

RED BOOK



Hospitality Services
Welcomes you to
**THE
UNIVERSITY
COMMONS**

2018-2019
Your Guide
to Services



973-720-6200

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INTRODUCTION

Hospitality Services welcomes you to the University Commons. The University Commons serves as the focal point for social, cultural and dining/entertainment activities for the entire campus community. Students, faculty, staff, visitors and alumni congregate here for a wide range of events and to use the services offered. It is our goal to provide and maintain a friendly facility that fosters a warm and welcoming atmosphere for a vibrant campus life.

The University Commons complex can be looked at as a combination of three buildings. The Student Center, Speert Hall and the Ballroom/Conference Rooms, comprise the whole facility. The operating schedule is developed each semester and is available on our webpage <http://www.wpunj.edu/hospitality/>. For your convenience the University Commons houses many services such as the Wayne Dining Hall, Paterson Food Court, Center Café, Bookstore, Arcade, ATMs, and Beverage/Snack Vending Machines. This **REDBOOK** will serve as a guide to all in-house services available.

University Commons Information Center

720-2292

The Information Center is located on the 1st floor of the Student Center. Primarily WPU students manage the Information Center 7 days a week. Information in many formats can be obtained from here. Daily Building Activity Schedule, Campus Brochures, Handouts, Copy/Fax Service, Lamination, Bus/Train Schedules, Campus Directory and Mail Service are available. The operating hours are as follows:

Sun – Fri	8:00am until 1am
Sat	8:00am until 12midnight

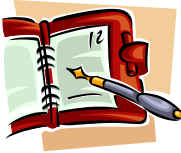
The Information Desk Assistants and the Building Managers on duty are the first point of contact for most visitors and members of campus community. While on duty they represent Hospitality Services department and have the responsibility to make decisions and enforce University Commons policies and procedures. They are trained in providing the timely and courteous customer service. A work station at the Information Center can be reserved for “Satellite Office” service by University Departments through our Scheduling office. The staff here can also channel all Maintenance and Custodial Services requests to the appropriate personnel. The Information Desk staff also answers calls coming through the University Name Connector during evenings and weekends. We have two computers for guest use (free) that provide access to all WPU Connect functions.



UNIVERSITY COMMONS POLICIES AND PROCEDURES

The University Commons policies and procedures are designed to keep the facility operating smoothly. They are established to keep the occupants safe while maintaining a warm and welcoming environment.

A. Scheduling



The scheduling office located in UC 217 handles reservations for the University Commons and other areas of the campus outside of the Commons. Use of any space within the Commons must be contracted through the Event Scheduling/Conference Services Office. To schedule a room or a program please follow the easy steps listed below.

- 1) Complete the Facilities Reservation Request ONLINE
https://25live.collegenet.com/wpuni/#home_my25livef0
- 2) Meetings and similar activities in the University Commons that do not require Catering or approval from another department will not require any further input. A confirmation email will be sent to you within two business days. For programs that may require approval from other departments, please continue to read.....
- 3) Student programs of a more involved nature will require that plans be discussed with the Office of Campus Activities before completing the ONLINE Space Request Form. Some programs will need an approval from Campus Activities office.
- 4) For Departmental functions and conferences, the scheduling office staff will assist you to identify what services you might require along with any special administrative areas you might need to consult.
- 5) After consulting with the appropriate Professional Staff, you will finalize your booking with the Scheduling Office.
- 6) Once all reservation forms and contracts are completed. You will receive your confirmation electronically. Please review the confirmation for accuracy.

Be sure to check back with the Event Scheduling/Conference Services Office regarding any changes to your reservation.

Notes

Extensions of hours or programs must be worked out ahead of time (in the room reservation process). **We require at least a month's notice to consider the**

extension of operating hours. Impromptu or last minute requests are at the discretion of the staff and may be denied especially if they involve the event ending and closing time.

Public areas and lounges of the University Commons are not usually available for scheduling and may not be used by any office and organized group for meetings or other group activities without specific prior approval from the Director of University Commons.

Outside vendors with media equipment (e.g. D.J., Sound and Lighting Co. etc.) must be indicated on the facility contract and approved by the Scheduling Office and Campus Activities prior to their use during student programming. The scheduling office must be informed of the AC power needs. Similar needs during Departmental programs and Conferences will be handled by the scheduling office.

Media (A/V)Services

The University Commons presents new and flexible space for student activities and events. The facility also offers many meeting rooms including a ballroom equipped with state of the art audio visual multimedia presentation components to enhance the programming needs of the campus community. The list below briefly highlights the A/V capabilities that we can provide in our rooms.

The Ballroom

Ceiling mounted LCD projectors, ceiling mounted screens, P/A system, DVD/VHS playback, CATV

Conference Rooms (168A,B & 171A,B)

Ceiling mounted LCD projectors, ceiling mounted screens, P/A system, DVD/VHS playback, CATV

Conference Rooms (202, 209, 325)

Ceiling mounted LCD projectors, ceiling mounted screens

Conference Rooms (208, 327)

VGA and HDMI input capable large 60" Monitor

Conference Rooms (211, 216)

Ceiling mounted LCD projectors, ceiling mounted screens, DVD/CD playback

Multipurpose Room

Ceiling mounted LCD projectors, ceiling mounted screens, P/A system, DVD/VHS playback, CATV



We also house portable P/A systems and LCD projectors for use in other locations of the University Commons. The segment below describes the services in detail for your reference.

Wireless internet access is available in all common areas and lounges. Internet access in conference rooms can be requested during the room reservation process. Please indicate details of your request including start and end times on the Online Room Reservation Form.

The group/user is responsible for the condition and return of the contracted equipment. Sponsoring Departments will need to contract Media Technicians for a fee by when scheduling the Ballroom, Conference Rooms (listed on the previous page) and the Multipurpose Room. For all areas, based on the reservation contract Hospitality Services will determine and advise users of contracting Media Technicians to operate the equipment. It is expected that the contract representative notify Hospitality Staff at either the Information Desk or Main Office when they have any questions and/or when their program ends. Please refer to the service fee menu below for reference when completing the online room scheduling form. You may call x3250 between 9am-4pm during Fall and Spring semesters for any A/V related questions. Information also appears online at <http://www.wpunj.edu/hospitality/technical-services.dot#audiovideo>

Ballroom/Multipurpose Room/Conference Rooms

Media Technician service rate

- \$15/hour per technician - Minimum Charge \$30
- ½ hour set up and testing time
- 30 minutes for breakdown time
- \$15/hour for the duration of the event*
- Lead Time for Scheduling – 7 business days**
- Large setups and Breakout rooms if scheduled, will require a second technician at \$15/hour

Campus Restaurant

Media Technician service rates as noted below.

- Only portable equipment available – LCD projectors, TV/DVD/VCR units, P.A. system
- Equipment drop off, breakdown & pick up, sponsor/user responsible for connecting own equipment with University Commons equipment - No Charge
- Setup assistance e.g. connecting user's laptop to LCD – Minimum Charge \$30
- \$15/hour for the duration of the event*
- Lead Time for Scheduling – 7 business days**

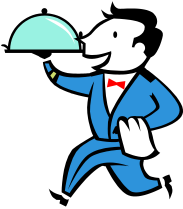
Patios

- Portable P/A Equipment drop off, setup, breakdown & pick up - No Charge
- Lead Time for Scheduling – 7 business days**

* Media Technician to be available on site and scheduled to work exclusively with the sponsor/user for the duration of the event.

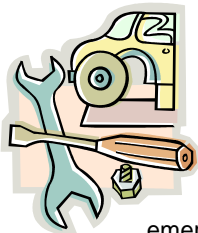
** For events scheduled in summer, winter and on holidays; Lead time for Scheduling - 15 business days

B. Catering/Dining Services



Dining Service administrative offices are located inside Hospitality Services Office in Rm 100. They can provide a variety of catering services ranging from picnics to receptions and in many styles of service (waited, buffet, banquet, etc). All food on campus must be supplied by Food Service. Catering Office can be reached at 720-3210 to discuss your food arrangements. A confirmed room reservation is **required** for all catered events in the University Commons.

C. Maintenance and Housekeeping



University Maintenance and Custodial Staff keep the common areas clean and functional. In general, occupants are responsible for the cleanliness of their own Offices. Information Desk Staff will be happy to contact custodial staff should there be a need for unscheduled last minute housekeeping request. Requests for Repairs must be made via a **WORK ORDER** to Facilities Office. For emergency HVAC, Electrical and Carpentry needs please contact x2142. Hospitality Services staff will inform you should there be any scheduled repair projects that prevent use of certain areas in the building. We seek your help in notifying the Information Desk staff should you see a spill, an untidy conference room, unclean restroom, missing restroom supplies etc. We aspire to attend to your requests in a timely manner. Please contact the Director of University Commons immediately to report extermination needs.



Trash Removal from offices and [Recycling](#):

- Perishable items should not be stored in offices or rooms. Garbage cans will be emptied only if your office is open and occupied. We suggest that you remove the liner and place the trash outside your office before

exiting. Custodial service staff will remove the trash and place a clean liner on the door handle.

- We recycle in the UC. Plastic, paper, aluminum and glass items need not be mixed with trash but placed in clearly marked containers placed at convenient locations in the building. Please break all cardboard boxes. The custodial staff will dispose cardboard when they collect refuse from your office.

Note:

Twice a month certain areas of the University Commons are exterminated and may not be accessible during that short time.

D. ID Center (UC 100)

ID photos for all students and employees can be taken here Monday – Friday during the school year and Monday – Thursday during summer hours.

The University ID card is available immediately after the photograph is taken. Office staff can advise steps to follow to request card access on campus. The ID Office is open until 7pm one night every week. The late night service hours are posted on our website and are available at the Info. Desk.

*Normal hours for ID processing are
Monday - Friday 8:30am - 4:30pm*

E. Arcade – Entertainment Center

The Arcade is located on the ground floor of the Student Center. It offers 6 billiard tables, 1 tables tennis and 8 video games.

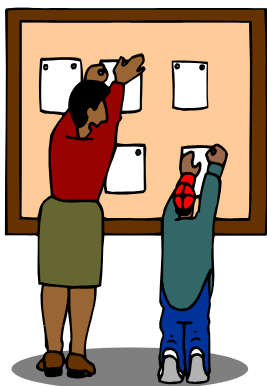
\$3 per hour is our table rate. Fridays after 5 pm, Saturday, Sunday and on Holidays billiard tables are offered for FREE.

F. Parking (Drop Off/Delivery) Regulations

Loading Docks are solely for the purpose of loading and unloading equipment, merchandise and machinery. PARKING is NOT permitted at any time. Vehicles parked at Loading Docks will be towed at owner's expense and without notice.



All Contracted Vendors such as DJs must be asked to park their vehicles at designated/approved parking areas after unloading.



G. Posting Regulation

Distribution of printed materials (i.e. posters, fliers, etc.) needs to be approved by the Office of Campus Activities. Fliers and posters must be stamped. Fliers are not to be placed on vehicles. Fliers may be left at the University Commons Information Desk. Groups wishing to publicize events should speak to the Office of Campus Activities or the Scheduling Office prior to distributing their literature. Legitimate identification of the sponsoring organization is required.

Special regulations pertaining to postings in the University Commons is summarized as follows:

1. Maximum posters dimension for posting on bulletin boards is 11" x 17".
2. One Flyer per bulletin board is permitted- Student Club Offices regulate their bulletin boards and are responsible to keep them organized.
3. Use of scotch tape, duct tape, masking tape or any other kind of adhesives is not permitted. Please use thumb tacks only on permitted surfaces.
4. Posting is NOT permitted on brick, wood, glass, metal and painted surfaces.
5. Fliers MUST include start & end times and dates of events along with sponsoring group's name.
6. It is group's responsibility to remove outdated fliers.
7. Groups that are in violation of the Posting Regulation will be referred to the University Commons Advisory Board. In addition, scheduling privileges may be suspended.

The UC Staff reserves the right to determine the location/presentation of the material. Illegally posted materials will be removed and discarded. Easels are available at the Information Desk on a first come first served basis.

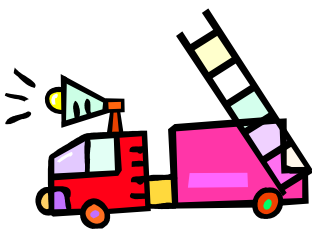
Hospitality Services coordinates postings in all the display cases and restrooms which are updated on a regular basis. Parties interested in advertising their events can send the posting via email to UCPOSTING@wpunj.edu

Note: Graffiti and actions that result in damage to State Property are considered acts of vandalism. Violators will be reported to Campus Police.

H. Rolling Carts

Rolling carts are not permitted in hallways surrounding the Ballroom and other meeting rooms. Carts carrying heavy items should not be rolled over floor surfaces that may be damaged or around high traffic areas.

I. Emergency Procedure



All emergencies (medical, physical plant, disciplinary) must be immediately reported to the Campus Police 720-2300 and Hospitality Services Main Office 720-2671.

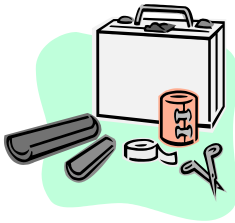
During a fire alarm or a bomb threat please exit quickly and orderly through the nearest exit. Designated Emergency Wardens at each level will ensure proper evacuation. All exits are clearly marked and emergency lighting is provided. You must move away from the building while the appropriate authority addresses the problem. [University Commons Emergency & Evacuation Assignments](#) are posted at appropriate locations within the complex. The posting lists the name of the designated emergency warden for an area and their back up.

Evacuation & Safety Guidelines:

- Please use stairs to evacuate. Do not use elevators.
- Cooperate with Emergency Wardens, Campus Police and Building Staff.
- For persons with disability there is Rescue Assistance Areas on 2nd & 3rd floor east & west stairwells in the SC. Emergency Wardens will check the areas for any persons during an emergency.
- All fire exits, doors and hallways must remain clear of obstruction.
- Each room has a maximum capacity for safe use which should NOT be exceeded.
- All deliveries/Pick-ups are to be made at the loading dock. No motor vehicles of any kind are to be parked or driven across the University Commons sidewalks, grounds and loading dock.
- It is the Commons policy that all rooms not in use are to remain locked.
- Persons who are pre-authorized to remain in the building after closing must contact Information Desk staff so we may notify Campus Police.
- For security reasons all doors with windows are to remain clear for external viewing during building patrols.
- Bicycles, skateboarding, roller-blading, ball playing or frisbee throwing are not permitted inside the University Commons.
- Use of Sternos, Extension Cords, Candles, Toaster Ovens/Broilers is unsafe and not permitted.
- Only Microwaves and appliances with non-hot surface may be used.

First Aid

- For emergencies – immediately call campus Police at x2300



➤ Defibrillators are mounted in cabinets located at the Information Desk, 1st Floor SC lobby, Ballroom Lobby and at Wayne Dining Hall.



➤ First Aid Kits are available at the locations listed below.

Basement	Prep kitchen
Ground Floor	Arcade
1 st Floor	Hospitality Services Office, Information Desk
2 nd Floor	Scheduling Office
3 rd Floor	Campus Activities

J. Card Key/Room Access Request Procedure

Students – Student Clubs Space Applications are processed each summer for the upcoming school year. The President of each *approved* student organization must then submit a request for access to Hospitality Services. ID Cards will be programmed for access for all new occupants during the first two weeks of a new semester.

Staff - Requests to access Offices and Rooms must be first approved by your area manager and then submitted to Hospitality Services.



Note:

- In case of lockout, approved student club members may contact the staff at Information Desk. Employees/Staff must contact Campus Police.
- In case of emergency access Campus Police will need to be contacted.
- Certain office doors in UC may be equipped with CBORD locks. That access can be requested by contacting the Director of University Commons x2671.

K. Lost and Found

Lost and Found items such as wallets, credit cards, driver licenses etc. that are received are turned over to Campus Police as soon as possible, usually within 24 hours. Other items such as clothing etc. are turned in every Friday. A log is kept for items turned in at the Information Center.

Note:

- Lost and found WPU ID cards need to be delivered to Hospitality Services main office.

SERVICES PROVIDED in The University Commons

A. University Bookstore 720-3232

Mon - Thurs	8:30 am through 8:00pm.
Friday	8:30 am through 4:00pm.
Saturday	10:00am-2:00pm

The University Bookstore hours are extended during the beginning of each semester.

B. Food Court 720-3211

Mon – Thu	7:30am – 9:00pm
Fri	7:30am – 8:00pm
Sat	8:00am – 7:00pm
Sun	12:00noon-4:00pm

Located on the 1st floor of the Student Center, offers variety for hot & cold food items. Food stations include Simply to Go, Billy Bear Grill, Subconnection, Pioneer Pizzeria, Mein Bowl and The Wingery. Note:- Each station has different operating hours but fall within the hours listed above.

C. Campus Restaurant/Employee Club 720-3242

Mon – Fri	11:00am – 2:00pm (Lunch Buffet)
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Located on the 2nd floor next to Wayne Dining Hall serves buffet lunch daily and is available to employees and students for scheduling receptions and events of that nature. Handicap access if needed can be arranged by contacting the cashier at Wayne Dining Hall or the Office of Hospitality Services.

D. Center Café

Mon - Thu 7:00am – 7:00pm
Fri 7:00am – 6:00pm
Sat & Sun Closed

With two registers and two coffee machines for quicker service, the Coffee Bar features Starbucks coffee and a variety of assorted snacks and hot/cold sandwiches.

E. Wayne Dining Hall

720-2375

Serving Breakfast, Lunch & Dinner
Ala Carte and Meal Plan

Fall 2018 Prices

Breakfast	7:30am-11am	\$7.08
Lunch (M-F)	11am-2:30pm	\$9.07
Brunch (Sat, Sun)	9am – 4pm	\$9.07
Dinner (M-F)	4pm-8pm	\$10.39

Premium Nights	\$11.43
Late Night Options	\$ 7.08

F. Arcade

720-3222

Mon - Fri 9:00am - midnight
Sat & Sun 5:00pm – 10:00pm

Located on the Ground Floor of the Student Center, it offers a wide selection of video, billiards and table tennis tables. Refunds for money lost in malfunctioning games are available at Hospitality Services main office and can be obtained in person only. Arcade offers free Billiards on weekends starting at 5pm on Fridays. There is a \$3/hour per table charge during the week.

G. Campus Vending

720-3218

Offers food/beverage vending machines in the University Commons which provide for a quick snack of candy, chips or cookies or a refreshing drink. Refunds for money lost are available at Hospitality Services main office and can be obtained in person only.

FREQUENTLY CALLED PHONE NUMBERS

ARCADE Ground Floor	720-3222
AUDIOVISUAL SERVICES in UC	720-3250
BEACON Rm 214-215	720-3264
BOOKSTORE	720-3232
CAMPUS ACTIVITIES STUDENT LEADERSHIP & COMMUTER SERVICES Rm 302	720-2271
CAMPUS POLICE	720-2300
CAREER DEVELOPMENT CENTER Rm 301	720-2440
STUDENT ENROLLMENT SERVICES Morrison Hall, M-F 8:30am-4:30pm	720-3945
COUNSELING CENTER	720-2257
DEAN OF STUDENTS Rm 117	720-2742
DINING SERVICES Rm 100	
➤ CATERING	720-3210
➤ FOOD COURT	720-3211
➤ CAMPUS RESTAURANT	720-3242
➤ WAYNE DINING HALL	720-2375
DISABILITY SERVICES Rm 134	720-2351
EVENT SCHEDULING/CONFERENCE SERVICES Rm 217	720-3243
FACILITIES (Maintenance) – Main Number	720-2142

GREEK SENATE	Rm 218	720-2534
HEALTH & WELLNESS CENTER		720-2360
HOSPITALITY SERVICES		720-6200
Rm 100		
INFORMATION DESK		720-2292
NEW STUDENT EXPERIENCE		720-3798
Rm 301		
PIONEER PANTRY		720-3057
Rm 335		
RECREATION CENTER		720-2777
REGISTRAR'S OFFICE		720-2700
RESIDENCE LIFE		720-2714
SOPHOMORE & JUNIOR EXPERIENCE		720-3100
Rm 301		
STUDENT ACCOUNTS (Bursar's) OFFICE		720-2234
STUDENT GOVERNMENT ASSOCIATION		720-2157
Rm 319		
TRANSFER STUDENT EXPERIENCE		720-3720
Rm 301		
VETERAN AFFAIRS		720-2323
Rm 118		
VP STUDENT DEVELOPMENT		720-2179
Rm 117		
WOMEN'S CENTER/VICTIM SERVICES		720-2946
Rm 313-314		

