

Student Employees

Duke University
DURHAM
NORTH CAROLINA

Jan. 31, 1938

In answer to the first complaint, it has been a general rule that all students be paid for overtime work. It is very difficult to arrive at a definite wage scale, as waiters working Banquets are paid more on a basis of professional service, than those working extra in Coffee Shoppe on Sunday nights, and days of football games.

All waiters working extra time on days of football games have been paid in cash at the end of the month. In fact, extra work in the Coffee Shoppe on days of games has been voluntary by each individual. For instance, the day of the Pitt and Carolina games, more waiters volunteered to work than was needed, because of the revenue derived for this extra work.

Each Coffee Shop waiter has been required to work an average of two Sunday nights each semester, from 7:30 until 12:00 and allowed to study until 9:30 should his services not be needed. They have been paid 75¢ for their Sunday night services, plus a midnight meal, amounting to 40¢. After receiving this complaint, I have required the student waiters to begin work at 9:00 P.M. until 12:00 and receive the same remuneration as in the past.

Our wage scale for larger and more important Banquets, has been 75¢ for each individual working from forty five minutes to one hour and fifteen minutes, seldom over an hour. The scale for luncheons and less important informal affairs has been fifty cents for approximately forty five minutes to an hour. These Banquets and Luncheons have been served by a selected group of waiters, and those who can realize responsibility.

In October fifty eight dollars and twenty five cents, November one hundred nineteen dollars and fifty cents, and December sixty nine dollars and fifty cents was paid for Banquets, Sunday nights, and extra work on days of football games. This makes a total of two hundred forty seven dollars and twenty five cents, besides receiving meals for two and one-half months of Student Service. Should the Student help wish to cease receiving this remuneration, I would gladly use full time employees on Banquets and also Sunday nights.

For meals alone in the Men's Union sixty six three meal student employees are paid fourteen thousand and eight hundred and fifty dollars in meals over a period of nine months. Fifty two student employees working two meals each day are paid eight thousand four hundred and twenty four dollars in meals over a period of nine months. This makes a total of twenty three thousand two hundred seventy four dollars paid

both groups, but does not include money paid out for extra services.

The wage scale as paid by the University Dining Halls compares favorably with the wage scale in other Educational institutions throughout the South.

Variations due to Geographical distributions are as follows:

	<u>Rate Per Hour</u>			
	<u>Western</u>	<u>Central</u>	<u>Southern</u>	<u>Eastern</u>
Paid in food33	.33	.24	.35
Paid in Cash and food..	.38	.40	.17	.78
Duke University paid in food28-1/3	
" " paid in cash & food average78-1/3	

These statistics were compiled by Miss Grace M. Augustine and published in "Some aspect of Management of College dining Halls".

The following is a paragraph published in the above named book. "Student labor is not economical from the stand point of management. More labor hours are required because of the short interrupted working schedules and because of the less efficient work. Student labor cannot be judged solely on its economic value to the Institution. It has become an established policy on part of College Administrators to offer this type of assistance to as many Students as possible. The selection should be based on the need of the student and their Academic Standard."

You may note the variations of rates paid in different sections. This brought about by the variation of rates charged for meals in those sections.

In the Woman's Union schedules are mapped out and arranged for each individual class schedule. In October 1937 we decided that waitresses working overtime for late Luncheons in the faculty dining hall East Campus should be paid for their extra services. This has been done for those reporting overtime work. Those who have received remuneration for overtime services are as follows: Mary Anne Heyward, Margaret Raup, Grace Peters, and Trinidad Sarmiento.

In most cases the luncheons held in the East Campus Faculty Dining Hall are groups calling from one to three hours before the luncheon is to be held. In most cases the regular menu is served and with this short notice it is impossible to notify the girls before the meal hour. If a special luncheon is served and definite number given arrangements for service are made as early as possible.

In the Men's Union it is absurd and unreasonable from the standpoint of the University Community to require arrangements and definite number given twenty four hours before a banquet or luncheon is held. The number attending a banquet or luncheon governs the number of waiters employed for service.

During the school year 1936-37 there were over three hundred private banquets and luncheons held, and on almost every occasion the number to be present was given this office from one to four hours before the hour of the luncheon or banquet. In some instances arrangements for a luncheon was made an hour before the specified time of service by Student Groups and different organizations.

From our standpoint we would be more than pleased to get twenty four hours notice giving a definite number, but this is most unreasonable to ask of the University Community.

The foregoing complaint number three, I would think a very good rule if each individual waiter is forced by forfeiting his job should he exceed the named number of absences in one semester or fail to furnish this office with the name of a competent substitute and be excused from service.

In November alone there were nine hundred and forty six unexcused and excused absences. December, a short month, there were three hundred thirteen absences, making a total for the two months twelve hundred and fifty nine, an average of ten and three fourths absences per student employee for one and three fourths months. These figures were compiled from a check system maintained in the Men's Union. It is reasonable to believe there are far more absences during a semester than requested in this complaint.

In all probability one may say that certain individuals incur all the absences, but I believe every student employee in the Men's Union will bear me out in this statement. I have been very fair in excusing student waiters from service, furthermore, I have not shown partiality to any individual. To me they are a part of our organization, and a very important part.

One cannot place the same responsibility on substitute waiters as regular employees, or at least they do not assume the same responsibility. Substitutes have very little at stake other than being dismissed from the substitute list. Regular waiters from experience gained through regular work daily, naturally will render better service to customers than those with less experience on respective jobs.

Girls who are employed for regular service in the Woman's Union do not have meal tickets. All undergraduate girls are compelled to secure meal tickets unless they pay board through their services in the dining Hall. For instance, each undergraduate pays two hundred and twenty five dollars each year, and the girls receive the same amount in meals by rendering dining room service. Furthermore, regular waitresses have the privilege of using her substitutes ticket, and this is the practice frequently. This favors the regular student employees as they pay their substitutes twenty five cents and receives a meal at a rate of 28-1/3¢. This plan has been in effect since the opening of the Woman's College Union and has never been questioned by the girls.

A rule made by the University Administration requiring all undergraduates in the Woman's College to pay full time board, and in making refunds to the substitutes certainly will permit the full time girls not to adhere strictly to the rule.