



Policies and Procedures
For Single-Use Clients & Non-Members
November 2010

Revised 6/19/17

Purpose: The purpose of this manual is to provide users of The Platform at the Cooks' Kitchen (TPATCK) with information regarding our policies and procedures. **Users are responsible for becoming familiar with all content**, and are expected to adhere to the policies and procedures within. Violation of these policies may result in fines and/or cancellation of services.

TPATCK will amend and release new versions of this document as the need arises. When a revision is made, the new policy and procedure manual will replace the old one on TPATCK's website. A "Revised Date" will appear on the cover page. At any point in time, the current version of the document will be available from www.TheCooksKitchenNashville.com. Users should check the website regularly to ensure that they have the most current information available.

Requirements to Use TPATCK: Before reserving kitchen time with TPATCK, clients must:

1. **Contact Us:** Interested users of TPATCK should first contact our office at (615)428-9224 to schedule a site visit to be sure that we can accommodate your production needs.
2. **Sign Up:** Sign up to set up your account by going to TPATCK website, www.TheCooksKitchenNashville.com, and clicking on the "Sign Up" button found at the top of all of the web pages.
3. **Attend Orientation:** A mandatory facility orientation and training course is offered free of charge to TPATCK users. Call or email The Cooks' Kitchen to schedule orientation. Allow approximately 30 minutes.
4. **Submit User Agreement:** Provide all three pages of your initialed and signed User Agreement at orientation. The User Agreement is available from www.thecookskitchennashville.com. A new User Agreement is required with each reservation.

Preparation and packaging of raw, non-USDA inspected meat for retail or wholesale is prohibited at TPATCK. This process requires USDA certification and oversight, which is not available at our facility.

Premises: Premises (defined as the whole building **and** total parking surface, including the driveway, which represents our physical address) are to be used for food related business only.

Code of Conduct: Our goal is to provide a pleasant working environment for our clients as well as for our employees. All employees, customers, vendors and business associates should be treated with courtesy and respect at all times. Individuals on TPATCK premises are expected to refrain from fighting, "horseplay" or other conduct that may be dangerous to themselves or others. Conduct that threatens, intimidates or coerces another employee, customer, vendor or business associate will not be tolerated. TPATCK resources may not be used to threaten, stalk or harass anyone at or outside the workplace.

TPATCK treats threats coming from an abusive personal relationship as it does other forms of violence. Indirect or direct threats of violence, incidents of actual violence and suspicious individuals or activities should be reported as soon as possible to a Supervisor or TPATCK staff. When reporting a threat or incident of violence, be as specific and detailed as possible. Do not intervene or attempt to intercede during an incident. **Unlawful activity is not allowed on the Premises.** Alcohol is allowed on the premises for use in recipes only. No consumption of alcohol is allowed on the premises. Fire arms are allowed with valid carry permit only.

Reservations: Reservations can be made by calling TPATCK during regular weekday business hours, 8 am – 5 pm, at 615-428-9224. A TPATCK representative will assist you.

Reserving Time: Reservations may be made up to 30 days in advance and must be paid for at the time the reservation is made (See Payment section below).

When booking, clients should ensure that they allow enough time for clean up (see Cleaning Policies below). Our TPATCK representative will be able to assist with estimating time requirements.

Confirmation: After a reservation has been made and payment has been posted, clients will receive an email confirming the space, date and time booked. The client will then receive a separate email as a receipt of payment for actual time reserved.

Security Deposit: A credit card on file or a \$300 security deposit will be required at the time of booking. This deposit is fully refundable provided that:

a) The client has not incurred additional fees from kitchen use which includes but is not limited to time overage and/or cleaning fees,

And

b) The space is left in the same state as when the client entered the space. This includes the kitchen being clean and all equipment in working order.

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

Payment: Full payment for all reservations is required at the time of scheduling and clients will be prompted for payment before any reservation is confirmed. Any additional fees incurred from kitchen use (i.e. time overages, cleaning fees), will be deducted from the security deposit and any remaining deposit balance will be refunded. Fees exceeding the security deposit, will be invoiced and must be settled

at time of receipt. Invoice payments are to be mailed, brought in or processed by phone, to The Platform at the Cooks' Kitchen, 1500 2nd Ave. So., Nashville, TN 37210. Fees not settled within 2 weeks of the date of invoice, will cause any remaining reservations to be cancelled. Such cancellations are subject to the terms of our cancellation policy below.

Credit and Debit card payments: We accept Visa, MasterCard, Discover and American Express payments. Payments will be processed by phone at time of booking by a TPACK customer service representative during normal business hours. A 3% card processing fee applies.

Payments by check: TPACK does not accept checks.

Discounted rates: Discounted rates are available for members only.

Default: Client agrees to pay reasonable attorney fees and/or costs to collect, should third party collection be required.

Cancellation Policy: Once time has been reserved, it becomes unavailable to other clients or members. Because of this, TPACK maintains a cancellation policy to ensure kitchen time does not go unused. Since we do not issue refunds, we encourage our clients to carefully consider how much time is needed, and to use any overbooked hours for preparation, organization, etc.

Cancellation Policy: The following is our cancellation policy for kitchen time:

- Reserved kitchen time may be rescheduled without penalty anytime up to 5 days prior to the reserved time.
- Cancellations made less than 5 days prior to the reserved time cannot be rescheduled nor refunded.

To cancel time, email your request to TPATCK@gmail.com.

Unused Hours: Unused hours for the kitchens cannot be carried forward or refunded.

Other Fees: On occasion, it may be necessary to charge fees in addition the money paid to use the kitchen. Such fees may include, but are not limited to kitchen time overages and cleaning fees.

If other fees are incurred, the additional fees will be deducted from the security deposit. Any remaining deposit balance will be refunded. Fees exceeding the security deposit will be invoiced and must be settled at time of receipt. Invoice payments are to be mailed or brought to The Platform at the Cooks' Kitchen, 1500 2nd Ave. So., Nashville, TN 37210. Fees not settled within 5 days of the date of invoice, will cause any remaining reservations to be cancelled. Such cancellations are subject to the terms of our cancellation policy above.

Facility Access: The facility is a secure facility. Non-member access and use will be issued at management's discretion and may be limited to TPATCK staff availability for supervised time.

Kitchen Time: Clients are expected to finish and clean within their reserved time. Please respect other clients and members using the space and plan appropriately. This means booking enough time for loading and unloading, prep time and time to clean.

Storage: Storage is available for members only.

Parking: Parking is available for our clients in the parking lot during rented kitchen time. If you have special parking needs, please ask us. TPATCK is not responsible for any damage, theft, parking tickets, towings, etc.

Using Shared Equipment: Equipment has been provided to TPATCK's clients as part of the hourly rate. Clients are welcome to use the equipment in their space. If they need equipment from another space, they must make sure it is not being used by the client or member in the other space.

Kitchen Use and Cleaning Policies:

General guidelines: Clients using TPATCK facilities are expected to follow all proper sanitation requirements as well as keep the kitchens, prep, dish machine and surrounding areas in a clean and professional state. Clients are also expected to properly clean and sanitize after each use, and keep the kitchens, prep, dish machine and surrounding areas ready for use by the next client. Our kitchens may be busy at times, and it is important that the kitchens remain professional and clean for visitors, whether it's the health department, other (potential) clients, customers, service people, etc.

Appendix A is a quick reference for important, specific guidelines and requirements which must be followed at TPATCK (in addition to all standard sanitation expectations). Additionally, this section contains further details about specific kitchen uses and activities.

Note that any fines incurred by TPATCK 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 occurrence. The additional fee will be included in the invoice to the client for immediate payment.

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 TPATCK

determines it acceptable. Any bookings made by the client will be cancelled and will be subject to the cancellation policy.

Dish washing: Proper dish washing and sanitizing is important for both public health and cost containment. Clients are expected to scrape into garbage, pre-rinse and follow the standard wash, rinse, sanitize procedure in the triple sink or dish machine (see dish machine procedures posted by the dish machine).

Scrape into the trash and pre-rinse all heavily soiled dishes, including large food scraps, greasy/buttery equipment, animal products, etc. This will make washing in the three-compartment sink or dish machine 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. When sink compartments become 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.

Sweeping and Mopping Floors: Clients are expected to sweep the floors in all areas they use and mop up any spills. When finished mopping, empty the mop bucket, rinse and ring the mop, and hang it above the mop sink to drip dry. **Do not leave dirty mop water in bucket. Do not store mop with head down in bucket.** Replace broom and dustpan to the storage area. Be sure to sweep under and behind tables, sinks 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.

Dumpsters: For rodent and pest control, all garbage is to be bagged and tied before being placed in the dumpsters. No whole boxes in dumpsters. Boxes must be broken down flat and placed in provided recycling containers. Close all doors and lids after each use.

SECURITY

Security is everyone's responsibility! To promote safety of persons and property, observe the following:

Entrances: Doors leading into the facility are to remain locked and secured at all times. Do not disable any locks. If a door needs to be propped open for loading/unloading, re-secure the entrance as soon as possible. **Do not open doors for unexpected visitors.** A sign is posted on the front door directing visitors to call the person expecting them, or the TPATCK office, for entry.

Appendix A: Kitchen Use Policies Reference

Attire

- Aprons or chef jackets must be worn by anyone using the kitchen.
- No sandals or open-toed shoes are to be worn by anyone using the kitchen, even when picking up or dropping off.
- Cover hair.

Health and Safety

- No eating in the kitchen. Drinks should be kept under the tables with lids/caps on them. Disregard if the kitchen is being used for a cooking demonstration or a cooking class.
- Persons exhibiting signs and symptoms of acute illness, including, but not limited to, fever, productive cough, sneezing or eye drainage, are prohibited access to the facility as deemed appropriate by facility staff until such conditions have resolved.
- All cuts, open wounds, and skin lesions must be covered with a dry bandage with all edges securely sealed to skin during facility use.

Sanitation and Cleaning

- Scrape into garbage and pre-rinse all heavily soiled dishes (large scraps, greasy/buttery bowls, grounds, animal products).
- Wash all dishes and equipment in the 3-compartment sink (right to left: wash, rinse, sanitize).
- Air dry all dishes, inverted on speed racks or drying racks.
- Air dry all equipment.
- Follow all proper sanitary guidelines for preparation of meat, including proper sanitization of equipment, tables, cutting boards, etc.

Finishing

- Be sure that all dishes, bowls, pans, etc are clean for the next person that will be using them. Particularly any greasy/buttery residue and baked-on food.
- Wipe down and sanitize all counters, tables, sinks, & equipment (doors, handles, knobs, controls, bases, etc) using sanitizer and a clean towel. Don't forget the stovetop and the inside of the microwave.
- Sweep and mop all areas in which you have been working.
- Take out your trash. Trash bags should be tied and placed in the large dumpster in back.
- Empty any trash that has spilled outside of a bag, and into the garbage can. Replace all trash bags with clean bags.
- Clean and break down all cardboard/paper boxes. If boxes are heavily soiled, put them in the trash.