



## KITCHEN HANDBOOK

This handbook is intended to provide SAAGE Culinary Studio policies and information to our members. Members are expected to read this and adhere to the rules and policies within, as bound by their signed Agreement. SAAGE reserves the right to change/add/remove any policy in this handbook. It is our member's responsibility to keep checking on the handbook from time to time and comply with its full entirety. **Any defaults or non-compliance will result in a minimum \$25 fine, up to termination.** Note that any losses, damages, and/or costs incurred by SAAGE Culinary Studio as a direct result of a member or member's employee failing to abide by these policies will be charged to the member's account.

### MEMBERSHIP

#### ***Required Documents***

Before reserving kitchen time with SAAGE Culinary Studio, as well as during any use of our facilities, members must:

- a. Sign the latest Agreement with SAAGE Culinary Studio and Pay all necessary dues.
- b. Provide a copy of the IL business tax ID.
- c. Provide a copy of a valid IL Food Manager's Certificate (and Food Handler's Certificate for each of your employees, if any) and Allergen Certificate, and carry **the original certificates during any kitchen use.**
- d. Provide proof of liability insurance with SAAGE Culinary Studio listed as additional insured, and maintain such policy for the duration of any kitchen use.
- e. Provide a copy of valid driver's license or state ID for everyone that enters the kitchen.

#### ***Membership Term***

A SAAGE membership term is defined as the period of time between the Start Date and End Date that each member chooses when signing the Main Kitchen Member Agreement. If a member does not begin their membership on the Start Date specified, or terminates their membership before End Date specified, security deposit will be forfeit. At the end of a membership term, members must notify SAAGE management if they choose to renew or if they choose to terminate. If renewing, members will be asked to sign an Extension Amendment for another membership term.

#### ***Contact Info***

SAAGE management will use the phone number and email address provided on the application to contact members. SAAGE may contact members at any time, for any issues or questions relating to membership account, invoices, kitchen-related issues, kitchen emergencies, reservations, defaults/corrective actions, etc. It is the responsibility of our members to respond to every communication from SAAGE in a timely manner. SAAGE Culinary Studio is not responsible for any problems or issues that occur as a result of members not receiving or responding to calls/texts/emails on time. It is important that members notify the management about any change in contact information.

#### ***SAAGE Liability***

Each member is operating under the SAAGE health department license and we remain liable for your

business. Members are not allowed to bring in food that has been prepped/cooked/baked elsewhere, to prevent any chance of contamination. Fully cooked/baked food used as an ingredient in production must be commercially prepared and packaged, purchased at a retailer, and remain in its original packaging when brought to SAAGE.

Members are not allowed to use their home kitchen, or any other commercial kitchen, facility, or restaurant, while concurrently maintaining a membership at SAAGE. Members are not allowed to store ingredients or finished products in a home kitchen or other commercial facility. Ingredients must be stored at SAAGE or brought to SAAGE directly from the store. Finished products must be stored at SAAGE or taken out to be immediately delivered /sold to customers/events/markets.

### **KITCHEN USE POLICIES**

Members using the SAAGE Culinary Studio facilities are expected to follow all proper sanitation requirements, as well as keep the kitchen in a clean and professional state. Members are also expected to properly clean and sanitize after their shift, and keep the kitchen ready for use by the next member. 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) members, service people, etc.

The following points are a quick reference for important, specific guidelines and requirements, which must be followed at SAAGE Culinary Studio (in addition to all standard sanitation expectations).

#### ***Access***

- A. Members will be given keycode access for the **back door**. The code will be changed periodically for safety and current members of SAAGE Culinary Studio will be sent the new code by email/text message to the email address/phone number in our records.
- B. It is the responsibility of each member to ensure their own safety, as well as the safety of the facility by NOT sharing the door code with ANYONE. Also, they are expected NOT to open the back or front door to ANYONE knocking at the door or window. No unauthorized person (customers, delivery people, family, friends, etc.) can enter SAAGE without prior notification to SAAGE management. We entrust the whole facility upon our kitchen members' sense of responsibility.

#### ***Dish Washing***

Proper dish washing & sanitizing is important for both public health and cost containment. Members are expected to scrape & clean dishes into the trash, before following the standard wash, rinse, sanitize procedure in the three-compartment sink. If any filled compartment in the sink becomes dirty or too cold, empty the compartment, clean the sink, and refill as needed. Members shall not use any hand sinks or any prep sinks for washing any dishes.

#### ***Sweeping and Mopping Floors***

Members are expected to sweep and mop the floors in all areas used, including the sink areas. Fill the mop bucket with fresh hot water and floor cleaning agent. When finished mopping, empty the mop bucket, rinse and wring the mop, and hang it above the sink to drip dry. 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 clean it 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, and the inside of the microwave). For equipment that disassembles into smaller parts (food processors), wash, rinse, and sanitize the parts in the three-compartment sink. If the stove is heavily soiled from your cooking, remove the grates and wash in the three-compartment sink, otherwise wipe down the stovetop if used.

### ***Attire***

- Aprons or chef jackets must be worn all the time by anyone using the kitchen.
- No sandals or open-toed shoes are to be worn by anyone using the kitchen. It is recommended that you wear slip-resistant, rubber chef shoes in the kitchen for safety and comfort.
- Long hair must be tied and head must be covered with a hairnet/hat/bandana.

### ***Health & Safety***

- No glass, ceramic, or breakable containers in the kitchen. If you require glass jars for canning/preserving or other use, please contact us before bringing them into the kitchen.
- No eating or drinking in the kitchen.

### ***Sanitation & Cleaning***

- Wash all dishes and equipment in the three-compartment sink (right to left: wash, rinse, sanitize).
- Air dry all dishes & equipment.
- Do not stack cutting boards or sheet pans while they are drying. Dry boards individually on speed racks or drying rack and dry sheet pans inverted on a speed rack.
- Follow all proper sanitary guidelines for preparation of meat, including proper sanitization of equipment, tables, cutting boards, etc.

### ***Finishing Your Shift***

- Be sure that large sheet pans, bowls, etc. are clean for the next person that will be using them. Particularly, any greasy/buttery residue and baked-on food must be cleaned properly.
- Turn off exhaust hood and all equipment after use. Turn off all lights before leaving the kitchen if no one else is working.
- Wipe down & sanitize all counters, tables, sinks, and equipment (doors, handles, knobs, controls, bases, etc.) using sanitizer and a clean towel. Don't forget the stovetop and the inside of the ovens.
- Organize your storage area(s). Please keep all your equipment, ingredients, etc in your designated area, clearly labeled. If you need more room, ask.
- Be sure all food not in its original containers is properly labeled (name, date, and contents).
- Be sure all ingredients and food is always kept inside sealed containers.
- Trash can liners should be tied & placed in the Groot dumpster at the back labeled "**SAAGE**". Pick up any trash that has spilled outside of the trashcan and replace all trashcans with clean liners. The SAAGE dumpster is only to be used for trash produced in the kitchen, during your reservation. We do not allow outside trash in our dumpster.
- Any unused or left-over grease/oil **MUST** be dumped into the **grease dumpster** at the back (labeled Mahoney).
- Sweep and mop all areas in which you have been working.
- Break down all cardboard boxes flat before placing them in the dumpster. Members are instructed not to place any cardboard box without breaking them flat.
- Members are instructed not to place any packaging crates near the dumpster since the waste management company does not clear those items.

## **STORAGE**

**Organize** your storage area(s) **regularly**. Keep any personal ingredients, equipment, storage containers, or products clean and organized in your designated space only. Do not store anything on shelves designated for other members.

All products and food items not in their original containers must be clearly labeled with your business name, current date, and contents. Items not clearly labeled or stored may be thrown away. ***All open ingredients or food must be stored in sealable plastic bins or containers. Ingredients or food must never be left out in the open.***

- SAAGE Culinary Studio 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 unrented racks.
- Do not store anything in SAAGE Culinary Studio equipment (such as mixing bowls, sheet pans, pots, etc.)
- Store all meat on the bottom shelf of the coolers and freezers. If space is limited, ask management staff for assistance in making room.

Note that if any equipment or food is improperly stored, SAAGE Culinary Studio reserves the right to either move the items and/or discard them.

Any storage unit that is rented from SAAGE (dry shelf, cooler shelf, freezer shelf, exclusive-use coolers, exclusive-use freezers, etc) must be maintained and properly cleaned throughout the length of the rental term. If there is any issue with a rented storage unit, members must contact SAAGE management immediately upon discovery of issue. Members must empty and leave rented storage units in clean and sanitary conditions at the end of the rental term. If SAAGE management has to clean and/or empty any storage unit after a member stops rental, the entire cost of cleaning and removal of member's property will be passed onto the member.

## **RESERVING KITCHEN TIME**

Kitchen time can be reserved using our online reservation form. Reservation is on a first-come, first-served basis. Therefore, members are encouraged to check the calendar and fill up the online form with desired available days and hours. Upon receipt of a reservation request, the hours for the requested station are made unavailable to other members. We send our members a confirmation email message when they reserve hours online. Our members are expected to keep a record of all their reserved hours.

Reservation requests will not be accepted over phone or text message. Our members are strictly instructed to follow our reservation rule of using only the online reservation form. All members are expected to check the calendar frequently so that they can finish their production within reserved hours and make the space clean and ready for the member reserved immediately after.

Members must not use the kitchen without prior reservation or notification under any circumstance. Members must not use the kitchen at unreserved times, or use unreserved stations. All kitchen reservations and entrance/exit times are recorded by security cameras.

### ***Purchasing Kitchen Time***

Invoices for monthly memberships, extra kitchen hours, monthly storage, and any extra equipment or space rentals, will be sent on the first day of each month. Invoices may also be sent anytime during the month to address any other unpaid charges on the account. Invoices must be paid before reserving and using kitchen time. Due to high administrative cost, there can be no changes to an invoice once it has

been sent out to our members. Questions or changes to monthly membership must be addressed before the invoice is sent out.

Invoices will be sent with a 3% service fee added to the total. If you choose to pay online, you will incur that 3% service fee. To avoid this fee, check payments may be made to SAAGE Culinary Studio for the invoice SUBTOTAL amount and must be received either in the mail or in-person within the first week of the month, before reserving and using kitchen time. A fee of \$40 will be assessed for any bounced checks. There will be no refunds of any application fees, rental fees, storage rental, membership dues, or other associated fees paid towards a membership, after an invoice is sent and/or paid for.

### ***Cancellation/Rescheduling***

Once kitchen time has been reserved, it becomes unavailable to other members. Because of this, SAAGE Culinary Studio maintains a cancellation/rescheduling policy to ensure other kitchen users are not deprived and kitchen time does not go unused. We therefore encourage our members to carefully plan their reservations. Cancellations/rescheduling must be requested at least 24 hours before the reservation. If cancellation/rescheduling is done within 24 hours of the reservation, the hours will be counted used as reserved. There can be exceptions to this rule with a valid emergency. We reserve the right to ask for proof of such emergency situations.

### ***Using Unreserved Time***

Members are expected to finish and clean within their reserved kitchen time and must not remain in the kitchen outside of their reserved hours. Please respect other people in the kitchen and plan accordingly. Please speak with SAAGE Culinary Studio management should any extra hours be needed. However, there is no guarantee that you will be able to reserve extra hours, as it depends on availability on the calendar.

### ***Scheduling Pick-up / Drop-off***

We do not charge for kitchen use when dropping off or picking up product, ingredients, or equipment. However, members are expected to:

- Be unobtrusive to other members or staff at SAAGE Culinary Studio.
- Require no more than 15 minutes.

## **PARKING**

Parking is available for our members in the front parking lot or near our back doors during rented kitchen time. If you're stopping in but are not scheduled to use the kitchen OR you need to unload/load before kitchen use, please park on the rear side of the building only for any pick-up/drop-off needs. A maximum of 15 minutes is allowed to complete your pick-up/drop-off duties. Please instruct your employees accordingly.

## **ORDERS AND DELIVERIES**

Our members are welcome to establish their own business accounts with vendors and place orders for delivery to SAAGE Culinary Studio directly. Independent orders must abide by the following policies:

- All orders must be made through your own company account.
- Delivery must be scheduled while the member is renting time in the kitchen.
- SAAGE Culinary Studio is not responsible for late or early deliveries. We are not responsible for waiting for orders to arrive, receiving the delivery, or storage upon delivery.