplishments noteworthy and highly valued; typically demonstrates higher standards of performance

ME-Meets Expectations: Consistently performs all major requirements satisfactorily; accomplishes all objectives; occasionally exceeds the expectations; normal guidance and supervision are required

O-Opportunity for Growth: Occasionally fails to meet minimum requirements in one or more key aspects; demonstrates one or more performance deficiency; development opportunities will be discussed in order to meet expectations of position

U-Unacceptable: Consistently fails to meet minimum requirement in critical aspects and performance standards; immediate improvement required

Student employees may be asked to fill out a self-evaluation before sitting down with their student manager to review their semester performance review.
HOW PAY INCREASES ARE DETERMINED

After receiving two performance reviews and working for the AMU one year, student employees are eligible for a pay increase.

Each category grade in their performance review is awarded a point:

- **E-Exception** = 4 points
- **EE-Exceeds Expectations** = 3 points
- **ME-Meets Expectations** = 2 points
- **O-Opportunity for Growth** = 1 point
- **U-Unacceptable** = 0 points

The total score of each performance review is averaged together to determine what pay increase the student will receive for the next semester. For example, if a student had a total score of 48 points on the fall performance review and a total score of 52 points on the spring performance review, the average score would be 50 points for the year.

The student employee’s pay increase is determined by the following breakdown:

- 59-68 points = $0.35 pay increase
- 46-58 points = $0.25 pay increase
- 33-45 points = $0.15 pay increase
- 24-32 points = $0.10 pay increase
- 0-23 points = no increase

Using the example above, a student employee who averaged 50 points between the fall and spring semester would then receive a $0.25 pay increase at the start of the next semester. Note, pay increases do not go into effect during summer employment.