STUDENT CUSTODIAN MANUAL

Updated: August 2018
University Housing
UNIVERSITY OF WISCONSIN–MADISON

CORE VALUES

**CARE**
Care is the foundation of how we approach our work and how we treat others, including residents, guests, fellow employees and campus partners.

**CREATIVITY**
Creativity is encouraged across the Division so that we may engage and build upon the shared knowledge we have.

**INTEGRITY**
Integrity is essential in building and maintaining the kind of relationships and services we envision. Integrity is apparent by our words and actions.

**OPTIMISM**
Optimism grounds our intentions and thinking to create an environment that focuses on opportunities and positive outcomes.

**RESPECT**
Respect for the dignity and diversity of people and ideas drives us to be inclusive in our thinking, our relationships, and our actions.

**STEWARDSHIP**
Stewardship is demonstrated through our commitment to care for the human, financial and natural resources entrusted to us by our residents.

**EXCELLENCE**
Excellence is our goal. We strive to leave the place better than we found it. The quality of our work matters.
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Striving for Excellence

Ask yourself, do you regularly strive for excellence?

Doing your best is important. Whether you believe it or not, people are always watching your example.

It could be your co-workers, your partner, your supervisor or your friends. All of these people matter in your life and observe the standards you live by.

Your commitment to excellence (or lack thereof) will form their opinion of you. It will determine the life you lead and the legacy you pass on.

1. What is excellence anyway?

"Excellence is to do a common thing in an uncommon way." – Booker T. Washington

Excellence sets you apart from the crowd. Most people seem to do just enough to get by. They try to accomplish the task at hand (their job, writing a paper, being in a relationship, etc.) with the minimum amount of effort possible. Of course, they get out of it what they put into it.

Consider this the next time you are given a task while working at your job; are you only putting in the minimum amount of effort possible, or are you going above and beyond the minimum expectations to strive for personal and professional excellence? Consider how much more you will get out of the task (accomplishment, gratification, pride, praise from others, experience) by putting more into it.

2. You will accomplish more through excellence.

"Excellence always sells." – Earl Nightingale

People want what is excellent. They want great food, quality products and top-notch service. What people want, they are willing to pay for. When you offer excellence, people will talk, word will get around and your business will grow.

Consider your role as a Custodian to actually be more of a marketing agent than anything else. The service you provide, the quality of work you produce, and the attitude you share with others is the most common and influential way University Housing “markets” its product (i.e. clean, safe, enjoyable residence halls) to customers (current, future, and returning residents). Your ability and willingness to strive for excellence helps to fill our halls and ensure you and other student employees continue to have employment opportunities within University Housing.

3. Big things come to those who pursue excellence.

“If you are going to achieve excellence in big things, you develop the habit in little matters. Excellence is not an exception, it is a prevailing attitude.” – Colin Powell

Excellence is a pursuit, not a destination. You start by focusing on the little things. Excellence is in the details. Get the details right in your simplest tasks first. Once you’ve mastered these, then move on to what is more complex. Make sure you are excellent where it matters most and then carry that on to everything you do.

4. Excellence is the best defense against your enemies.

“I was raised to believe that excellence is the best deterrent to racism or sexism. And that’s how I operate my life.” – Oprah Winfrey
Success seems to breed enemies. People want to knock you down. Being above reproach is the best way to combat the attacks. Being excellent in what you do and how you live your life will frustrate and fend off those that oppose you. Do not stoop to their level! Instead, let their criticism push you to new levels of excellence.

Consider a future potential conflict situation: by working for/towards excellence in every task, you will allow yourself the opportunity to take the “high road” and always demonstrate empathy, kindness, and generosity towards others, regardless of perceived differences.

5. Excellence is noble.

“The noblest search is the search for excellence.” ~ Lyndon B. Johnson

Committing yourself to excellence is noble. It will make you feel good about yourself. You will always know deep in your heart that you did your best. Isn’t this what counts at the end of the day? When you know you gave 100%, then you can rest easy.

An excellent life is one worth living!

6. Know the distinction between excellence and perfection.

“I am careful not to confuse excellence with perfection. Excellence, I can reach for; perfection is God’s business.” ~ Michael J. Fox

In human terms, perfection often becomes a club used to beat people into submission. Excellence always strives to lift people up and meet their needs.

Consider every task/shift an opportunity to strive for excellence, lift others up, and exceed the goals/expectations you have set for yourself/University Housing has set for you.

**CORE Values Integration**

Residence Hall Facilities is committed to demonstrating our Division of University Housing Core Values: **Care** in how we approach people and our work; **Creativity** in solving problems; **Integrity** in our interactions with staff and customers; **Optimism**, focusing on opportunities and positive outcomes; **Respect** for the differences, strengths, and potential in people; **Stewardship** of human, financial and natural resources; and **Excellence** in customer satisfaction and communication.
**Expectations and Accountability**

Residence Hall Facilities (RHF) is one of several departments which make up the UW-Madison University Housing. All of the departments within University Housing work together to provide the best possible Housing programs and services for our residents and customers. University Housing, and therefore Residence Hall Facilities, are self-supporting and receive no subsidies from the University or the State of Wisconsin. Residence Hall Facilities employs over 350 employees, the majority of which are student employees.

**FACILITIES MARKETING IMPACT/CUSTOMER SERVICE**

RHF customers are more than just students or residents, they are the reason our jobs exist. RHF customers pay the costs of our operation and our salaries. Because of the importance of our customers, customer service is a topic not to be taken lightly. At the same time, customer service is not complicated.

**Our Service Promises to Every Resident/Guest:**
1. Friendly, knowledgeable staff to assist you.
2. Clean, well-maintained accommodations for your comfort.
3. Great service during your entire stay.

Customers/residents expect a quality experience from us and a clean, safe, comfortable and friendly atmosphere to live and study. In order to meet and exceed our customer’s expectations, we have developed certain expectations of our student employees:
1. All customers/residents should be acknowledged and greeted with a smile.
2. Discussions with co-workers must stop when customers are in need of attention/assistance.
3. If a customer makes a request, please do your best to satisfy the request as soon as possible. If you are unable to do so, please contact your Supervisor.
4. In any situation do not hesitate to involve a Supervisor. They are here to help!
5. Maintain a clean work environment and report equipment problems and/or maintenance needs to your Supervisor.
6. From the beginning to the end of your shift, all of our residents/customers should be able to expect exemplary service.

**CUSTOMER SERVICE CHARGE TO STUDENT SUPERVISORS**

**Lead by Example:**
1. Supervisors should role model positive customer service.
2. Be friendly, positive and approachable.
3. Listen to staff suggestions, complaints, and ways to improve service.
4. All staff, from management to front-line employees, are critical to the image of the University and University Housing.

**Work as a Team:**
1. Let staff know we are in this for the same overall mission.
2. Treat everyone with respect and fairness.
3. Develop a supportive attitude. Ask “How can I help?” rather than asking “Who’s fault is it?”
4. Satisfy the needs of our guests as quickly as possible within the guidelines of our policies and procedures.
5. Work to achieve the highest standard of quality, service, cleanliness and efficiency as possible.
6. Leave no question by our guests unanswered - if you do not know, find out.
7. Avoid speaking negatively about a guest or fellow employee in a public area.
8. Accept differences among people and strive to understand those differences.
9. Recognize that every person is important.
10. Respond to each other with the same respect and consideration given a guest.
11. Support and encourage the creativity and value of each staff member.
12. Demonstrate your pride in UW-Madison and University Housing.
CUSTOMER SERVICE TIPS FOR ALL STAFF

Maintain an attitude of service excellence:
1. Speak well of the University of Wisconsin and of University Housing.
2. Respond quickly and cheerfully to guests’ needs.
3. Treat every guest as a valued individual.
4. Communicate in a timely, effective manner.
5. Approach all issues with a positive attitude.

Be a customer service professional:
1. Greet guests with a smile and a cheerful, enthusiastic tone of voice.
2. Dress in clean, job-appropriate attire and uniform.
3. Wear your name tag to identify yourself as a Housing professional.
4. Reprioritize work when guests’ needs arise.

Identify customer needs:
1. Listen attentively.
2. Recognize all guests’ needs and respond with respect.
3. Identify values and concerns and find a way to meet those needs.
4. Address trends/patterns in customer requests/needs.

Handle customers with care:
1. Use problem-solving skills to resolve issues before they escalate.
2. Listen carefully and offer options for resolutions.
3. Don’t take a guest’s anger personally.
4. Always get back to the customer promptly with a resolution or options.
5. When dealing with difficult customers, seek help and support.

Practice excellent service at every customer contact:
1. From management to front-line staff, our attitude impacts our guests.
2. Treat every guest as a new guest with special interests.

Exceed customer expectations!
1. Be honest and open with what we can do and provide.
2. Embrace working with the diverse perspectives of residents/guests.
3. Develop a rapport with co-workers and residents/guests.

Bridge language barriers.
1. Always strive to make “good enough” better—strive for excellence!

CLEANING CART/CADDY SET-UP
All carts/caddies shall be restocked and kept organized before the end of each shift. If you are missing or run short of anything, please alert your supervisor.
- Disposable gloves
- Cleaning rags/paper cleaning wipes
- Spray bottle of disinfectant cleaner
- Body fluid clean-up kits
- Toilet brush
- Paper products
- Soft scrubbing pad/putty knife
- Trash bags (liners)
- Mop pails and mops (clean mop solution and mop heads)
2-Way Radio

Depending on your task, you may be asked to carry a 2-way radio to stay in contact with other team members throughout your shift.

Cellular phones (voice calls, texting, email, etc.) may only be used during work time for work-related conversations/contact with your supervisor and only if a 2-way radio is not available.

Cellular phones (voice calls, texting, email, etc.) may be used for conducting personal business only during breaks and lunch.

When using either a 2-way radio or a cellular phone to conduct work-related business, always remember to remain professional, keep conversations brief, and keep in mind that what you say represents University Housing and residents/customers/other staff may be able to hear you.

Your Student Supervisor carries a University Housing 2-way radio as well; if a problem occurs, and you are unable to reach your Student Supervisor(s) on the 2-way radio or their personal cellular phone, please go to the front desk in your unit and the desk staff will use the University Housing radio to contact the Student Supervisor(s).

Snow Removal

Snow removal by Student Custodians is a priority as snow and ice must be removed in order to allow safe conditions and ready access to the residence halls. Your Building Supervisor and Student Supervisor(s) will give you specific information on snow removal for your unit, but note the following expectations and procedures:

1. Whenever the snow depth reaches 1½ inches, you are required to respond in order to remove snow and ice at building entrances and on sidewalks and stairs adjacent and between the halls.
2. Student Supervisors may be called by day or night shift housekeeping staff to inform them to begin contacting their Student Custodians to report for snow removal. This may occur in the early morning, late afternoon, or early evening and you may be called to respond to remove snow seven (7) days per week, including weekends, before, during, and after the regular work schedule.
3. Your particular Unit Team may have set up an on-call list of Student Custodians on a rotation for snow removal. Student Supervisors will contact you to report to work; remember your commitment and call/report to your Student Supervisor(s) as soon as possible.
4. Before or after weekend or holiday shifts, Student Custodians must return to work promptly, either responding to a call from their Student Supervisor(s) or according to the on-call list, in order to remove snow.
5. When classes are cancelled, Student Custodians are expected to work at least four (4) hours regardless of their regular schedule. In situations when classes are canceled, it is difficult for many full-time staff to get to work and we need student employees’ help.

Emergencies in Residence Halls

In the event of an emergency in the residence halls, such as floods or fires, Student Custodians are required to report to assist in the clean-up process and move residents to temporary space in other Housing facilities, as necessary. Your Building Supervisor and/or Student Supervisor(s) will contact you. In the event of a weather emergency, the Student Supervisor will contact Student Custodians to work on a rotating basis or per a predetermined schedule.
Academic Year Specifics

SCHEDULES

1. Student Custodian weekday hours vary throughout University Housing depending upon the unit. The following are the MINIMUM number of staff hours (not including Student Supervisors) required to be scheduled to attain/achieve APPA Level 2 cleanliness expectations during all/every WEEKEND shifts:
   a. EW and TAS: 36 hours/day
   b. BPD, Chad, MOSS, Sellery, Witte: 60 hours/day
   c. SHACK: 96 hours/day

If a staff member requests off and their request would put your unit below the above stated MINIMUM requirement number of staff hours, you may not approve their request due to operational need. Requests which will put staffing levels UNDER the MINIMUM requirement number of staff hours or any staffing level adjustments different than the above stated MINIMUMS are to be directed to an Assistant Director of Housekeeping for review prior to approving.

2. WEEKEND shift work times for student staff vary depending upon operational need and schedule availability.

3. During the entire weekend work shift the Student Supervisor(s) on duty must carry, and answer as necessary, the University Housing 2-way radio. There may be times an emergency call prevents the Student Supervisor(s) from fulfilling their paid break/unpaid lunch; when such emergencies occur, please reference the Building Supervisor for instruction.

4. Work may be available during winter and spring breaks; please check availability with your Building Supervisor.

5. The maximum number of hours that may be worked per week is 40. University Housing encourages all student employees to achieve academic success in their respective studies; to this end, University Housing encourages all student employees to work no more than 20 hours per week to maintain a sufficient balance between academic and employment obligations/expectations/goals.

6. If a custodial employee is unable to work a scheduled shift for any reason, it is the employee’s responsibility to obtain a substitute. The Student Supervisor(s) and Building Supervisor may also assist in finding a substitute. The substitute does not necessarily need to be an employee of the same unit. If the substitute is not a regular employee of the same unit as the absent employee, it is the absent employee’s responsibility to coordinate training/logistics between the substitute and the Student Supervisor(s) of the unit.

7. The responsibility for reporting to work is that of the regularly scheduled employee until the Student Supervisor(s) or Building Supervisor is made aware of and approves a substitution via Kronos Scheduler.

8. Weekday shifts are available and should be scheduled with your Student/Building Supervisor(s). Some units assign Student Custodians to remove trash/recyclables during the morning and/or afternoon. Shifts may also be assigned for the collection of trays, dishes, and silverware to be returned to Dining units.

9. Weekday hours are also available for cleaning bathrooms and other common areas as necessary, filling in for FTE housekeeping staff, as well as to work on additional cleaning tasks/projects assigned by the Building Supervisor. Student Custodians should check with their Student/Building Supervisor(s) to sign up for these hours or to determine if such hours are available within a given week.

HOLIDAY SHIFTS

1. During Holidays, full-time housekeeping staff members are not normally scheduled to work. Your role as a Student Custodian/Supervisor becomes even more vital during these times. To ensure APPA Level 2 cleanliness standards are maintained at all times, you will be required to work two 4-hour-long shifts (8 hours total) during the following weekends:
a. Select 1: Labor Day weekend OR Martin Luther King Jr. weekend
b. Select 1: Thanksgiving weekend OR Easter weekend
c. Select 1: First weekend of Spring Break OR Last weekend of Spring Break
d. Select 2:
   i. Halloween weekend
   ii. St. Patrick’s Day weekend
   iii. Mifflin St. Block Party/Revelry Music Fest weekend
e. Select 1 for Fall Semester Exam Week: First weekend OR Last weekend
f. Select 1 for Spring Semester Exam Week: First weekend OR Last weekend

2. In an instance where Easter falls on a weekend of Spring Break, those staff who did not work on Thanksgiving weekend should be working on Easter weekend, which also then counts for the applicable weekend of Spring Break expectation. This effectively means those student staff members who worked Thanksgiving weekend, will now also be working the opposite weekend of Easter when it falls within Spring Break, however this does not prevent anyone from working more and picking up additional shifts on either the first or last weekend of Spring Break.

WEEKEND SHIFTS

1. Make sure the cleaning cart/caddy has all necessary supplies prior to starting your shift. If not, please see your Supervisor.
2. Follow procedures as outlined on the unit-specific step-by-step Responsibilities and Procedures sheets for each weekend shift.
3. Notify Supervisor of unusual messes or conditions, including vandalism or graffiti. Such instances must be brought to the attention of the Student Supervisor(s) for resolution or referral to the Building Supervisor.
4. Modify routines as directed by Supervisor in case of unusual circumstances.
5. Do not ignore messes assuming that they “are not my job.” Our job is to give residents the best possible service by always maintaining APPA Level 2 standards.
6. Avoid over-spraying of cleaning chemicals. Clean up spills or splash-over such as from drinking fountains, mop buckets, mirrors, walls, and countertops when cleaning sinks, toilets, and urinals.
7. Strictly follow directions for use of cleaning chemicals. If you have questions, ask your Supervisor. NEVER SUBSTITUTE OR MIX PRODUCTS.
8. Do not overuse cleaning rags. Change to clean rags frequently.
9. Do not overuse mop bucket cleaning solution; you are required to empty and refill the mop bucket solution after cleaning every two (2) bathrooms, if not sooner.

Inspections
An inspection of each team/pair/Custodians’ work (whichever is applicable) shall be conducted by the Student Supervisor(s) on duty for every applicable weekend shift. This inspection shall thoroughly cover as much of the work completed during the shift as possible. Upon completion of the inspection, the results shall be shared with the Student Custodian(s) for review, comment, explanation, and signature of receipt. Any areas found to be deficient within the inspection shall be corrected by the Custodian(s) to ensure APPA Level 2 standards are attained/maintained. Those employees whose inspections result in deficient scores on multiple/subsequent inspections may be subject to the discipline process.

Weekend Report
A weekend report must be submitted to the unit Building Supervisor at the end of each weekend (by the end of the last shift on Sunday). All Student Custodian Supervisors working a particular weekend must contribute to the completion and timely submission of the weekend report. The weekend report must include detailed notes about staff activities/issues, remaining Kronos sign-off issues, any additional (project) work completed by staff, and an account of any issues/projects not completed/in need of attention by full-time staff and/or the Building Supervisor. Whenever possible, pictures shall be taken and attached to the report for ease of reporting/documentation.
**Summer Specifics**

1. Student staff members are a critical piece of our summer operation; hundreds of conferences and tens-of-thousands of guests will utilize and depend upon University Housing’s ability to provide a clean, safe, comfortable and friendly atmosphere to live and study. As a Student Custodian/Lead your role is vital to our ability to clean, prepare, make beds, change linens, turnover, and perform yearly cleaning/maintenance to benefit our conference guests and prepare for the arrival of new residents.

2. Student Leads may have up to a maximum of 20 hours of training to start no earlier than orientation in May.

3. Working hours for Student Custodians/Leads: 7:30 AM—4:00 PM Monday through Friday. There may be some Saturday and/or Sunday overtime shifts offered and/or required throughout the summer. All student employees are expected to work through the last weekend of the summer session (August 29, 2015).

4. Safety equipment will be made available for all employees depending on the position and type of work and may not be used for personal use/gain.

5. Tools will be issued to crews depending on the position and type of work. Staff members are responsible for maintaining and safeguarding all tools; tools may not be used for personal use/gain.

6. To ensure our employee/financial resources are being maximized, it is of extreme importance to keep everyone on the unit team busy as well as assigning the right number of staff to complete the assigned tasks.

7. Only authorized people are to be in the buildings. Be sure to latch and lock doors and windows as instructed.

8. If any damage is found, please REPORT IT TO THE SUPERVISOR in order for it to be repaired.

9. All items found on the premises which may have been left by residents or guests are to be given to the Supervisor. This includes money/valuables left in rooms after guest/resident departure. NO PACKAGES OR BUNDLES ARE TO BE REMOVED FROM THE PREMISES WITHOUT INSPECTION AND APPROVAL OF THE SUPERVISOR. This includes tips/tipping by residents/customers/guests; explain you are unable to accept tips/gifts and if they insist, encourage them to speak with a Supervisor.

10. Employees are not to leave their assigned work area during the work shift without permission of the Supervisor.

11. All employees must swipe in immediately before starting work, swipe out at the end of the work day, and swipe out if excused from work by the Supervisor for part of a shift. If you get sick or injured while working, you must report it to your Supervisor immediately. Depending on the severity you may be required to swipe out and go to urgent care or home.

12. Summer Vacation Policy for Full-Summer (14-week) Student Custodians/Supervisors:
   a. No more than ten (10) pre-scheduled, personally selected total days (80 hours) time off may be allowed without pay throughout the summer. This time off does not have to be on consecutive days.
   b. Time off will not be permitted any time during the first two (2) weeks and the last two (2) weeks of the summer.
   c. Time off may be allowed around the third Monday of June, the annual time for football ticket sales.
   d. Time off may be allowed before August 15, the annual time for lease changes in off-campus student housing.
   e. Operational needs will be the deciding factor in whether or not to approve time off requests during other times than the prohibited four (4) weeks.
**Kronos Scheduler**

The schedule and timecard software, Kronos, will be used to create, monitor and schedule all work shifts. Each unit will have a template of shifts that need to be filled based on operational need. Assistant Directors, Building Supervisors, and Student Supervisors will be able to create and edit shifts. Student Custodians will be able to view their schedule and post or pick-up shifts that are requesting a substitute.

All shifts will be categorized in the following ways:

1. Trash/Recycling
2. Dish/Tray/Compost
3. Snow Removal
4. Project
5. Weekend Bathrooms
6. Weekend Common Areas
7. Move In/out
8. Parking
9. Summer Daily Run
10. Summer OT

Regardless of the shift you sign up for, the supervisor has the ability to assign different tasks based on operational need. For example, you may have signed up for a Weekend Common Area shift, however based upon operational need, you may still be assigned bathroom cleaning, as needed.

**SCHEDULING:**

Once a shift (or series of shifts) are posted, supervisors will inform employees to begin signing up. Shift sign-up may occur in a group setting or individually within a specific period. For example, Student Supervisors may hold a staff meeting for employees to use the TLC and sign up for shifts to ensure that they are filled, or Student Supervisors may post the shifts available and provide a specified time period for employees to sign up on a first-come, first-serve basis. If any remaining shifts are not filled, the Student/Building Supervisor has the authority to assign employees to shifts.

**AVAILABILITY:**

All employees should list the dates/times they are available to work throughout the semester; even if employees do not pick a work shift during their availability, it will help supervisors know who can be called to work when needed.

**SUBSTITUTION:**

Staff may post their shift for substitution if they no longer can work that shift. If a conflict arises after the schedule is posted, the employee is responsible for finding a substitute for that shift.

- If a mistake was made in scheduling, it is the employee’s responsibility to alert the Student/Building Supervisor as soon as the schedule is posted.
- When advertising a shift for sale or trade, sell the shift in Kronos. Employees may contact other Student Custodians to find a replacement.
- The employee originally assigned to the shift is responsible for working the shift until another employee buys the shift.
• Employees may not post their shift for substitution less than 90 minutes prior to the start time of the shift.
• 90 minutes prior to the start of the shift, if no one bought a shift that was posted for sale or trade, Kronos will automatically reassign the shift to the original employee to work that shift.
• Once a substitute employee buys the shift, and the original employee accepts via Kronos, the substitute is fully responsible for working that shift.
• There may be an opportunity to assign students to FTE shifts, mostly related to summer tasks. Building Supervisors will need to manually put Student Custodians in those shifts as Students Custodians will not have the ability to see shifts assigned to FTE schedules.
• If a shift trade is arranged not using Kronos Scheduler, BOTH employees must contact their Student/Building Supervisors via email informing them of the dates and times of the relevant shifts.
• If a shift sale is arranged not using Kronos Scheduler, only the employee agreeing to work the shift must contact the Student/Building Supervisors via email to inform them of the date and time of the shift and who the employee is subbing for.
• There is no limit to the number of shifts any employee may post for sale or buy from another employee.
• If an employee posts a shift for sale that is not bought by another employee, and the original employee does not show for work, it will be considered a No Call, No Show, and the applicable discipline process will begin.

Unit Specific Training

As thorough and comprehensive as this Handbook may be, it cannot replace on-the-job training. The Building Supervisor in your unit, in conjunction with your Student Supervisor(s) shall, at minimum, provide the following within the first week of work/training (if not before):

1. Tour of unit (entrances, custodial closets, storage spaces, equipment/chemical storage)
2. Location of applicable/available safety devices (eyewash station, fire extinguishers, emergency sprinkler shut-offs, gloves, safety glasses)
3. Review of trash/recycling procedures for unit & location of trash rooms/dumpsters
4. Location of time clock, break room, exception report and related forms/paperwork and where to submit, linen room(s), student staff uniform storage, and laundry facilities for student staff uniforms/rags
5. Lotus Pro station locations, operation, expectations
6. Preferred in-unit communication (2-way radios and/or cellular phones)
7. Outdoor equipment (window washing, hoses, pressure washer, outdoor grabber, brooms, dustpans, leaf blower, outdoor vacuum)
8. Unit-specific procedures for room cleaning, window washing, common area cleaning, bathroom cleaning
9. Communication preferences (when, how often, where) for daily assignments/check-in
10. Unit-specific guidelines/recommendations for working with/alongside full-time staff.
**Evaluations**

Evaluations of Student Custodians shall be completed by Student Supervisors/Leads in February and August (as applicable) with guidance from the Building Supervisor as necessary. Every Student Custodian shall complete a self-evaluation and receive an evaluation each academic year/summer s/he works for University Housing. Student Supervisors/Leads shall conduct evaluation meetings with each employee to ensure s/he is receiving necessary/helpful feedback while offering praise for accomplishments and encouragement for areas of improvement. Student Supervisors/Leads shall make a reasonable effort to write/provide tangible, effective evaluations for Student Custodians. Student Supervisors/Leads shall make a reasonable effort to utilize the previous evaluation (as applicable) for reference/benchmarking when conducting/completing current evaluations.

Evaluations of Student Supervisors/Leads shall be completed by Building Supervisors in January and August (as applicable). Every Student Supervisor/Lead shall complete a self-evaluation and receive an evaluation from all staff members, from his/her Co-Supervisors, as well as the Building Supervisor each academic year/summer s/he works for University Housing. Building Supervisors shall conduct evaluation meetings with each Student Supervisor/Lead to ensure s/he is receiving necessary/helpful feedback while offering praise for accomplishments and encouragement for areas of improvement. Building Supervisors shall make a reasonable effort to write/provide tangible, effective evaluations for Student Supervisors/Leads. Building Supervisors shall make a reasonable effort to utilize the previous evaluation (as applicable) for reference/benchmarking when conducting/completing current evaluations.

**Recognition**

Residence Hall Facilities recognizes outstanding employees in a variety of ways, two being the Innovation and Initiative Award (I and I) and the most prominent being the ROSE Award. Every semester and during the summer student employees and student supervisors can be nominated for an I and I Award. These nominations are then read and recipients are chosen by RHF Supervisors. The recipients receive a lump sum payment of up to $100 and a letter from their supervisor. Also, each spring the Division of University Housing presents ROSE Awards to the top 1% of student employees whose work performance is outstanding. The receipt of a ROSE Award is a significant distinction and becomes part of each recipient’s permanent Division of University Housing work record. In addition to formal recognition, students receive a lump-sum payment of at least $250, less any legally required withholdings and deductions, for their excellent service.

Student employees must be nominated to receive a ROSE Award. All University Housing student employees employed and on payroll through the spring semester, including student supervisors, are eligible to be nominated for a ROSE Award. However, previous ROSE Award recipients are not eligible for this award. (A list of previous award winners can be found in the HR Toolbox on SharePoint.) More information on the nomination process will be made available each spring semester by Human Resources.

**Recruiting & Hiring Supervisors**

One of our primary criteria when hiring a new Student Supervisor is previous custodial experience in University Housing. We look for a person with good communication skills who is self motivated, can work independently, has an excellent approach to customer service, and is prepared to participate as a member of the University Housing Residence Hall Facilities Housekeeping Services Supervisory Team.

When a Student Custodian Supervisor position becomes available, we look to our Student Custodians first to fill the position. We will post the vacancy and send an email to student staff indicating the opportunity to submit your application and résumé. The Building Supervisor, in conjunction with current Student Custodian Supervisor(s) within the unit, will review the applications and select the most qualified candidates to interview.

As opportunities arise, we invite you to apply for a Student Custodian Supervisor position.
**Student Supervisor Responsibilities & Expectations**

1. Know and utilize the *University Housing Residence Hall Facilities Custodial Manual* and Core Values.
2. Set an example for a harassment-free work environment and make a commitment to our quest of always providing the best possible customer service.
3. Actively participate in orientation and training of all new employees by explaining all procedures, product usage and standards. Show staff how to clean, monitor initial and ongoing efforts of employees in order to correct and learn from mistakes.
4. Schedule, assign, oversee, and monitor all cleaning duties. Frequently inspect assigned areas and work being done to ensure quality and timeliness. Complete the inspection form for each weekend shift. Hire, train, and discipline employees by making recommendations to the Building Supervisor.
5. Ensure all employee carts/caddies are stocked with the necessary supplies to allow staff to efficiently perform their assigned tasks. Only use approved products and supplies. Communicate to Building Supervisor any instances of low/in-need supplies/equipment.
6. As part of the Facilities Housekeeping Services Supervisory Team, the Student Supervisor is expected to always represent University Housing well in their actions and interactions with all other staff, customers, guests, and student employees. Consequently, they will be held to a higher standard than their student employees. For example, careless errors made, work rule infractions, or inappropriate actions or behavior will have greater disciplinary consequences for a Student Supervisor than for their employees. On the other hand, superior performance will be rewarded as much as possible.
7. Promote professional attitudes among staff by clearly explaining expectations, using consistent monitoring and disciplinary measures, and most importantly, leading by example.
8. Follow priority guidelines given reduced-staffing situations, the need for snow removal, or any other unusual circumstances/emergencies that interfere with normal routines. These guidelines are as follows:
   a. Snow removal must be done in all cases, and must be the first consideration.
   b. Bathrooms must be cleaned in all cases.
   c. Trash must be taken out in all cases.
   d. Any health or safety hazards must be cleaned up or removed.
   e. Complete all assigned tasks by working longer, as necessary.
9. Utilize University Housing Human Resources (HR) Student Employment Application (SEA) to recording trainings and track conversations and policy reminders for Student Custodians. Complete necessary paperwork for Kronos edits/approvals.
10. Supply your class schedule/availability to the Building Supervisor, and commit as much time as needed to ensure an effective, efficient operation. Be available. Be responsive. Communicate. Coach all Student Custodians in excellent customer relations: responsiveness, courtesy, and creative problem solving.
11. Perform or implement other duties as assigned or as operations dictate.
12. At the start of each shift, hand out the red staff uniform shirts, and collect them at the end of each shift. Wash uniform shirts and cleaning rags each week in preparation for the next use. Ensure uniform shirts and name badges are worn by Student Custodians during every shift.
13. Carry the University Housing 2-way radio on weekend and holiday shifts. Respond to calls for service from residents, customers, and other University Housing staff. Submit MARS work requests, and contact appropriate staff for urgent repairs.
14. Upon receiving notification each morning from the Building Supervisor on duty of applicable Call-Ins, adjust work schedules/tasks as necessary and determine the necessity to bring in extra help to maintain necessary staffing levels to meet operational needs and attain APPA Level 2 cleanliness standards.
15. Complete inspections of Student Custodian work. Submit (an) inspection form(s) and written/emailed weekend report to the Building Supervisor for each weekend/holiday shift.
16. Conduct one-on-one WiGrow entrance and exit conversations with all Student Custodians within the given applicable time frames and submit all forms and tracking documents by the given due date.
17. Complete evaluations of Student Custodians in January and August (if applicable) and share feedback/results with Custodians while offering praise for accomplishments and encouragement for areas of improvement. Utilize the previous evaluation (if applicable) for reference/benchmarking when conducting/completing current evaluations.
Building Supervisor Responsibilities & Expectations

1. Know and utilize the Division of University Housing Residence Hall Facilities Custodial Manual and Core Values.
2. Set an example for a harassment-free work environment and make a commitment to our quest of always providing the best possible customer service.
3. Actively participate in initial orientation and training of all staff by explaining all procedures, product usage and standards. Show staff how to clean, monitor initial and ongoing efforts of employees in order to correct and learn from mistakes.
4. Ensure Student Supervisors are highly trained, enabling them to perform follow-up monitoring/inspections of performance and conduct training (using the Custodial Student Employee Handbook) as new staff are added. Oversee the training of new employees and monitor their success.
5. Ensure Student Supervisor(s) are ensuring all employee carts/caddies are stocked with the necessary supplies to allow staff to efficiently perform their assigned tasks. Ensure all necessary supplies/equipment are available for student custodial operation.
6. Coach, mentor, and supervise Student Supervisors in the hiring of Student Custodians, ensuring adequate staff are available to accomplish APPA Level 2 cleanliness standards and other services. Monitor student labor budget amounts.
7. Schedule weekly meetings with Student Supervisors to discuss operational needs. Follow up on performance and offer guidance/support/mentorship. Take the opportunity to teach management, teamwork, and skill-enhancing principles. Nurture professionalism and dedication. Coach Student Supervisors to provide effective customer service and apply sound business practices.
8. Continually educate all staff on the role of Student Custodians to foster mutual respect between full-time and student staff.
9. Listen to concerns and complaints from all staff, and objectively determine appropriate solutions.
10. Provide personal support for Student Supervisors to promote a professional attitude, as well as develop life skills important for their career development after graduation. Be available. Be responsive. Communicate. Coach Student Supervisors, as well as Student Custodians, in excellent customer relations: responsiveness, courtesy, and creative problem solving.
11. Implement, support, educate/train, and hold all staff accountable to APPA Level 2 cleanliness standards/expectations.
12. Perform or implement other duties as assigned or as operations dictate.
13. Confirm Student Supervisors are adhering to the stipulated weekend schedule and the MINIMUM numbers of staff members are scheduled to work in order to meet/exceed APPA Level 2 cleanliness standards/expectations for regular weekends, holiday weekends, and break periods.
14. Each morning, the Building Supervisor on duty shall check the Call-In email account and will email the Call-In voicemail to the applicable Building Supervisor and Student Supervisor list-serve as well as notify via phone and/or radio the applicable Student Supervisor(s) by 7:30 AM each day. The Building Supervisor shall organize all Call-Ins into various email folders for appropriate record keeping. No email will be deleted.
15. Conduct one-on-one WiGrow entrance and exit conversations with all Student Supervisors within the given applicable timeframes and submit all forms and tracking documents by the given due date. Ensure Student Supervisors are completing one-on-one WiGrow entrance and exit conversations with all Student Custodians within the given applicable timeframes and submit all forms and tracking documents by the given due date. Coach/mentor and role model to Student Supervisors on how to conduct effective, meaningful, and thoughtful WiGrow conversations with Student Custodians.
16. Ensure Student Supervisors are completing evaluations of Student Custodians in January and August (if applicable) and ensure they are sharing feedback/results with Custodians while offering praise for accomplishments and encouragement for areas of improvement. Coach/mentor Student Supervisors on how to write/provide tangible, effective evaluations for Student Custodians.
17. Complete evaluations of Student Supervisors in January and August (if applicable) and share feedback/results with Supervisors while offering praise for accomplishments and encouragement for areas of improvement. Utilize the previous evaluation (if applicable) for reference/benchmarking when conducting/completing current evaluations.
WiGrow

WiGrow is an engagement effort, from the Vice Chancellor of Finance & Administration, aimed to increase the positive impact of student employment through supervisor and student employee conversations. This program provides each student with an opportunity to grow and to recognize transferrable skills acquired in student employment that can be applied to any future endeavor. The program consists of two meetings a year between a student employee and his or her supervisor. Prior to the meetings, the student will be sent an article to read and reflect upon. The questions are designed to get students thinking about skills future employers will want and how they are gaining and working on those skills by being an employee of University Housing.

Building Supervisor Responsibilities:
Building Supervisors should have a plan of implementation for their unit and be comfortable explaining the program to supervisors. The facilitator packet can be used as reference. A plan should be developed on how a meeting will be conducted. Building Supervisors should also ensure Student Supervisors are trained on how to conduct a conversation and have role model discussions with them. They should be available to help Student Supervisors with any questions they have about the meetings and be willing to help conduct a meeting if needed.

Student Supervisor Responsibilities:
Student Supervisors should be able to articulate the purpose of the program. Schedule one-on-one meetings with your employees according to the established timeline. Email out invitations for the meetings, along with the WiGrow reflection article. Conduct the meetings with student employees and help them make connections between their housing job and their studies as well as future careers. Provide them academic and career counseling campus resources as needed. Use the article provided to help guide conversations. The number of students who were notified about their meeting and the number of students who actually attended their meeting should be recorded in the Supervisor Spreadsheet. All supervisors involved in conducting the one-on-one meetings must complete a Supervisor Questionaire for feedback on the discussions as a whole. Email out thank you and wrap-up messages to all employees upon completion. One WiGrow documentation packet should be completed per unit and turned into your supervisor.

Sample email:
(Subject: Housing Employment – WiGrow Entrance Discussion invitation)

Hello,
By now it is our hope that you have seen our posters or heard from others about the WiGrow program. Our student employees often tell us that their work with us is a very important part of their time on campus, through which they learn skills such as time management and teamwork. Regardless of the job you do, you’re learning and acquiring many valuable skills that future employers are looking for. You will have two meetings a year with your supervisor, during which time your supervisor will help you grow and to recognize transferable skills acquired in student employment.

I am reaching out to you as an invitation to your WiGrow Entrance Discussion on DATE, at TIME. I have attached the Forbes The 10 Skills Employers Most Want In 20-Something Employees article, and a list of transferrable skills. I would appreciate it if you would read and think about the article prior to our meeting. Feel free to use our prompts designed to help you reflect on your student experience. Our meeting will be around 15 minutes and will revolve around the attached article. This has been worked into your scheduled shift and you will be paid for your time at the meeting.

**Please come prepared to discuss the article**

Thank you and let me know if you have any questions!

Sincerely,

(Subject: Housing Employment – WiGrow Discussion Wrap Up)
Hello,

Thank you so much for participating in your WiGrow Discussion. We hope you enjoyed this opportunity to connect with your supervisor to recognize and discuss the transferrable skills that you’re acquiring in your student employment.

Until our next WiGrow meeting, check out the links below to learn more about the different career paths available and how your student employment can help you in achieving your career goals.

- O*Net Resource Center (Occupational Information Database)
- Business Career Center
  [http://www.bus.wisc.edu/career](http://www.bus.wisc.edu/career)
- Career development: understanding the career development process
  [http://www.dcs.wisc.edu/advising/careerdevelopment.htm](http://www.dcs.wisc.edu/advising/careerdevelopment.htm)
- Career Services (Letters & Science)
- Career Services (School of Human Ecology)
  [http://www.sohe.wisc.edu/undergraduate-career-exploration.htm](http://www.sohe.wisc.edu/undergraduate-career-exploration.htm)
- College of Ag & Life Sciences Career Services
  [http://www.cals.wisc.edu/students/undergraduate-programs/career-development/](http://www.cals.wisc.edu/students/undergraduate-programs/career-development/)
- Cross College Advising Center
  [http://www.ccas.wisc.edu](http://www.ccas.wisc.edu)
- Educational Placement & Career Services
- Engineering Career Services
  [http://ecs.engr.wisc.edu](http://ecs.engr.wisc.edu)
- Exploration Center
  [http://www.ccas.wisc.edu/explorationcenter/](http://www.ccas.wisc.edu/explorationcenter/)
- Wisconsin Alumni Association
  [http://www.uwalumni.com](http://www.uwalumni.com)

Thank you and let me know if you have any questions!

Sincerely,

(Subject: Housing Employment – WiGrow Exit Discussion invitation)

Hello,

I am reaching out to you as an invitation to your WiGrow Exit Discussion on DATE, at TIME. I have attached the Forbes The 10 Skills Employers Most Want In 20-Something Employees article, and a list of transferrable skills. I would appreciate it if you would read and think about the article prior to our meeting. Feel free to use our prompts designed to help you reflect on your student experience.

Our meeting will be around 15 minutes and will revolve around the attached article. This has been worked into your scheduled shift and you will be paid for your time at the meeting.

**Please come prepared to discuss the article**

Thank you and let me know if you have any questions!

Sincerely,

**Steps to documenting in SEA:**

Attendance at WiGrow discussions will be tracked in SEA

1) Log into SEA, then click on "Employees"
2) Click "Manage"

3) Click the check box for the student/students you want to record conversations for. Then click the "Action" button on the top of the page.

4) From the drop down menu select "Record Training"

5) Fill out the form. Input the date, select the type of training, and then click "Save"