

The James B. Chavis University Center/UC Annex

2009-2010 STUDENT EMPLOYEE HANDBOOK



The University of North Carolina at Pembroke

This publication is available in alternative formats upon request
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TABLE OF CONTENTS

	Page
CALL-BACK SCHEDULE	11
EMERGENCY PROCEDURES/PLANS	10
EMPLOYMENT GUIDELINES AND POLICIES.....	12-18
BRAVES ONECARD SALES.....	19
FIRST AID KITS.....	11
GAME ROOM GUIDELINES	
Daily Record Keeping in Game Room.....	21
Equipment Maintenance	22
Opening & Closing Procedures.....	21
Price List	24
Rules	22-23
Group Usage.....	22
Student Employees	22-23
HOURS OF OPERATION.....	6
INFORMATION CENTER GUIDELINES	
Express Link Message Boards	20
Things to Do While on Duty.....	19
Student Employees	19-20
PHONE NUMBERS	5
SCHEDULES FOR 2008-2009 ACADEMIC YEAR	7-9
SHIFT AUTHORIZATION FORM	18
STAFF PROFILES	3-4
STUDENT EMPLOYEE CONTRACT.....	2
STUDENT WORKER SUBSTITUTES	18
WELCOME FROM THE DIRECTOR.....	1

WELCOME FROM THE DIRECTOR



Welcome to the student staff of the Chavis University Center!

As a new or returning employee, you are an essential part of the growth and success of the Chavis University Center. We hope that your employment will be a rewarding and satisfying experience. As an employee of the UC, I want to familiarize you with the mission and vision statements of the University Center:

MISSION STATEMENT:

The mission of the Chavis University Center is to provide an environment where students, faculty, staff, and guests can gather to participate and learn through co-curricular experiences and to create an atmosphere that fosters a sense of community.

VISION STATEMENT:

The Chavis University Center will be the hub of campus life, a central gathering place for relaxation, social interaction, education, and exchange of thought.

The staff of the Chavis University Center is committed to a student employee program that creates an environment of community and promotes student learning and development. As we strive to be the cornerstone of campus life, we have developed our own customer service motto...P.R.I.D.E.: personable, respectful, informative, dependable, and excellent...that we hope will reinforce this. It is our responsibility to provide you with employment that will teach you essential work and life skills and instill in you a strong work ethic. I sincerely hope that you will take pride in your job and will represent the Chavis University Center in the best way possible to our guests, faculty, staff, and students.

The Student Employee Handbook will help to educate you about your position and those of your fellow employees. Please do not hesitate to meet with your staff supervisor if you have any problems, questions or suggestions. Again, welcome to the Chavis University Center staff! I am very excited to have you as a student employee and look forward to working with you as we transform the UC into a vibrant community center.

Have a great year!

Cynthia Oxendine
University Center Director

Chavis University Center Student Employee Contract

As a student employee of the Chavis University Center, I understand that this position requires that I meet a certain set of standards. These standards have been established to ensure the best possible experience for all guests and employees of the UC and to promote the feeling of team spirit and community.

- I understand that the primary mode of communication from my supervisors will be by telephone and it is my responsibility to update numbers should they change.
- I will seek to make all guests feel welcome. As a representative of the UC and ultimately the University, I need to be aware that my actions may influence people's opinions about the UC, the University, and myself.
- I will show respect and consideration for all guests.
- I will maintain the highest level of professionalism.
- I will report to work as scheduled and will be on time. Should a problem arise, it is my responsibility to contact my supervisor to let them know. It is also my responsibility to find a substitute to work my shift.
- I will sign in and out for all time worked for me only.
- I will dress appropriately for work.
- I will respect guest privacy and maintain confidentiality.
- I will maintain a good academic standing, preferably a 2.0 or higher GPA.
- In the event that I resign or am terminated, I will return all assigned employee materials.

I understand that any and all violations of this contract are serious and will be dealt with on a case-by-case basis and may include a formal apology, probation, or termination as a student employee of the Chavis University Center.

I have read the above statements and agree to comply with them.

Signature _____ Date _____



IMPORTANT PHONE NUMBERS

Building Security (Dennis Sanderson & William Oxendine)	Ext. 6543
Health Services	Ext. 6219
Nichols Vending	1-910-276-0050
Pembroke Fire Department.....	9-521-4131
Pembroke Police Department	9-521-4333
University Police.....	Ext. 6235 or 6383
David McClish, Building Night Manager	9-980-428-0677
<i>Vacant</i> , Building Night Manager	
James Keith Oxendine, UC Annex Evening Manager.....	9-536-2170
Robert Kelly, Game Room Night Manager.....	9-816-5317
Kenneth Hunt, Game Room Night Manager	9-785-2723
Daryl Chavis, Bowling MechanicExt. 4216.....Taylor Fields..... . . Home. . .	9-843-1950
Taylor Fields, Bowling Mechanic Supervisor Ext. 6233. . . Home.	9-843-1950
Sonney Locklear, Information Center Evening Manager	9-674-5423
Josh Locklear, Information Center Evening Manager	9-374-5993
Larry Freeman, Physical Plant Director..... . . . Ext. 6233. . . Home. . .	9-628-6601
Diane Jones, VC for Student Affairs	Office - Ext. 6175. . . Home. . . 9-521-2371

Cynthia Oxendine, University Center Director

(910) 521-6584 (W)

(910) 521-0953 (H) or 521-8429

Beverly Lowry, Game Room Manager

(910) 521-6609 (W)

(910) 521-4645 (H)

Penny Oxendine, Information Station Manager/Reservations Assistant

(910) 521-6575/6584

(910) 844-8665 (H)

HOURS OF OPERATION DURING REGULAR SESSION

(Hours are subject to change due to special events. Summer and holiday hours may vary.)

UNIVERSITY CENTER

Monday - Friday 7:00 a.m. - 2:00 a.m.
Saturday 9:00 a.m. - 2:00 a.m.
Sunday 11:30 a.m. - 2:00 a.m.

UNIVERSITY CENTER ANNEX

Monday – Friday 7:30am – 5pm
Other Times As Needed to
Accommodate Programs

COMPUTER LAB

Open 24 hours except Saturday 2am – Sunday 3pm
(Access during normal building hours during this time frame)

HAWK'S NEST GAME ROOM

Monday - Friday 9:00 a.m. - 12 midnight
Saturday 3:00 p.m. - 12 midnight
Sunday 3:00 p.m. - 12 midnight

INFORMATION CENTER/STUDENT SUPPLY STORE

Monday - Friday 9:00 a.m. - 9:00 p.m.
Saturday CLOSED
Sunday CLOSED

BERT'S

Monday - Friday 8:00 a.m. - 12 midnight
Saturday 1:00 p.m. - 12 midnight
Sunday 3:00 p.m. - 12 midnight

CAFETERIA

Monday - Friday

Breakfast 7:15 a.m. - 9:00 a.m.
Continental 9:00 a.m. - 11:00 a.m.
Lunch 11:00 a.m. - 2:00 p.m.
Deli 2:00 p.m. - 4:30 p.m.
Dinner 4:30 p.m. - 7:00 p.m.

Saturday

Lunch 11:30 a.m. - 1:30 p.m.
Dinner 5:00 p.m. - 7:00 p.m.

Sunday

Lunch 11:30 a.m. - 1:30 p.m.
Dinner 5:00 p.m. - 7:00 p.m.

For more information, contact the UC Director at (910) 521-6584.

**BUILDING SCHEDULE
(2009-2010 Academic Year)**

May 3	Closed
May 4-July 31	Open 7am - 9pm; Weekends - 11am-9pm except as noted
May 9-10 & 16-17	Closed
May 25	Open 11am - 9 pm (Memorial Day)
June 12	Open 7 am – 12 midnight (Project Graduation)
July 3	Open 11:30am-1pm & 5pm-6pm (Independence Day) (Coronation Ball – 8pm – 1am – UC Lounge)
August 1-14	Open 7 am - 5 pm (Closed 8/1-2 & 8/8-9)
August 15-16	Open 3 pm – 10 pm (New Student Orientation)
August 17-18	Open 7 am – 12midnight (NSO)
August 19	Open 7:30 am - 2 am (Classes Begin)
September 6	Close at 11 pm (Labor Day Weekend)
September 7	Open 11 am - 11 pm (Labor Day)
October 14	Close at 7:30 pm (Fall Break)
October 15-16	Open 7:30 am - 7:30 pm
October 17	Open 11 am - 7:30 pm
October 18	Open 11 am - 11 pm
November 24	Close at 7:30pm
November 25	Close at 7:30 pm thru November 26 (Thanksgiving)
November 27-28	Open 11 am - 7:30 pm
November 29	Open 11am - 12midnight
December 7-10	Open 7:30 am - 2 am (Exams)
December 11	Open 7:30 am - 5:00 pm (Dorms Close/Semester End)
December 12	Open 7:30 am - 2 pm (Commencement)
December 13	Closed
December 14-23	Open 7:30 am - 5:00 pm; Closed Weekends
December 24 - Jan 3	Closed (Christmas/New Year's)
January 4-8	Open 7:30 am - 5 pm
January 9	Closed
January 10	Open 3pm – 12midnight (Dorms Open)
January 11	Open 7:30 am - 2 am (Classes begin)
January 18	Open 11 am - 12 midnight (Martin Luther King Day)
March 5	Close at 5 pm thru March 7 (Spring Break)
March 8	Open 7:30 am - 5 pm thru March 12
March 13	Closed
March 14	Open 3 – 12midnight
April 1	Close at 7:30 pm (Easter)
April 2-3	Open 11 am - 7:30 pm
May 3-6	Open 7:30 am - 2 am (Exams)
May 7	Open 7:30 am - 5 pm (Dorms Close/Semester End)
May 8	Open 7:30 am - 2 pm (Commencement)
May 9	Closed

Tentative Schedule - Subject to Change Without Notice

**INFORMATION STATION
(2009-2010 Academic Year)**

May 3	Closed
May 4-July 31	**Open 10 am - 2 pm; Closed Weekends Except as Noted
May 16	Open 7:30am – 1pm (NSO)
May 25	Closed (Memorial Day)
July 3	Closed (Independence Day)
August 1-14	Closed (Open Upon Request)
August 15	Open 7:30am – 1pm (NSO)
August 16	Closed
August 17-18	Open 9 am - 5 pm (Freshman Test/Parent Ori)
August 19	Open 9am – 9pm (Classes Begin)
September 7	Open 3 pm - 9 pm (Labor Day)
October 14	Close at 5 pm thru Oct 18 (Fall Break)
November 24	Close at 5 pm thru Nov 29 (Thanksgiving)
December 11	Close at 5 pm (Semester End)
December 12	Open 9 am - 12 noon (Commencement)
December 13-Jan 10	Closed (Open upon request) - Dorms open 1/10/Classes Begin 1/11
January 18	Open 3 pm - 9 pm (Martin Luther King Jr. Day)
March 5	Close at 5 pm thru March 14 (Spring Break)
April 1	Close at 5 pm thru April 4 (Good Friday)
May 7	Close at 5 pm (Dorms Close/Semester End)
May 8	Open 9 am - 12 noon (Commencement)
May 9	Closed

Tentative Schedule - Subject to Change Without Notice

**GAME ROOM HOURS
(2009-2010 Academic Year)**

May 3	Closed
May 4-July 31	Open 9 am - 9 pm
May 9-10 & 16-17	Closed
May 25	Open 3 pm - 9 pm (Memorial Day)
June 12	Open 9 am - 7 pm & 9 pm - 12midnight (Project Graduation)
July 3	Closed (Independence Day) through July 5
August 1-14	Closed (Open Upon Request)
August 15	Open 7pm – 10pm (NSO)
August 16	Open 3pm – 10pm
August 17	Open 7:30pm – 12midnight
August 18	Open 1pm - 12 midnight (NSO/Family Ori)-Classes begin 8/19
September 7	Open 3 pm - 11 pm (Labor Day)
October 14	Close at 5 pm thru October 17 (Fall Break)
October 18	Open 3 pm - 11 pm
November 24	Close at 5 pm thru November 29 (Thanksgiving)
December 7-10	Close at 11 pm (Exams)
December 11	Close at 5pm (Semester End)
December 12	Open 9 am - 12 noon (Commencement)
Dec 13-Jan 9	Closed (open upon request)
January 10	Open 9 am - 12 midnight (Dorms Open)
January 18	Open 3 pm - 12 midnight (Martin Luther King Day)
March 5	Close at 5 pm thru March 13 (Spring Break)
April 1	Close at 5 pm thru April 3 (Good Friday)
May 3-6	Open 9 am - 11 pm (Exams)
May 7	Close at 5 pm (Semester End)
May 8	Open 9 am - 12 noon (Commencement)
May 9	Closed (Closed weekends until SSI starts)

Tentative Schedule - Subject to Change Without Notice

EMERGENCY PROCEDURES:

Each service area has a panic button/device. Pressing this button will notify University Police that immediate assistance is needed.

(1) General Procedures for Emergencies:

- a. In critical situations, call 911. In non-critical situations, call the UNCP Police at 6235. If deemed necessary, call the UNCP Infirmary at 6219.
- b. State the nature of the emergency (fire, injury, etc.)
- c. Give the exact location of the emergency. Be specific.
- d. Give your name and the telephone number from which you are calling, where you may be reached, and any other requested information.
- e. Telephone or have someone telephone the UC Director, Game Room Manager, Information Booth Manager or Night Manager to notify him/her of the emergency.

(2) Procedure for Fire Alarms: Fire evacuation plans/routes are posted throughout the building.

- a. If a fire alarm is sounded, evacuate the building. Employees within each area should assist in evacuating their area.
- b. Proceed to the nearest exit; if that exit is blocked due to smoke or fire, proceed to the nearest alternative exit. Elevators are not considered to be exits; only doors that lead outside the building and open from the interior should be considered exits.
- c. Do not re-enter the building until the University Police have given an all clear for re-entry.

(3) Medical Emergencies:

- a. In critical situations, call 911. In non-critical situations, call the UNCP Police at 6235.
- b. Call the University Infirmary at 6219.
- c. Reassure the victim that help is on the way.
- d. Telephone or have someone telephone the UC Director, Game Room Manager, Information Booth Manager or Night Manager to notify him/her of the emergency.

EMERGENCY PLANS:

Game Room:

In case of a fire, there are two exit doors in the GAME ROOM. One is located to the left of the lanes and the other behind the lanes.

Second Floor:

In case of a fire, **DO NOT USE THE ELEVATOR.** Use the exit door nearest you. Exit doors are located at the bottom of the stairs and also at the end of the hall through the double doors.

NOTE: IN CASE OF AN EMERGENCY, CALL UNIVERSITY POLICE AT EXT. 6235 OR 6383. YOU MAY ALSO CALL THE INFIRMARY AT EXT. 6219.

FIRST AID KITS

The game room attendant has the first aid kit for the first floor. The **First Aid Kit** is located in the storage room to the left of the bowling lanes. The First Aid Kit should not be taken out of the game room. The Information Center attendant also has a first aid kit. On the second floor, the kit is located in the Student Life Suite. All medication or supplies must be signed out when needed. The person receiving the medication must sign as the patient, and the person giving the medication signs as the nurse. **MEDICATION WILL NOT BE GIVEN TO CHILDREN OR PERSONS UNDER 18 YEARS OF AGE.**

CALL-BACK SCHEDULE

Please use this schedule to determine whom to contact after regular office hours. Contact in the order listed. (i.e. If Cynthia is not available, contact Beverly, etc.)

- | | |
|--|---|
| (1) Cynthia Oxendine
521-0953
521-8429 | (For any reason concerning the UC)
**This includes Game Room & Information Center. |
| (2) Beverly Lowry
521-4645 | (For Game Room) |
| (3) Penny Oxendine
844-8665 | (For Information Center) |
| (4) Dr. Diane Jones
521-2371 | (FOR EMERGENCIES ONLY...WHEN CYNTHIA CANNOT
BE REACHED AND MATTER CANNOT WAIT!!) |

EMPLOYMENT GUIDELINES AND POLICIES

Performance and conduct are essential to the continuous, efficient operation of each service area and to the entire University Center/UC Annex. Awareness of workplace expectations is equally important in the development of each employee. The following employment guidelines and policies have been adopted to ensure consistent service to customers and to encourage personal and professional growth of student staff.

Your supervisor will schedule your hours, discuss shifts with you, and give you the requirements for your work area. It is your responsibility to understand the schedule and report to work when scheduled. If you do not understand the schedule, please see your supervisor. Each service area will have a written schedule posted in order for the staff to know who is scheduled to work and the hours they are to work.

A. Conditions of Employment

A student selected for employment in the Chavis University Center/UC Annex must be enrolled at The University of North Carolina at Pembroke and is subject to the following regulations for student employment:

1. Continued employment is dependent on the employer's satisfaction with the student's job performance and the student's compliance with employment regulations.
2. A student's work schedule will be arranged by the employer, taking into consideration the student's class schedule and the department's needs. A student may work no more hours than the total limit set by the Financial Aid Office. A student may be required to work on weekends. Night managers may work no more than 30 hours per week.
3. Employees must keep an accurate record of time worked. Time sheets should be completed daily and verified by supervisors and submitted by the established deadlines. Failure to do so will result in payment being delayed until the following month.
4. Each employee is expected to work their assigned hours through the last day of the period.
5. Student employees are expected to attend "work orientation" sessions prior to the beginning of the fall term and any special meetings deemed necessary.
6. Employees may be required to rotate between the different service areas.

B. Attendance (Work Schedule)

1. Permanent semester work hours and weekly hours are scheduled around employee's classes and other responsibilities. Once the scheduled hours are posted, the student worker is solely responsible for meeting those assigned hours.
2. Should a student find it necessary to miss assigned hours, he/she is responsible for finding a suitable replacement for those hours. The substitute must be a current employee in the same department as the employee. If a sub cannot be found, the student is responsible for meeting his work hours. (Emergency situations [death in family, illness] will be handled as they arise). On such occasion, the employee is expected to contact his/her supervisor in order to be released from an assigned shift. Night managers cannot substitute. A *Change of Shift Authorization Form* (see page 16) is required anytime a substitute is used.
3. Failure to meet assigned hours places an unfair burden on co-workers and hinders the smooth operation of the Chavis University Center/UC Annex. Continuous behavior will result in automatic dismissal.
4. If you agree to substitute for a co-worker, you are responsible for meeting those hours or finding another suitable replacement. Breaking the agreement is not appropriate and will be treated as "failure to meet assigned hours".
5. You are expected to arrive for work on time. Tardiness is unacceptable and is grounds for disciplinary action.
6. Night managers will be required to work "special events" held in the Chavis University Center/UC Annex including weekends and extended hours. Advance notice will be given. In addition, night managers may be called in to substitute for the Game Room/Information Center Managers in case of illness, etc. When possible, advance notice will be given.

C. Disciplinary Action will be taken for the following offenses:

1. Failure to report to work.
2. Unauthorized leaving from work. This includes leaving work before shift replacement arrives, without supervisor's approval.
3. Tardiness: Employee must call immediate supervisor in advance.

4. Failure to observe work schedule (i.e., beginning time, leaving time). Know your hours and keep them.
5. Failure to follow proper procedures in arranging for or offering to substitute.
6. Abuse of time while on duty (conducting personal business while working): Includes misuse and abuse of computers. *See Information Center Rules.*
7. Misuse of Keys: Includes off-duty use, unauthorized entry into offices or off-limit areas, misplacing keys or leaving them unattended, loaning keys to unauthorized persons, and leaving keys exposed on counter or in locks, etc.
8. Misuse of State Property: Includes unauthorized use of office equipment and borrowing of supplies, equipment, etc. for personal purposes.
9. Reporting for work while under the influence of alcohol, narcotics or other dangerous drugs (or being in possession of, selling, distributing or consuming such items while on duty).
10. Disorderly, unprofessional, disruptive or illegal conduct.
11. Falsifying time sheets.
12. Theft: Includes "borrowing" without permission.
13. Disregard of or failure to adhere to policies and/or procedures set by management.
14. Insubordination, disobedience, negligence, rudeness to others, or refusal to carry out instructions.
15. Failure to maintain a positive, productive, cooperative, and professional work attitude.

D. Disciplinary Actions

First Offense: Personal conference with supervisor(s), followed by a written reprimand.

Second Offense: Probation, to be effective immediately, during which time a student employee's performance will be reevaluated. The details of the probation and time length will be decided on an individual basis and will be in writing.

Third Offense: Termination of employment (A final written warning will be issued before termination and will include documentation of any conferences and previous reprimands).

E. On-the-Job Attitude

Employees are expected to maintain a friendly, courteous, helpful, cooperative attitude and manner toward the public as well as co-workers at all times. The University Center's reputation, and in many cases the University's, is based on visitors' reactions to YOU at your job.

Employees are expected to help provide a pleasant atmosphere for patrons. Employees should keep this in mind at all times and respond promptly and courteously to all inquiries for assistance.

F. Knowledge

Employees are expected to be aware not only of their own duties and job responsibilities, but also to have a thorough knowledge about UNCP's overall operations, services, and activities.



Employees should be able to search for answers to difficult questions. Make every attempt to refer the patron to the proper source, if the answer can't be found. NEVER simply say, "I Don't Know".

G. Appearance

The appearance of an employee is a very important aspect of the image projected by the Chavis University Center and UNCP. Personal cleanliness and hygiene should be kept in mind when preparing to come to work. Dress appropriately for the workstation.

1. Dress Code
 - a. Neat, appropriate casual clothing is expected.
 - b. Shirts and shoes at all times.
 - c. Revealing clothing (i.e., halters, t-tops, half-shirts, body-suits, etc.) is not appropriate.
2. On-the-Job Behavior
 - a. Employees are expected to maintain a business-like and professional posture. (Propping feet on counters, tables, etc.;

sitting or laying on counters, desks, etc. are not considered business-like or appropriate!)

- b. Employees are not to have visitors for an extended period of time while on duty. Personal visitors distract you from your work and provide reasons to ignore patrons or to leave something undone or not done well. **At no time should children be brought to the work site.**
- c. The business phone should not be tied up for personal calls. **Personal phone calls should be limited to those absolutely necessary** (i.e. for making doctors appointments or to ask someone to get something for you). Long distance calls are prohibited! If you are on the phone and another call comes in, please place the caller you are speaking with on hold and answer the other call!
- d. Cell phone usage at work is not permissible. If you have a cell phone, we ask that you turn it off or put it on silent/vibrate. Individuals who continue to ignore this rule will be prohibited from bringing cell phones to the work site.
- e. The workstation is not an appropriate place to eat meals. We make every effort to schedule your work hours so as not to interfere with your being able to get lunch. It is not permissible to eat meals while at the duty station unless absolutely necessary (a cracker and coke is not considered a meal).
- f. Never leave the work station unattended or unsecured. If you have an emergency and can't find a substitute who knows the job, lock the area and leave a note that you will be right back.
- g. Unauthorized use of fax machines, computers, and copiers is strictly prohibited and may result in disciplinary action.

H. Customer Service

Student employees represent the Chavis University Center/UC Annex and UNCPC to the public as well as to the University community. Employee behavior and decorum leaves an image in the mind of a visitor. Work hard to make sure this image is a positive one. Be courteous, helpful, attentive, eager to please, pleasant, and professional at all times. Respond promptly and courteously. Each person's concern is important. Avoid devaluing concern or making light of it.

Answer the telephone promptly, professionally, and with a smile. Identify the service area and yourself (i.e. "GAME ROOM, Cynthia, may I help you?"). **If you are unable to assist the caller, please transfer the call to the University Center Office at extension 6584.**

NEVER ENGAGE IN ALTERCATIONS WITH PATRONS! If you feel uncomfortable in a situation or feel threatened by a situation/person, contact Campus Police at 521-6235 or Building Security at 521-6543 IMMEDIATELY!

I. Training

The new student employee receives a combination of supervised and on-the-job training. All student employees are required to attend an annual "Orientation and Training" workshop at the beginning of the Fall Semester.

RULES AND REGULATIONS FOR ALL UNIVERSITY CENTER/UC ANNEX STUDENT WORKERS



1. NO STUDYING or PLAYING RADIOS while on duty.
2. Be attentive to customers and aware of abuse of equipment and facilities.
3. BE ON TIME and follow the schedule.
4. DO NOT put hours on time sheet you did not work.
5. Time sheets are due as set by the Financial Aid Office work-study contract.
6. DO NOT leave the service areas while on duty.
7. The person on duty is responsible for the money in the register and control of equipment and inventory. Be cautious of people near the register while you are on duty.
8. A worker must be in the Information Center/Game Room bay area at all times.
9. All voids have to be signed by the cashier and shift manager.
10. Only one (1) cashier per shift designated by shift manager.
11. Only authorized cashiers can make change.
12. NO VISITORS are allowed inside the Game Room bay area or behind the counter in the Information Center.
13. Workers are only allowed in Information Station/Game Room bay area when on duty.
14. Mark \$20 bills with counterfeit pen. Do NOT accept bills larger than \$20.00 without approval of shift manager.

- 15. No food in areas.
- 16. Computers are for official University business only! Playing games, i.e., Solitaire, etc. on the computer is absolutely prohibited. While we allow you access to the internet, do not download anything onto the computers—anyone who does will be terminated.

STUDENT WORKER SUBSTITUTES

Student workers who are unable to work their shifts are responsible for getting their own substitutions. Notify supervisor as soon as you are aware that you are unable to work. Un-excused/Excessive absences will result in termination.

**CHAVIS UNIVERSITY CENTER/UC ANNEX STUDENT EMPLOYEE
CHANGE OF SHIFT AUTHORIZATION FORM**

Service Area: _____

_____ will work for
(Substitute Employee)

_____ on _____
(Scheduled Employee) (Date)

from _____ to _____
(Start Time) (End Time)

BOTH EMPLOYEES MUST SIGN:

_____ and _____
(Substitute Employee) (Scheduled Employee)

**ALL SHIFT CHANGES MUST BE APPROVED BY EMPLOYEE'S SUPERVISOR
AT LEAST 24 HOURS PRIOR TO SHIFT CHANGE.**

_____ (Supervisor) _____ (Date)

Debitek Sales With Braves One Card

Only students who have an identification card with a microchip and who have loaded money onto the card at a cash-to-card station (located beside Info Center) can use their card to make purchases in the Game Room. Use the following instructions when making a Debittek sale:

- 1) Insert the Braves One Card chip first.
- 2) Select #2 - Debit.
- 3) Select Purse 1. Card balance will show up.
- 4) Enter amount of sale. After last entry, press enter once more.
- 5) Print two receipts; put both in register; if customer requests receipt print another copy.
If sufficient value is on the card, it will be deducted by the amount represented by xxx.xx.
- 6) If no more transactions, return card to customer.
- 7) Ring into register.

INFORMATION AREA PROCEDURES

Things to Do While on Duty

1. Report any incident of forced entry, theft, or accidents to Information Center Manager or appropriate official.
2. Write reports informing Information Center Manager of any type of discrepancies he/she should be informed about.
3. Keep area clean and organized.
4. Restock brochures.
5. Straighten bulletin boards.
6. Rearrange mall area setups.

Additional Expectations of Information Station Student Workers

Work Hours: Please review your hours; if changes need to be made, please inform the Manager immediately. You are expected to work the hours listed on the schedule. If you are late or absent, you **MUST** call in.

Make-Up Time: You will need to schedule at a time when no other student worker is on duty. Two student workers are **NOT** allowed to work at the same time.

Switching Hours: If you switch hours with another student worker, you need to clear it with the Manager PRIOR TO the date effected.

Computer/Phone Use: The computer and telephone is for business-use only. Please limit the amount of time you are on the computer and telephone. You are NOT to spend your entire work time on the computer or the telephone! Print cartridges and paper is the property of UNCP and the State of North Carolina. Personal use of University supplies and equipment is prohibited and may jeopardize your employment at the University. *Cell phone usage is prohibited.*

Visitors While On Duty: Employees are not to have visitors for an extended period of time while on duty. They distract you from your work and provide reasons to ignore patrons or leave something undone or not done well. Your work-study job is a “regular” job and is not an opportunity to socialize. Please ask your friends and acquaintances to respect your responsibilities by not blocking/gathering at the counter.

VitalCAST Message Boards

Messages should be reviewed daily and any outdated messages deleted. Message boards will be updated by the manager, evening manager, or the UC director.

HAWK ‘ S NEST GAME ROOM PROCEDURES

Daily Record Keeping for Student Workers:

Record keeping is a very important aspect of the duties of the game room attendant.

Opening Procedures for Student Workers:

1. Take off pool table covers; fold them neatly.
2. Log into Vector Plus Desk.
3. Put operating cash into drawer.
4. Take an inventory of shoes, balls, and pool table equipment.
5. Make sure there is an adequate supply of materials for the GAME ROOM.
6. Inspect video games and bowling lanes to ensure that they are functioning properly.
7. Report any malfunctions.

Closing Procedures for Student Workers:

Night/Weekend Shift Manager will close register and do reading. However, you should be aware of your responsibilities and carry them out accordingly. They include:

1. All billiard tables must be brushed down and covered.
2. Lanes should be turned off and any problems recorded.
3. Stray balls left on lanes should be placed back on ball rack.

4. Shoes must be sized and organized.
5. Counter top must be straightened, organized, and cleaned.
6. Take inventory of all bowling balls, shoes, and billiard equipment.
7. Clean all booths and tables throughout the center.
8. Clean bowling balls on Mondays, Wednesdays, and Fridays.

Opening Procedures for Shift Supervisors:

1. Turn on all breakers in the power box next to the front entrance.
2. Verify that pool tables have been uncovered and GAME ROOM is ready for operation.
3. Take periodic tours of the University Center.
4. Please make a note of any unusual activity in the University Center.

Closing Procedures for Shift Supervisor:

During shift, complete shift change form for each new worker. Only one (1) person operates the register during a shift. If a worker leaves and a new one starts, a shift change form must be completed. Verify that inventory counts have been taken. Check tables, bay and booth for cleanliness. Make sure all televisions are off and collect remote controls. At the end of the night you must end your shift and complete a shift summary report for the whole day. After printing this report, count the money in the drawer and record if it is short, even, or over (include amounts). **Shift managers are responsible for any shortages!!** During your shift, make routine trips through the University Center checking for vandalism or disruptive behavior. If a problem occurs with student workers, an incident report must be completed and turned in to the GAME ROOM Manager. University Police or Security must escort Night Manager upstairs to make nightly deposits. Please call University Police to arrange for an escort, if building security is unavailable.

Group Usage

Before groups use the lanes, please give instructions to the group prior to turning the lanes on. Ask if the manual bumpers are needed and if so, raise the bumpers. Monitor usage and periodically give verbal instructions regarding proper use of equipment as needed. If a group is not listed on the calendar, they must pay regular usage fees. If a group is listed on the calendar, they are entitled to student rates. All groups must pay for usage up front unless the Game Room manager instructs otherwise. When the group is finished, instruct users to replace the balls on the ball racks.



Maintenance of Game Room Equipment

Game room attendants are to report any vandalism of equipment to the shift supervisor, management or security. Balls must be cleaned a minimum of three (3) times per week - Monday, Wednesday, and Friday. Balls are to be wiped with a soft cloth and a solution of one part water and one part alcohol. Balls left in return after play should be

placed on the ball rack. PLEASE PAY ATTENTION TO BOWLERS!! Make sure the ball return is working properly. Failure to do so may result in jammed balls. After each use, shoes must be disinfected, tied together, and organized by size. Underlined numbers indicate half sizes. Shoes should be cleaned periodically with foam cleanser. Cue sticks must be put back into the cue stick rack.

Game Room Rules

1. No food or drinks allowed in the bowling area.
2. All bowlers must wear socks.
3. Authorized personnel **only** are allowed behind the bowling machines.
4. Profanity will not be tolerated.
5. No gambling.
6. No sitting on game tables.
7. No abuse or misuse of game machines.
8. There will be **NO FREE BOWLING OR POOL** for student workers.
9. **NO PLAYING GAMES, POOL OR BOWLING** while on duty.
10. Inventory of shoes must be taken each night.
11. If you are working and other workers are playing free, you are liable.

12. If you play games with your friends, they may not receive the discount rate that you receive. They must pay regular price.
13. Customers **MUST WEAR SOCKS** while bowling. **NO SOCKS...NO SHOES!**

Things to Do When Business Is Slow

1. Keep counter area clean and neat at all times.
2. Clean all booths, tables, and the bay area.
3. Clean shoes - top and bottom; shoes must be sized and organized.
4. Clean balls.
5. Pool tables must be brushed and covered each night.
6. Observe customers and equipment at all times.

VANDALISM:

It is the responsibility of **ALL** employees to prevent vandalism. Students or others who cannot avoid these actions should be asked to leave the game room.

Guidelines for Bowlers

1. Do not slam balls into lanes.
2. Do not hit, slam, or swing overhead monitors.
3. Do not throw balls if sweeper is down.
4. Do not throw balls into lanes if original ball has not returned.
5. Do not throw balls over handed or between your legs.
6. Use fingers when rolling balls, do not let the ball roll off your open hand.

Guidelines for Ping Pong

1. Do not slam paddles against wall or table.
2. Do not break balls; excessive breakage will result in a charge for balls.

GAME ROOM PRICE LIST

Student Bowling	\$.150 per game
Faculty/Staff & Family	\$1.75 per game
Shoe Rental	\$.100 a pair
Off Campus Bowling League	Varies
Class Bowling	\$15 per semester
Open Bowling Before 6:00 pm.....	\$2.00 per game
Open Bowling After 6:00 pm	\$2.25 per game
Campus League Bowling.....	Varies
Group Rate Bowling	\$5 per person
Ping Pong.....	.50 per ½ hour
Foosball	\$1.00 per ½ hour
Student Pool	\$3.00 per hour
Faculty/Staff Pool.....	\$3.50 per hour
Community Pool	\$4.00 per hour
Locker Rental	\$2.00 per month \$8.00 per semester \$20.00 per year

PRICES FOR STUDENT WORKERS ONLY

Bowling - .75 per game

Pool - \$1.50 per hour

