



## **HOSPITALITY SERVICES**

### **Time and Attendance Program – FAQs**

#### **THE CARD:**

- 1. Where do I get my card to be able to clock in/out?*  
Your card will be issued by your Supervisor. Note, this is not your Western ONECard - it is a separate MICROS card.
- 2. What happens if I lose my card?*  
Let your Supervisor know right away. A replacement card will be requested and every effort will be made to have a replacement card to you by the next business day.
- 3. If my supervisor isn't available, how do I tell them if there's a problem?*  
Each unit will have a communication tool in place which will be explained to you with the introduction of the new program.
- 4. What happens if I've lost my card and haven't received my replacement card yet?*  
You will need to communicate your situation to your supervisor via the communication tool implemented in your unit.
- 5. What happens if I find my lost card?*  
If you've received a new one, please turn the found card in to your Supervisor.
- 6. Can I just leave my card in my unit?*  
No. This is YOUR personal identification card for the Time and Attendance system. Treat it as you would any other personal identification or financial card.
- 7. What should I do if I find someone else's MICROS card?*  
Please return the found card to your supervisor.
- 8. What happens if I forget my card?*  
Immediately communicate this to your Supervisor. Remember... this card is now part of your uniform compliment and it is mandatory to have it with you at all times.

9. *Is there a cost for a replacement card?*

At this point, there will be NO CHARGE for replacement cards (except in the case where there is a recurring pattern of loss or abuse of the card by an employee).

## **THE PROCESS**

10. *Where do I clock in?*

In most locations, you will simply swipe your card through the MICROS POS (the cash register). There may be a few exceptions which will be communicated to you by your supervisor.

11. *How do I know if I've successfully clocked in?*

You will see a "Confirm your job assignment -default" message on the screen. You will need to select the "yes" option on the screen. If you are still unsure, swipe again, and you will be asked if you want to clock out.

12. *Should I clock out for my breaks/lunch?*

No – the system will automatically account for your entitled lunch break.

13. *How do I know that I will be paid for requested vacation time, floating holiday or accumulated time?*

COMMUNICATION IS KEY!!! You will need to communicate your request to your supervisor or manager for approval. At your requested time off, the supervisor will manually enter the information into the system for you.

14. *Can I have someone else clock me in or out?*

No. This practice is strictly prohibited and may be subject to disciplinary action.

15. *What do I do if I'm asked to move from one location to another during my shift?*

Your supervisor will advise you of the proper procedure.

16. *What if I don't agree with the time on the MICROS POS (cash register) system?*

All our registers are linked to Western's time system which is the recognized time everywhere on campus. In the case of any discrepancy with wall clocks, watches, etc., the time on the MICROS POS system (cash register) will be considered the time of record.

17. *What happens if I forget to clock in?*

Communicate this to your supervisor and clock in right away. If your supervisor is not available, clock in and make them aware as soon as possible.

18. *What happens if the system is down?*

You will not be able to clock in. Once the system is back up, your supervisor will let you know and you will be able to clock in. Please communicate with your supervisor and they will make any necessary adjustments. Rest assured, you will be paid for your hours worked.

19. *Will there be a window of time to clock in or do I need to clock in at the exact start of my shift?*

You can clock in up to 7 minutes prior to the start of your shift.

20. *If I'm in an acting position or have a temporary posting, how do I indicate those hours?*

Communicate this information to your supervisor.

21. *How do I get paid for staff meetings and/or training sessions?*

Attendance will be tracked at the meeting/training session and these hours will be manually accounted for in the system.

22. *What happens if I've clocked out and then am asked by my supervisor or manager to stay longer?*

No problem - simply clock back in.

23. *What happens if I'm sick or have a doctor's appointment?*

COMMUNICATION IS ALWAYS KEY!!! You will need to communicate your information to your supervisor or manager, and they will ensure the absent hours are entered into the system for you.

24. *In situations where I have worked hours that I am permitted to accumulate, or when I want to use my accumulated time, what do I do?*

Communicate this to your supervisor and they will ensure that your time is appropriately recorded.

25. *How do I get my statutory holiday pay?*

The system will automatically recognize and pay statutory holiday entitlement and other University-mandated holiday days as per the CUPE Local 2692 Collective Agreement.