



Kensington Kitchen Space Policy & Procedure Handbook

[6/2010]

This handbook is intended to provide Kensington Kitchen Space (KKS) policies and information to our clients. Clients are responsible for all content, and expected to adhere to the rules and policies within.

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Changes to our policies

KKS will release amendments and new versions of this document as the need arises, and will communicate to clients in a timely manner that these changes have been made. At any point in time, the current version of the document will be available from www.greensgrow.org/kitchen. Our clients should check the website regularly to familiarize themselves with the current policies and information.

Requirements for Kitchen Use

Before reserving kitchen time with KKS, as well as during any use of our facilities, clients must:

1. Provide a copy of a Certified Food Handler's License Philadelphia / Philadelphia County for our files which clients can obtain from the City of Philadelphia, and carry the original during any kitchen use.
2. Provide a copy of a valid Food Production, Retail or Service Permit (depending upon the type of business) from the City of Philadelphia
3. Provide a copy of a valid Change of Ownership Inspection application which involves submitting an application to the city, and an on-site inspection carried out by the City of Philadelphia.
4. Provide proof of liability insurance with KKS listed as additional insured, and maintain such policy for the duration of any kitchen use.
5. Sign a copy of the latest Policy Handbook Operating Agreement, available on page 10 of this handbook.

Copies of these documents should be faxed to KKS on 215-475-4670 prior to the first booking.

Reservations

Initial contact should be made by phone to begin process. Call 215-427-2780 and ask for Mary or Leah. Reservations can be made via the KKS website. The schedule on the website will contain the most current information, and will ensure that only space that is actually available is booked.

Reserving Time

Time can be reserved for any time during the next two months. This restriction does not apply to customers who have long term commitments with KKS (see below). When booking, clients should ensure that they follow the instructions. KKS will not be held responsible for any bookings which are not made correctly.

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Confirmation

After a reservation has been made, the client will receive an email confirming the space booked, and the date and time. The client will then receive a second email with a PIN code (if a PIN code has not already been issued to the client previously) and an estimate of the amount that will be due. Note that this is an estimate only – the amount actually owing will be shown in the official invoice submitted at the end of each week.

Security deposit

Upon making a booking, the client will be required to provide a deposit of \$100. This deposit is completely refundable provided that:

- a) full payment for the booking is received in accordance with the terms set out below in “Payment”; and
- b) the space is left in the same state as when the client entered the space. This includes all equipment working and the space being clean.

If these conditions are met to the satisfaction of KKS, the deposit will be refunded. Alternatively, clients may choose to leave the deposit on file for future bookings.

Payment

Invoices will be issued on a weekly basis for time used during the preceding week (a week is defined to be Monday 12:00am through Sunday 11:59pm). Payment must be received by KKS within 3 days of receiving the invoice.

Late payments

Failure to pay within 3 days will result in a late fee of \$25. The late fee will be added to the amount owing. If an account remains unpaid for 7 days an invoice has been issued, the client authorizes KKS to subtract the amount owing and late fees of \$50 from the client's security deposit.

Payments by check

If paying by check, the check must be made payable to Greensgrow Philadelphia Project, and mailed or delivered to 2503 East Firth Street, Philadelphia, PA, 19125. In order to avoid late fees, the check must be received within 3 days of receiving the invoice.

While personal checks are accepted, clients will be responsible for all fees and charges levied upon KKS as a result of a check being denied for insufficient funds. Please make sure that sufficient funds are available if checks are used.

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Cancellation Policy

Once time has been reserved, it becomes unavailable to other clients. Because of this, KKS maintains a cancellation policy to ensure kitchen time / dining room time does not go unused. We encourage our clients to carefully consider how much time is needed, and to use any overbooked hours for preparation, organization, experimentation, etc.

Cancellation Policy

The following is our cancellation policy for kitchen time:

- Reserved kitchen / dining room can be cancelled with a full refund up to 14 days prior to the rented time
- Reserved kitchen time / dining room can be cancelled with a 50% refund up to 5 days prior to the rented time
- Cancellations made less than 5 days prior to the rented time will receive no refund.

To cancel time, clients should send an email to bookings@kensingtonkitchenspace.com

Scheduling Hours & Unused hours

The kitchen is open for use Monday through Sunday 9am-9pm. Previously scheduled events will influence reservation times, so current schedules must be discussed before times can be confirmed. Reservation times that fall outside the current operating schedule may be planned under certain circumstances. See online calendar at www.greengrow.org/kitchen for more up to date information on our calendar.

Unused hours for the kitchen / dining room cannot be carried forward.

Kitchen reservations cannot be transferred or otherwise exchanged without prior approval from KKS.

Long term commitments

KKS will accept long term commitments from clients who know they will need kitchen time on a regular and consistent basis. Commitments must be for 3 months, and be for a minimum of 10 hours per month.

Customers who sign a 3 month commitment will be entitled to:

- 10% discount on rental rates for the committed hours
- the ability to book kitchen time for the entire 3 month commitment at the beginning of the commitment

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- clients will be billed at the calendar end of each month for the time used during that month

There is no obligation to specify the times which will be used during the 3 month period – instead, clients can make bookings using the website at any time. Changes to booked times can be made up to 5 days prior to the booked time; no changes can be made within 5 days of the booking. No refunds will be given for any unused hours during the 3 month commitment.

Therefore, KKS strongly recommends that customers should only sign a 3 month commitment if they will use all of the kitchen time to which they are committing.

Discounted rate

Discounted rates will be offered to clients who use the kitchen for a minimum number of hours per week. At the end of each week, KKS will total the number of hours used and will apply the appropriate rate in calculating the amount payable for that week, or the set fee agreed upon at time of contract signing.

Usage & Other Associated Fees

Fees for Kitchen use are on a sliding scale basis of \$11-\$20 per hour or a set fee for an entire day to be determined between customer and operator based on circumstances. Fees are subject to change based on operator's discretion. Also see the section Long Term Commitments (page 4-5) for additional information on fees and discounts.

On occasion, it may be necessary to charge fees in addition the money paid to use the kitchen / dining room. For example:

- increase or decreases for the rental based upon the actual number of hours used
- charges for extra, unscheduled time
- cleaning fees, damage to kitchen equipment, or loss of kitchen keys
- multiple users at one time

In these situations, KKS will send an additional invoice to the client. The additional invoices must be paid within one week of receipt by the client. It can be paid for by check or cash in the manner described above.

Entering the Facility

Once a relationship has been established and references secured, the client will be issued a key. The facility is a secure facility and can only be entered through the Trenton Street entrance. A returnable \$75 Key charge will be made. If you lose your

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keys you will have to pay full price to get another copy made. No additional keys may be made and handed out. Breach of this security will result in expulsion from kitchen.

Using Extra Time

KKS allows a 20 minute bonus time at no charge to INSURE that kitchen is cleaned to our standards. Please respect other people using the space and plan appropriately. This means booking enough time for loading and unloading, prep time and time to clean.

If another client has reserved time, and they agree to sharing time, work with them to ensure that all work can be done. Clean up as much of the space as possible to make room for those you are sharing time with.

Extra time will be charged to the client's account.

Storage

KKS is not able to provide storage at this time at this facility. You must bring and remove your equipment, ingredients packaging and other materials with you and remove them all at the end of your shift.

- KKS is not responsible for equipment, food, clothing, etc left at the kitchen.
- Do not store anything on the kitchen floor.
- Do not store anything on the speed racks, unless you have made special arrangements with KKS staff
- Do not store anything in KKS equipment (such as mixing bowls, sheet pans, pots, etc).

Note that if any equipment or food is improperly stored, KKS staff may either move the items and/or discard them.

Any stored food that, in the opinion of KKS staff, poses a health risk will be discarded.

Parking

Parking is available for our clients in the parking area on Trenton Street. You may back in to unload your vehicle during rented kitchen time. If you have special parking needs, please ask us. KKS is not responsible for any damage, theft, parking tickets, towings, etc.

Using Shared Equipment

Equipment has been provided to KKS's clients as part of the hourly rate.

There are a number of items and supplies that while widely used, due to a high variance in use between customers, KKS **does not** provide. These items should not be

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considered available for use without prior approval of KKS. This includes, but is not limited, to the following:

- Parchment paper
- Plastic wrap
- Garbage bags (other than for normal trash usage in the kitchen)

Please note that any personal equipment brought into the kitchen must be preapproved by the Health Department. More information regarding usage of the kitchen's equipment is located in the General Procedures section pages 8-9 of this handbook.

Phone usage /Wireless

A telephone is available in the kitchen for the use of our customers on an emergency basis only. Please respect this rule. Wireless is not currently available in the building but Clear Channel/Cricket and other wireless provider signals are picked up.

Kitchen Use and Cleaning Policies

General guidelines

Clients using KKS facilities are expected to follow all proper sanitation requirements as well as keep the kitchen in a clean and professional state. Clients are also expected to properly clean and sanitize after their shift, and keep the kitchen ready for use by the next shift. Our kitchen may be busy at times, and it is important that the kitchen remain professional and clean for visitors, whether it's the health department, other (potential) clients, customers, service people, etc.

The following is a quick reference for important, specific guidelines and requirements which must be followed at KKS (in addition to all standard sanitation expectations). Additionally, this section contains further details about specific kitchen uses and activities. Also note the guidelines for kitchen procedures for further information.

Note that any fines incurred by KKS as a direct result of a client or client's employee failing to abide by these policies will be charged to the client's account.

Additional cleaning

If the client does not clean the space in accordance with these guidelines, a cleaning fee will be imposed. This will be charged at the rate of \$50 per hour, and will be based upon the time taken to clean the space. The additional fee will be included in the invoice to the client.

If the client fails to clean the space in accordance with the guidelines on more than 1 occasion, they will not be permitted to use the space until KKS determines it acceptable. Any bookings made by the client will be cancelled and will be subject to the cancellation policy.

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Dish washing

Proper dish washing and sanitizing is important for both public health and cost containment. Clients are expected to scrape and pre-rinse in the double sink and follow the standard wash, rinse, sanitize procedure in the triple sink.

Scrape into the trash and pre-rinse all heavily soiled dishes, including large food scraps, greasy/buttery equipment, animal products, etc in the double sink. This will make washing in the three-compartment sink easier, as well as save costs associated with overuse of soap and sanitizer due to changing dirty dish water.

Use the triple sink for standard wash, rinse, sanitization of all dishes and equipment. If any compartment becomes dirty or too cold, empty the compartment, clean the sink, and refill as needed. However, scraping and pre-rinsing should keep this to a minimum. KKS does not have a mechanic dishwasher. Make sure all pots, pans and utensils etc...are dried before putting away.

Sweeping and Mopping Floors

Clients are expected to sweep and mop the floors in all areas they use, including the sink areas. Fill the mop bucket with fresh hot water and bleach (provided). When finished mopping, empty the mop bucket, rinse and ring the mop, and hang it above the slop sink to drip dry. Replace broom and dustbin to the storage area. Be sure to sweep under and behind tables and equipment.

Wiping Down Equipment

Wipe down all equipment used at the end of your shift. Always use a clean rag, first with soap and water, followed by sanitizer solution. Be sure to wipe down any equipment used (don't forget often overlooked items like sheet pans, mixers, food processors, the table can opener, and the inside of the microwave). For equipment that disassembles into smaller parts (i.e. the table can opener, mixers), wash, rinse, and sanitize the parts in the three compartment sink. If the stove is heavily soiled, remove the grates and wash in three compartment sink, otherwise wipe down the stove top if used.

Trash Removal

Waste Management containers are stored in area outside kitchen through the rear door. Please put all unrecyclable garbage in the dumpsters at end of shift and replace trash can liners.

General Procedures

Personal items storage:

- *No personal items may be stored in the kitchen at any time. A closet in the main community room will be available for your personal items. This closet can be locked.*

Food items storage:

- *KKS does not provide space for dry goods, freezer or refrigeration items or for utensils or production tools specific to your product. At the end of your shift you must remove all of these items from the KKS.*

Food Items Stored in Fridge and Freezer:

- *No items may be stored beyond the duration of your shift. Any foods left in fridge or freezer will be removed. The Philadelphia Department of Health requires that you store your food products in an approved area. See Health Dept. regulations.*

Cooking Procedures:

- *The Philadelphia Board of Health standards for cooking times and temperatures' should be maintained at all times. Thermometers are always in kitchen should you not have one with you. All food handling standards for cold foods should be adhered to at all times.*

Equipment Use Procedures:

- *All stationary equipment is to be used according to manufacturers' recommendations (stoves, ovens, mixing bowls, steam kettle etc). Moveable kitchen equipment such as Cuisinart should be promptly unplugged and washed immediately after use. Report any damage to blades to Kitchen Manager immediately or you will be charged to replace parts. All common kitchen equipment must be washed in sanitizer before returning to its proper place. Large ladles, tongs etc...should be re-hung on oven racks and all pots should be stored upside down. Please also note that any personal equipment brought into the kitchen must be preapproved by the Health Department. Please note that any personal equipment brought into the kitchen must be preapproved by the Health Department.*

Procedures for Allergens:

- *The KKS facility is used by multiple parties. We are not a peanut, tree nut, egg or dairy free kitchen. If you have issues with particular foods, please let us know before signing an agreement so we can*

determine if our facility is right for you. Allergen information must be declared when labeling your product.

Personal Health Procedures:

- *We are committed to the health and well being of all those who use the kitchen as well as those who consume the products made in our kitchen, so we cannot allow anyone with the following symptoms to work at the kitchen: diarrhea, fever, vomiting, jaundice, sore throat with fever, or lesions on exposed body parts. Nor can we allow anyone with the following diagnosis to work in the kitchen: salmonellosis, shigellosis. Escherichia coli, Hepatitis A virus, or Norovirus. Also we require notification and proper City of Philadelphia Health Dept. required action if you or anyone you come into contact with is exposed to, or suspected to be exposed to an outbreak of the above mentioned illnesses.*

Labeling Procedures:

- *All products must be labeled with a complete list of ingredients. Check with your local Dept. of Ag to determine what type of compliance is necessary for your product. Also see Allergen Procedures listed above.*

**Customer Information Sheet, Operating Agreement & Handbook
Acknowledgement**

Company Name: _____

Contact Name: _____

Contact Phone Number: _____

Alt. Phone Number: _____

Mailing Address: _____

E-mail Address: _____

Brief Summary of Business:

Credit Card Information:

Name on Card: _____

Bill address: _____
(if different from above)

Number: _____

Exp Date: _____ Sec Code: _____

Operating Agreement & Handbook Acknowledgement

By my signature below I confirm that I have received a copy of the Kensington Kitchen Space Policy Handbook and have taken the time to review this handbook and its contents so that I am fully aware of the policies and responsibilities contained therein. I understand that it is my responsibility to comply with the policies contained within the handbook as a condition of my use of the Kensington Kitchen Space and I will fulfill my written and verbal agreements made with the operators of the Kensington Kitchen Space.

Signature: _____

Print Name: _____

Date: _____