

# Mitchell Hall Student Retail Shift Training

## STEP BY STEP GUIDE

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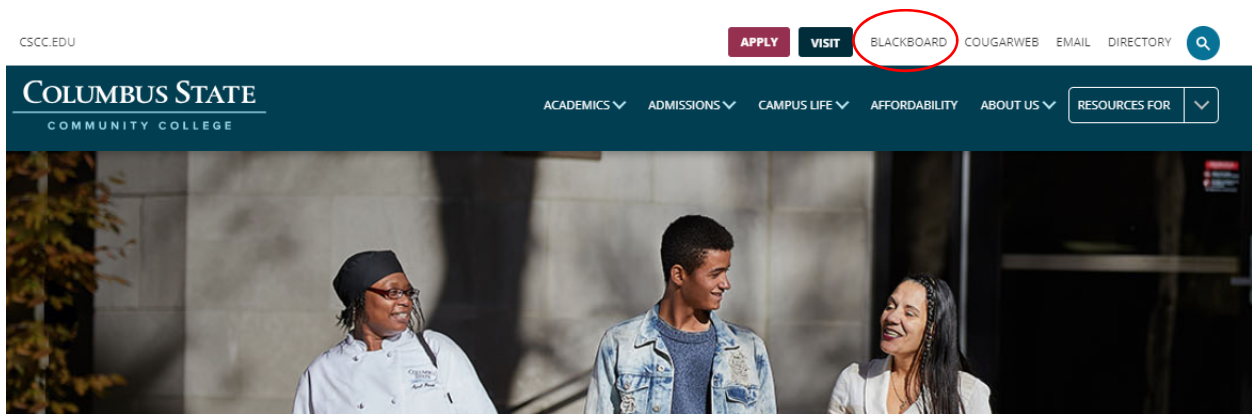
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## Welcome!

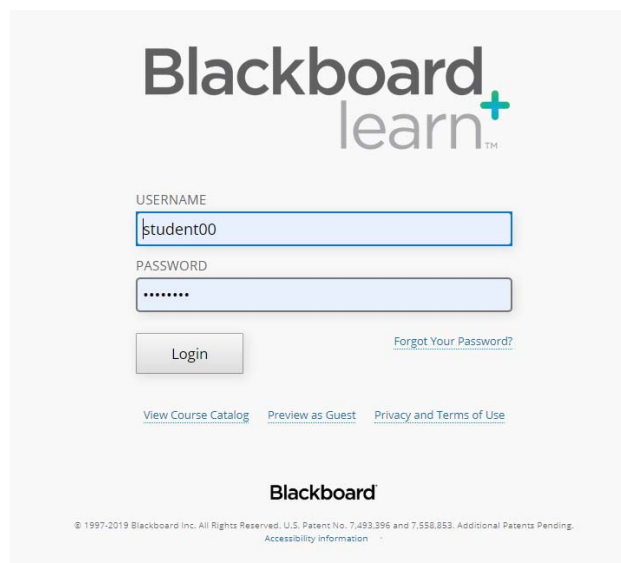
Part of what makes Mitchell Hall unique is its bakery and restaurant retail areas: They are professionally run and student supported! As part of your Hospitality class grade, you will work in one of the retail areas of Mitchell Hall to get real, hands-on experience. In this packet, you will learn how to sign up for work shifts in the retail areas of Mitchell Hall through Starfish.

## How to log in to schedule a shift

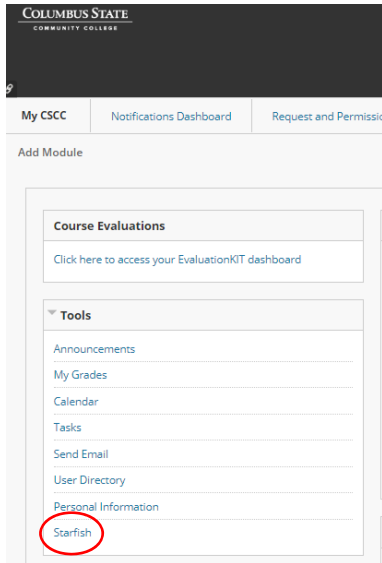
To log into Starfish to access the shift sign-up, go to [www.csc.edu](http://www.csc.edu), and click on Blackboard as shown below;



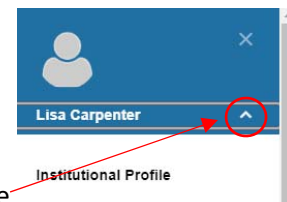
Log into Blackboard with your Columbus State network credentials;



When Blackboard opens, look on the left side of your screen to find Tools. Under Tools, click on Starfish;



When Starfish opens, click on the the three lines in the upper left corner



Click the upward arrow next to your name and then select Institutional Profile

Your profile will pop-up as shown below, update the information as needed. Confirmation text messages will be sent to your cell phone when you sign up for your shifts. It is important that you link your cell phone as described to the right, this will ensure you receive all important shift information.


To link your cell phone number to Starfish, click on the tiny cellphone icon as shown inside the red circle to the left. Find your cell phone service provider, copy the format as shown, [cellnumber@messaging.sprintpcs.com](mailto:cellnumber@messaging.sprintpcs.com) and paste the format into the **Alternate Email** box. Delete the text "cellnumber" and replace it with your cell phone number. Click submit on the upper or lower right hand side.

Login Page:

Title:

**Contact Information**

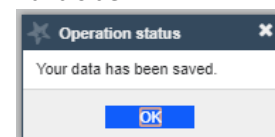
Login:  Institution Email:


Phone:  Alternate Email:  

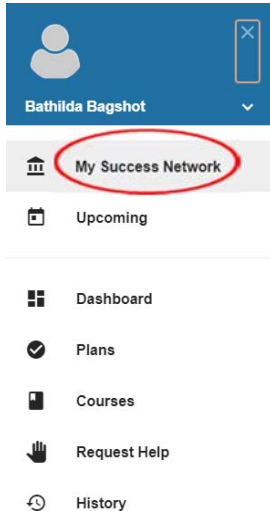
Cell Phone:  Video Phone:

Send my correspondence to:  Institution Email  Alternate Email  Both

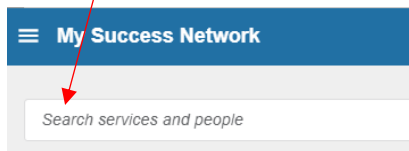
Display all time zones Time zone:



Click on the three lines in the upper left part of the screen , the following navigation list will pop up;



Click on My Success Network as highlighted above. To find the correct shift that you want to sign up for, type in HOSP in the search box, and options will pop-up. Under **Services** select [Show all results.](#)

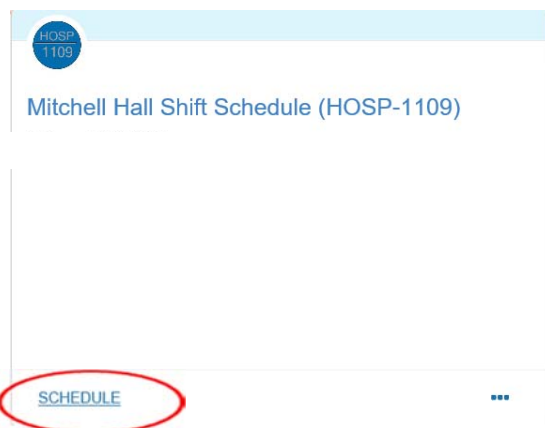


**Services**

-  HOSP-1105 Mitchell Hall Shift Schedule Mitchell Hall
-  HOSP-1109 Mitchell Hall Shift Schedule Mitchell Hall
-  HOSP-2216 Mitchell Hall Shift Schedule Mitchell Hall

[Show all results](#)

Select the course that you are enrolled in;



Click on the word [SCHEDULE](#)

The below box will pop up and click on Schedule Shift and click on the **CONTINUE** button in the lower right corner;

× Schedule Appointment

**HOSP 1109** Mitchell Hall Shift Schedule (HOSP-1109)

What do you need help with?

**Schedule Shift**

Select the day you want to schedule your shift on the calendar, the types of shift will appear. Select the type and time of the shift and click on the **CONTINUE** button in the lower right corner.

× Schedule Appointment

**HOSP 1109** Mitchell Hall Shift Schedule (HOSP-1109)

What day and time works for you?

04-23-2019 → 04-25-2019

Show: All session types

← April 2019 →

Tuesday, April 23 21 available

6:00 am - 10:00 am 240m

- HOSP-1109 Degrees - Back of House, Dish
- Hospitality Calendar Role
- Mitchell Hall Degrees - Back of House

7:00 am - 11:00 am 240m

- HOSP-1109 Bakery, Coffee
- Hospitality Calendar Role
- Mitchell Hall Bakery

6:00 am - 10:00 am 240m

- HOSP-1109 Degrees - Back of House, Pots
- Hospitality Calendar Role
- Mitchell Hall Degrees - Back of House

7:00 am - 11:00 am 240m

- HOSP-1109 Bakery, Soup and Sandwich
- Hospitality Calendar Role
- Mitchell Hall Bakery

The confirmation page will display;

× Schedule Appointment

**HOSP 1109** Mitchell Hall Shift Schedule (HOSP-1109)

Does this look correct?

Date and Time  
Tuesday, April 23  
7:00 am - 11:00 am

Team Member  
HOSP-1109 Bakery, Soup and Sandwich  
Hospitality Calendar Role

Location  
Mitchell Hall Bakery

Reason for Visit  
Schedule Shift [Change](#)


If you want, tell us a little bit about what's going on so we can help

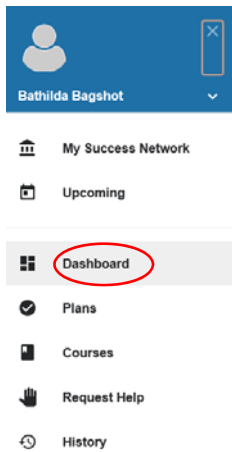
**CONFIRM**

Please check and recheck your shift information to confirm it is correct. To confirm the shift, click on the **CONFIRM** button in the lower right corner.

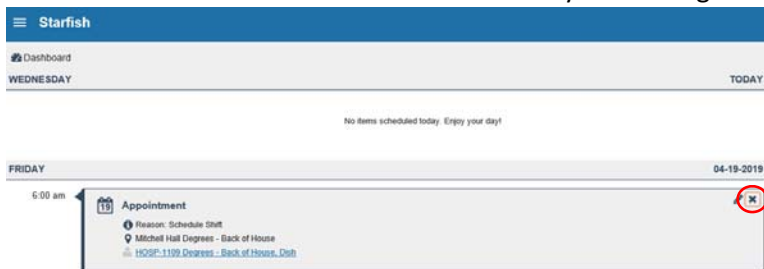
To **change** the shift, click on the blue underscored [Change](#) as shown above. This will take you back to Schedule a shift and you can select the correct shift.

## How to view the shifts you have signed up for

Click on the three lines in the upper left part of the screen , the below navigation list will pop up and Click on Dashboard;



Your dashboard view will show all of the shifts you have signed up for;



To cancel your shift, click here

## How to cancel a shift

To cancel a shift, click on the **X** in the upper right corner of the shift you want to cancel. The below Cancellation box will appear, it is required for you to document the cancellation reason. **All cancellations must be completed 48 hours in advance of the shift.**

**Cancel Appointment**

Are you sure you want to cancel your 6:00 am appointment with HOSP-1109 Degrees - Back of House, Dish?

You can send this person a message explaining why you have to cancel. This message will be saved with the appointment notes:

\* Required fields



## Definitions

**Back of House:** (aka BOH) the back kitchen area in Degrees; where menu items are cooked and produced

**Bakery:** The bakery within Mitchell Hall; open 5 days/week; professionally run and student supported; staffed professionally by the Bakery Manager, Baker, and Preceptors while student shifts include Soup & Sandwich, Coffee, Bakery, Counter, and Dish

**Bar Back:** student role in Degrees with duties including greeting and assisting all restaurant guests, supporting the Bartender at the bar in Degrees, maintaining a clean bar area, and assisting with FOH needs; reports to the FOH Preceptors, Assistant Restaurant Manager, and the Restaurant Manager

**Busser:** student role in Degrees with duties including greeting and assisting all restaurant guests, clearing tables after guests' departure, maintaining a clean dining room area, and assisting with FOH needs; reports to the FOH Preceptors, Assistant Restaurant Manager, and the Restaurant Manager

**Cashier:** student role in Degrees with duties including greeting and assisting all restaurant guests, processes guests' checks with a solid understanding of the restaurant's POS system, and assisting with FOH needs; reports to the FOH Preceptors, Assistant Restaurant Manager, and the Restaurant Manager

**Coordinator:** Allison Hendricks, [ahendricks11@csc.edu](mailto:ahendricks11@csc.edu), manages students' schedules/registrations

**Degrees:** The restaurant within Mitchell Hall; open 5 days/week; professionally run and student supported; the Front of House staffed professionally by the Restaurant Manager, Assistant Restaurant Manager, Bartender, and Preceptors while student shifts include Host, Server, Busser, Cashier, and Bar Back; the Back of House staffed professionally by the Executive Chef, Sous Chef, and Preceptors while student shifts include Grill, Saute, Prep, Pantry, Pizza Oven, Expo, Dish, and Pots

**Front of House:** (aka FOH) the front dining area in Degrees; where customers are seated and eat/drink

**Host:** student role in Degrees with duties including greeting and assisting all restaurant guests, checking reservations via phone or online reservation software, showing guests to their seats in the dining room, and assisting with FOH needs; reports to the FOH Preceptors, Assistant Restaurant Manager, and the Restaurant Manager

POS System: (aka Point of Sale) financial system used in both the bakery and Degrees in Mitchell Hall to track and process all guests checks via cash or credit/debit card; Aloha Systems is contracted vendor

Retail area: The bakery and restaurant within Mitchell Hall

Retail shift: The lab component of Hospitality classes HOSP1109, HOSP2216, HOSP2219, and HOSP2271; required for students' grades; students complete a different retail shift every week in one of the retail areas in Mitchell Hall

Server: student role in Degrees with duties including greeting and assisting all restaurant guests, answering guests' questions about the menu, taking and delivering food orders, and assisting with FOH needs; reports to the FOH Preceptors, Assistant Restaurant Manager, and the Restaurant Manager

Starfish: accessed through Blackboard; software system used by students to schedule retail shifts in Mitchell Hall

Culinary Management  
Apprenticeship Meeting  
Baking Tourism Cameron State Mitchell Nutrition Foodservice Certificate  
Casino Columbus Event Restaurant  
Career Food  
Arts Hospitality  
Hotel Hall  
Pastry  
Major