



Commercial/Non-Commercial Kitchen Guidelines

This is a SHARED facility, and each person must assist in keeping the facility in excellent condition. The cost of renting is for operation fees only and those using for free should be more than willing to do their part to keep the facility in excellent condition for our county.

GATE Center Kitchen Use Policies

Rate Schedule

The attached rate sheet shows the fees attached to the different services provided by GATE Center Kitchen. This may be changed at any time. Efforts will be made to give users as much notice as possible before changes are made.

Standard Operating Procedures (SOP's)

The attached SOP's are the core tools to ensure that all food production at the Kitchen takes place in a safe and sanitary manner. Each business needs to develop their own SOPs for their particular manufacturing or food preparation process. At a minimum, they must include all applicable guidelines from the GATE Center Kitchen SOPs. The GATE Center Kitchen SOP's may be updated periodically and will be sent out electronically as well as posted in the Kitchen. It is the User's responsibility to see that every employee/helper receives, understands and follows any updated policies.

Facility Use

If your desired Production Area is unavailable when you want it, you must reschedule your production plans. Special requests must be sent by email to the Facility Manager at least 48 hours in advance. You will be charged for the amount of time you schedule, plus any documented overages. It is up to you to accurately anticipate your use. There will be a one-month grace period for minor overages when you start using the facility to help you learn how much time you need to schedule.

Cancellations

Cancellations of scheduled Kitchen use must be received as soon as possible but NO LATER than 24 hours in advance. Repeated cancellations may result in the User being denied use of the facility. Users who reserve

production time and fail to show up with no prior notification WILL NOT BE REIMBURSED for any prepaid fees.

Eligible Users

Only those Users and their employees that are listed and authorized by the Facility Manager are allowed to be in the production area. Every User and employee must be listed in the User application. The registered user is responsible for any and all issues arising while their employee/helper is using the facility, even if the registered user is not present. The registered user should ensure that all of their employees/helpers fully understand and are in compliance with the SOP's and safety/sanitation standards. GATE Center Facility Manager will report serious violations to the registered user by phone or email; the User shall respond and correct the matter within 24 hours.

NO CHILDREN UNDER 16 are allowed in the kitchen areas, except for educational activities.

NO LIVE ANIMALS are allowed inside the building at any time.

The Kitchen is a smoke-free and drug-free facility.

No eating or drinking is allowed in the food production area. All personal items, including food for personal use, must be stored outside of the food production area.

Set-up and Sign-In Sheets

All Users are required to sign-in on a Production Sheet when they arrive at the facility at their scheduled time and begin to prepare for production. Before the paid production time, there is a no-fee 15-minute set up time to allow Users to bring their needed equipment and supplies and clean and sanitize their workspace. This no-fee time should not be part of the scheduled production time. If a User has a reservation during your cleaning time, please work to accommodate. If there are any non-emergency issues the Facility Manager should address, please note them on the Production Sheet. Failure to accurately sign-in and out may result in the user being denied use of the facility.

Cleaning and Sign-out

At the end of the scheduled time, each User must thoroughly clean and sanitize their work area. The no fee 15-minute clean up time is to be used for tasks such as sweeping, mopping, sanitation, and equipment cleaning. This time cannot be used to wash bowls, utensils, etc. That time needs to be built into your production time. After all cleaning is done, note the time you leave on the Production Sheet. The no-fee 15-minute clean-up time must occur after the end of your paid, scheduled production time. Abuse of this cleaning time may result in additional hourly processing charges.

Facility Failure

In the event of equipment failure or other facility issues that compromise production, no charge will be made for lost hours. Users MUST fill out a Facility Incident Report (on the Production Sheet) within 24 hours of the occurrence to be eligible for a credit.

The Facility Manager is available during regular business hours. If the Facility Manager is not on duty, you may call the Facility Manager **ONLY IN THE EVENT OF AN EMERGENCY** at 276-768-8162 or 276-744-0201.

Garbage Disposal

Users must dispose of garbage in the dumpster outside the facility. Recyclable materials must not be put in the garbage. Please put cardboard, metals, and plastics in the recycling bin. Cardboard must be broken down before being placed in recycling bin.

Shared-Use Facility

Please remember that this is a shared-use facility with **NO** janitorial service. If you notice that trash containers in the kitchen or prep area are full, please empty them into the dumpster and re-fit them with provided plastic trash bags. Also, be aware that the conference room may be in use, so as much as is reasonable, try to minimize excess noise.

Small wares

Users will provide their own towels, pots, pans, packaging, small wares, and other special items necessary to their specific production needs. Select small wares are available for an additional fee. Do not leave your personal small wares or cleaning rags in the kitchen, and remove them from the facility after each use. They may be thrown away without notice. Users should invest in their own scales and thermometers if they have regulatory and record-keeping needs.

Shared Carts and Rolling Racks

The GATE Center Kitchen has a few speed racks and rolling carts that are aides during production. They are not to be used for long-term storage and should be cleared as soon as possible to allow for use by other users.

Deliveries

GATE Center Kitchen does not receive shipments addressed to Users. It is the responsibility of the User to make arrangements to be on-site when deliveries are scheduled or they may be refused.

GATE Center Kitchen Property

No equipment or other items belonging to the Kitchen is ever allowed to leave the premises.

Fines

The fine for violation of Facility policies is a minimum of \$100.00 per occurrence.

Dismissal

As per the User Agreement, GATE Center Kitchen reserves the right to terminate the contract and deny use at any time.