

Hello Class of 2028,

Welcome to Bryn Mawr and thank you for your interest in working at Erdman Dining Hall!

I am the Assistant Manager, Ollie Smith, and I work alongside our Student Managers (Ayantae Cunningham, '25, Miya Matsumune, '26, & Caitlin Cheng, '27) to run the Student Worker Program here at Erdman. We are so excited for you all to arrive on campus and begin your Bryn Mawr academic career. Here is a little intro to our Student Program, with all you need to know about Erdman before you arrive for Customs Week...Erdman Dining Hall serves Breakfast, Lunch & Dinner on weekdays and Brunch & Dinner on the weekends. We are the largest Dining Services unit with a team of approximately 130 student workers and 20 Full-Time Employees.

POSITIONS AT ERDMAN & THEIR RESPONSIBILITIES

There are several positions available for students to work at Erdman. Everyone starts their first year as a Student Worker with the option of working in the front-of-house (FOH) or in the kitchen for prep shifts. Due to the limited space and demand for student prep work, most students work FOH shifts and only ~20 students work prep.

The *opportunities for promotion* at Erdman are Front Supervisor, Prep Supervisor, & Student Manager. During the Spring semester, we hold separate application processes for each position. We hire 12+ Front Supervisors and one new Student Manager each Spring, but due to the limited number of Prep Supervisor positions, we do not promote Prep Supervisors every year.

Front Supervisors oversee the service area and instruct Front Student Workers for the duration of their shift to ensure the meal period runs smoothly. They are responsible for assigning roles, delegating tasks, communicating with the Full-Time staff/management, building camaraderie on-shift, and are your immediate resource should any issue arise.

Student Managers oversee the logistical and structural parts of our student program. All 3 of our Student Managers are also Front Supervisors, so you will have the opportunity to meet and work with them on front shifts. Their StuMan responsibilities include student hiring, promotions, scheduling front shifts, liaising with Full-Time Managers, running Supervisor team meetings, hosting Student Worker Appreciation Events, and upholding our Student Program policies. The Student Managers also host weekly office hours, which is a time for anyone to stop by with questions or concerns relating to the job and Erdman Dining Hall community.

Prep Supervisors are experienced prep workers who work closely with the Full-Time staff to prepare and cook meals. They are responsible for assisting and instructing new prep workers on how to complete different tasks in the kitchen. They are also in charge of time management on a prep shift, making sure all the tasks for that shift are completed in an efficient manner.

Student Workers complete essential tasks to our operation, either in FOH or the kitchen. They work closely as a team with other Student Workers and report directly to their Student Supervisors and/or Full-Time Manager(s) while on shift. FOH Tasks for Student Workers include things like cleaning tables, restocking food, sweeping/mopping, and serving food. Prep tasks for Student Workers include things like cutting fruits/vegetables, preparing meat, cooking sauces, & cleaning the kitchen.

SHIFT STRUCTURE & SCHEDULE

There are set shift times for Front-of-House every day (right). Each shift will be staffed with 2 student supervisors and several student workers. There will also be at least one Full-Time Manager on-duty whenever you are working. During the shift, supervisors delegate responsibilities and oversee the running of the shift to ensure that all necessary tasks are completed, and the meal runs smoothly. Depending on the shift, student workers may be assigned to specific stations in the servery or different tasks throughout the dining hall. Each type of shift will follow these general timelines:

- **Early Breakfast/Continental/First Brunch:** These shifts will begin with the students setting up for the first meal of the day. They will spend the first half hour setting up the hot line, breakfast bar, & ensuring all food has the appropriate utensils and labels. They will make sure the area is clean and ready for service before eating their breakfast as a shift. Once we open, they will serve and maintain stock of the food until the next shift comes in to relieve them.
- **Late Breakfast:** This shift relieves the Early Breakfast shift. Students serve the meal, ensure the food is properly stocked, & maintain a clean dining hall environment from 9-10:15am. Once the Lunch 1 shift arrives at 10:30am, both shifts work together to switch over from breakfast to lunch.
- **Lunch 1:** When this shift arrives, they work with the Late Breakfast shift to switch the meal over from breakfast to lunch. Beginning at 11am, they serve the meal, ensure the food is properly stocked, & maintain a clean dining hall environment until the Lunch 2 shift relieves them at 12pm. They will then have the opportunity to eat as a shift from 12-12:30pm.
- **Lunch 2/Second Brunch:** These shifts will start in the middle of a meal period, relieving the students on the shift before them. During the meal period, their responsibilities are similar to those of the Late Breakfast shift. Once the brunch/lunch meal periods end at 1:30pm, students will have the opportunity to eat together as a shift and the Cleaning shift arrives to relieve them.
- **Cleaning:** This is the only FOH shift that does not take place during a meal period. Students will break down the lunch meal, communicate with the cooks which food to save & dispose of, bring dirty dishes to the dishroom, and clean the stations in the servery. Afterwards, students will sweep, clean tables, restock beverage stations, & complete other related tasks for the remainder of their shift.
- **Dinner:** This is our longest shift, but it tends to be a recurring favorite among the staff. The first half hour, students will set up dinner much-like Early Breakfast shifts before eating together as a shift from 4:30-5pm. During the meal, they will maintain the dining hall as mentioned in the previous shift listings before the dining hall closes at 7pm. For the last hour of the shift, they will break down the meal and clean the dining hall. This includes sweeping & cleaning all the tables in the dining room, disposing of food & cleaning out each of the food stations, mopping parts of the dining hall, restocking dishes & silverware, and a myriad of other tasks.
- **Prep shifts** are much smaller than FOH shifts and have some flexibility when it comes to scheduling. This fluidity is due to the limited space in the kitchen and because shifts do not need to be matched as closely to our meal period times. Prep shifts will last 2-3 hours, with the opportunity for short breaks as needed. Some examples of shift times that our prep students work are 4-7pm (dinner) or 6-8am (breakfast). Prep students will arrive on shift and be instructed by the Full-Time staff member that they are working with on what they will be responsible for preparing during their shift. Those working with the cook often prep vegetables or meat, those working with our deli worker may help prep pre-made sandwiches or salads, while others may help with preparing baked goods.

We hope to see you all at the Job Fair during Customs Week. If you have any questions about Erdman, my inbox is always open!

Best regards, Ollie Smith (they/he) • Assistant Manager • ohsmith@brynmawr.edu



ERDMAN
DINING HALL