Sodexo – Western KY University
Contact Information

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Please confer with your manager to complete the following information regarding important contacts. Once complete, you may wish to photocopy this sheet to keep it handy at home and at work.

Your Division within Sodexo is: **_Education / Universities_**

The highest-level Manager at this unit is (name/title): **Ken Branch,** *Director of Facilities Management*

<u>Who to call if you will be absent, late or Emergency Office Closing:</u>
(You should contact your immediate Manager/Supervisor FIRST. If you are unable to reach them then call the main office number and leave a message if necessary)

Carla Nally, ESA Program Director	***270-745-4916***	***443-636-1345***
Catherin Cabrera, Night Manager	**270-745-5812**	**270-799-8926**
Environmental Svcs. Dept. Manager	Office Number	Mobile Number
Ronnie Allerkamp, HRL Program Director	***270-745-2090***	***270-438-2940***
Matthew Keyser, EVS Manager	***270-745-3125***	***270-303-0104***
HRL Dept. Director/ESA Manager		
Kyle Davenport / Joe Taylor	***270-745-5820***	***270-799-8925***
Campus Services Dept. Manager/Supervisor		

270-745-3253
Sodexo WKU Facilities Mgmt Main Office Number

You have a voice at Sodexo.

If you wish to raise a concern through the steps of the *Promise of Respect and Fair Treatment* your contacts are:

Your Manager's Manager is:

Ken Branch   ***270-745-2108***
General Manager's Name   Office Number

Your Unit Human Resources Contact is:

Jennifer McLeod   ***270-745-2290***   ***270-331-4166***
HR Manager's Name   Office Number   Mobile Number

Haydee Cruz Flores (Espanol)   ***270-745-2174***   ***270-421-3867***
HR Assistant's Name   Office Number   Mobile Number

Your Company Human Resources contact is:

Corp. Human Resources -Education   ***1-855-763-3964***

Your Company Human Resources Business Partner is:

Joe Burgess   ***joe.burgess@sodexo.com***

(26) Jones Jaggers

(22) Service Supply

(18-21) Baseball

(17) Smith Stadium

(15) Diddle Arena

(14) PS1–Facilities

(33) Preston Center

(38) Jody Richards Hall

(41) DSU

(36) Health Services

(77) Gary Ransdell Hall

(40) Academic Complex

(48) Gatton

(51) Wetherby

(49) Craig Admin Center

(50) Chapel

(58) Potter Hall

(59) Van Meter Hall

(5) CEC

(74) Honors College

(47) Grise Hall

(54) Music Hall

(53) Fine Arts Center

(55) Cravens Library

(56) The Commons Helm

(57) IEB—Industrial Education Building

(60) Gordon Wilson

(61) Cherry Hall

(63) College High

(67) Planetarium

(65) KTH—Kelly Thompson

Alumni Center

(70) EST—Env Science & Tech

(68) EBS—Engineering & Biological Sciences

(66) Snell Hall

(64) Ogden College

SOUTH CAMPUS

CUSTOMER EXPERIENCE—QUICK REFERENCE GUIDE

Remember you have the power to create an exceptional Customer Experience!

You have external customers (students, faculty, staff, and campus guests), and you also have internal customers (managers, supervisors, and co-workers).

The 10 Expectations to the Customer Experience

1. **Greet with a Smile**—Remember the 10/5 Rule.

2. **Focus**—Its not just what is being said but how (words and body language).

3. **Appreciation**— Thank them and be genuine.

4. **Uniforms**— Clean, pressed, in good condition with name tag and safety shoes.

5. **Appearance Matters**— Clean and organized grounds, offices and buildings. Customers see all!

6. **Telling**— Keep your customers informed. When will it be accomplished and where can I go for more information.

7. **Get It Right**— Provide accurate technical delivery of services as trained.

8. **Speed of Service**— The customer is your priority (external and internal).

9. **Assistance is Available**— Asking for help is a strength not a weakness.

10. **21st Century Customer Service**— You have the power to make a difference!

Smile— Use the 10/5 rule. At 10' smile then, at 5' verbally welcome your customer

Engage — Welcoming body language and listen. They are your priority

Inform — Keep them informed of changes, timelines and where to go for more information

Thank— Be sincere, thank them by name and wish them a good day

CUSTOMER EXPERIENCE—QUICK REFERENCE GUIDE

Choose Your Words:

YES: Welcome Jimmy.
Hi, how can I help you today?
Hi Susan, watch out for that wet floor?

NO: Closed!
Anyone in there?
Hey dude pick that up?

Polite and friendly alternatives:

Don't Use: I don't know
No
Calm Down
That's not my fault
That's not my job
You're right, this is bad

Instead Say: I'll find out
What I can do is..
I apologize
Lets see what we can do about this..
Let me find the right person to help
Let me see how I can fix this

Greetings:
"Welcome to XYZ University, can I help you with directions?"
"Hello, how are you doing today?"
"Hello, how are your classes going?"
"Hi, is there something I can help you with?"

Inform:
"Hello, we are cleaning this restroom now, by there is another one right above on floor 2"
"We will be mowing this field tomorrow at noon so you may want to play on the quad."
"Next week we will be refinishing these floors so you will have to use the north doors."
"We are waiting for parts to fix this door, but we should have them tomorrow afternoon."

Thank:
"Thank you for allowing me vacuum now, I hope it did not disturb you too much ."
"We look forward to serving you again."
"Thank you, please let us know if there is anything else you need"

Answering the Phone: We need to answer the phone in a professional and courteous way:
" Good morning, thanks for calling XYZ University Housekeeping. How may I help you?"
We also need to end the call professionally: "Goodbye have a great day".

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ADP Employee Self Service (ESS) Registration

Employee Self Service (ESS) is an online portal to ADP (Sodexo's payroll administrator) that gives you access to your payroll and basic personal information any time of day.

Effective June 30, 2020: Employees who have a unique email address on file can now register online for Employee Self Service. Employees who do not have an email address on file will need to contact the Employee Self Service Center to complete the registration process by phone.

All employees must complete the registration process outlined below in order to gain access to Employee Self Service and Manager Self Service (for managers of Frontline employees).

How Do I Register Online?
Step 1: Have a unique personal email and phone number on file with Sodexo.

- To verify the information on file, visit the My Benefits and Pay page
- These cannot be in use by another Sodexo employee.
- If your information is incorrect, see your Manager about getting it updated.

Step 2: Go online to complete your registration. Type (https://online.adp.com/portal/login) into any web browser window and click Sign Up.

Step 3: Click on the "Find Me" button to enter your email address or mobile phone number along and your personal information (first and last name, date of birth, and your Employee ID or SSN). Upon successful identification, you will receive a verification code by email, which you must enter within 15 minutes to proceed to the next part of the registration.

Step 4: Check your email. Enter the verification code on the Employee Self Service registration web page you have opened.

Step 5: Enter a frequently used mobile phone number. You can choose to receive text messages as an additional method for confirming your identity in the future and recover your account login information, when needed.

Step 6: Set up a password for your account and your registration is complete.

Unable to Complete Your Registration Online?

Step 1: Call the Employee Service Center to register for Employee Self Service (ESS)/Manager Self Service (MSS) at 877 PAYSDXO (877 729 7396) >> After choosing a language preference, select Option 3 >> Then select Option 3 again.

- Answer a series of questions to confirm your identity
  - These questions will require you to provide some personal information (e.g., name, date of birth, SSN, Employee ID, etc.).

- Look for a Personal Registration Code (PRC) to be sent to your email promptly.
  - This PRC will remain valid for 15 days, after that you need to call the Employee Service Center for a new PRC.

Step 2: Go online to complete your registration. Enter the following URL into any web browser (https://online.adp.com/portal/login) and click **Sign Up**, then select " **I have a Registration Code.**"

- After registration is complete, you will receive a verification email.
  - Click the link included in the email to confirm and activate your email address for notification purposes. This allows you to reset your password and sign up for or change your direct deposit.
- Log in using your user ID and password.

Employee Self Service and Understanding Your Pay

Your pay statement is easy to read and provides important information about your earnings, tax withholdings and more.

1. Your employee identification number—used instead of your Social Security number to protect your identity
2. Tax withholding information
3. Gross earnings before deductions
4. Mandatory tax deductions (federal, state, local, Social Security and Medicare)
5. Voluntary deductions (medical, dental, disability, insurance, etc.)
6. Net pay after taxes and deductions for current pay cycle
7. Paid time off and other benefit information
8. Important information on changes to your earnings or deductions
9. Messages from the company

STOP HUNGER
A Sodexo Initiative

Pay Statement Detail

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SODEXO, INC AND AFFILIATED COMPANIES
9801 WASHINGTONIAN BLVD.
GAITHERSBURG, MD 20878

003-0021

① CO   FILE   DEPT   CLOCK   NUMBER
Employee ID 1 2 3 4 5 6 7

Taxable Marital Status: Single
② Exemptions/Allowance:
Federal   2
NY   2

John Doe
Main St.
Hometown, USA

Earnings Statement

Period Beginning	10/24/2009
Period Ending	10/30/2009
Pay Date	11/05/2009

ADP

③ Earnings

	rate	hours	this period	year to date
Regular	10.7687	40.00	430.75	17,272.33
Overtime	16.1533	1.50	24.23	5,428.55
Vacation N	10.7887	10.00	107.69	905.81
Holiday N				698.74
Nimpl Sick N				425.68
Nimpl Vaca N			-62.00	92.00
Sick N			84.48	
Gross Pay:			**$562.07**	24,723.55

Deductions

Statutory	this period	year to date
④ Federal Income Tax	-35.75	1,712.83
Social Security Tax	-33.32	1,464.06
Medicare Tax	-7.79	342.40
NY State Income Tax	-17.55	814.68
NY SUI/SDI Tax	-0.60	28.40

Other		
⑤ Mdtlfe Dental	-3.54*	155.76
Ppo Base	-20.50*	902.00
Student Loan	-87.07	884.80
Vision Plan	-1.18*	51.92

⑥ Net Pay: $375.37

* Excluded from federal taxable wages
Your federal taxable wages this period are $ 537.45

Other Benefits and Information

⑦	this period	total to date
Hs Sick		38.00
Hs Vac Unvested		66.50
Hs Vac Vested		2.50
FLSA Non-Exempt		

⑧ Important Notes

Important notes here on changes to your earnings or deductions.
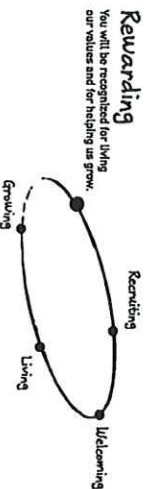ENROLLING DEPENDENTS IN BENEFITS?
SOCIAL SECURITY NUMBERS REQUIRED

⑨

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SODEXO, INC. AND AFFILIATED COMPANIES
9801 WASHINGTONIAN BLVD.
GAITHERSBURG, MD 20878

Pay to the order of: John Doe

This amount: THREE HUNDRED SEVENTY FIVE AND 37/100 DOLLARS

CITIBANK, NA.
ONE PENNS WAY
NEW CASTLE, DE 19720

VOID AFTER 180 DAYS

Payroll check number:
Pay date: 11/05/2009:

VOID NON-NEGOTIABLE VOID NON-NEGOTIABLE

$375.37

Authorized Supervisor

⌐ TEAR HERE

Employee Self Service (ESS)—Managing Your Personal Information 24/7

Sign Up Today!

o Log onto www.iamsodexo.com > Employee Self Service.
o Use the Registration Pass Code: SODEXO-SODEXO (upper case), and follow the instructions.

Your Money

o Set up, view and change direct deposit information.
o Be environmentally friendly and choose the convenience of paperless earning statements.
o Donate to the Sodexo Foundation and Sodexo Employee Disaster Relief Fund.
o View and print your pay statement and annual W2 statement.
o View and change your federal as well as most state and local tax withholdings.
o Receive notification to your personal e-mail when copies of annual statements and earning statements are available.

You

o View and change your personal information, including e-mail, address, phone number and emergency contact information.
o View basic information stored in your personnel record.

No Internet Access? No Problem!

ADP COS will assist you with anything available in ESS. Contact 877 PAYSDXO (877 729 7396), Monday to Saturday, 8 a.m. to 8 p.m., ET, and Saturdays from 8 a.m. to 5 p.m., ET.

Rewarding
You will be recognized for living our values and for helping us grow.

Growing
Recruiting
Living
Welcoming

sodexo★
Making every day a better day

Your Updated Employee Handbook is Available Online

Su manual del empleado actualizado está disponible en línea

What?	Your Sodexo Employee Handbook has been revised and is ready for your review.	**¿Qué?**	Su manual del empleado de Sodexo ha sido modificado y está listo para que lo revise.
When?	Now. This August 2017 edition replaces all previous handbooks.	**¿Cuándo?**	Ahora. Esta edición de agosto de 2017 reemplaza a todos los manuales anteriores.
Where?	Go to www.SodexoLINK.com*	**¿Dónde?**	Visite www.SodexoLINK.com*
Why?	Your Quality of Life at Sodexo is important. Making the handbook accessible from any computer or mobile device delivers ease and efficiency to you.	**¿Por qué?**	Su calidad de vida en Sodexo es importante. Hacer que el manual esté disponible desde cualquier computadora o dispositivo móvil le ofrece facilidad y eficiencia.

*Need access to www.SodexoLINK.com? Sodexo employees can use the registration link on the sign on page or ask your manager for registration instructions.
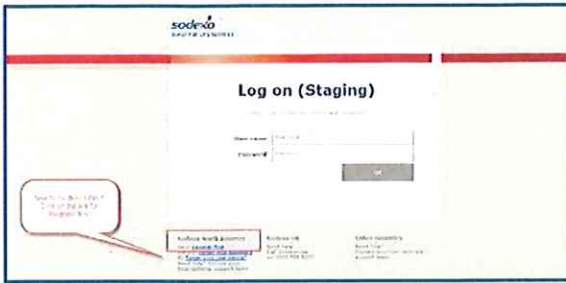
*¿Necesita acceso para www.SodexoLINK.com? Los empleados de Sodexo pueden usar el enlace de inscripción que se encuentra en la página de inicio de sesión o pedirle instrucciones de inscripción a su supervisor.

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QUALITY OF LIFE SERVICES

Register for Sodexo LINK

1. Logging in to Sodexo LINK for the first time? You'll need to register first.
2. To register, make sure you have the following information:
   a. A recent pay statement
   b. Your Social Security Number
3. Go to www.sodexolink.com.
4. Click on the **Register first** link at the lower left of your screen.
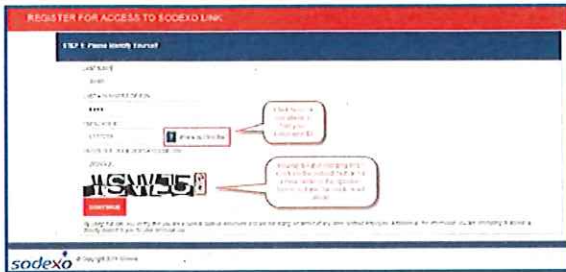
Verify Your Identity

1. On the next page, enter your last name, the last four (4) digits of your Social Security Number and your employee ID.

   NOTE: You can find your employee ID at the top left of your pay statement.
2. Enter the security code from the box below exactly as you see it.

   NOTE: If you have trouble reading the code, you can refresh it for another code or have the code read aloud by pressing the speaker button.
3. Click **Continue** after you've entered all the required information.
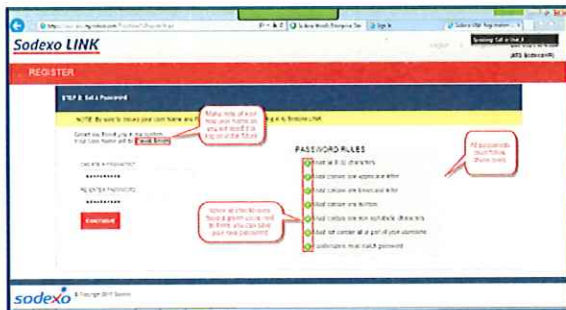
Create Your Password

1. Enter a new password and re-enter it for confirmation.
2. Your password must:
   a. Contain 8-32 letters, numbers and/or symbols (! @ $, etc.)
   b. Contain one (1) uppercase letter
   c. Contain at least one (1) number
   d. Contain at least one (1) symbol or non-alphabetic character (! @ $, etc.)
   e. Be different than your username
3. Green checkmarks will appear next to the list on the right as you meet these password rules.

   NOTE: If any **RED X's** show, you will need to pick a different password.
4. Click **Continue** to save your password when the entire list is showing green checkmarks.

   NOTE: You'll need to remember your username provided on this screen and your new password to log in.

Congratulations!

1. You will receive a confirmation screen with your username when you have registered successfully.

Log in to Sodexo LINK

1. Click the **Login to Sodexo LINK** button to go back to the login screen.
2. Enter your username and password.
3. Click **Continue**.

Contact the PeopleCenter at **855 SodexoHR (855 763 3964)** for questions and help.