

Crafting your policies and procedures manual?

Here is an example of how to outline the division of responsibilities between the kitchen and the client in your policies and procedures manual.

The kitchen will provide the following services to the client:

- Cleaning, janitorial, and pest control service, outside of routine kitchen maintenance as required by tenant.
- Cleaning supplies, garbage bags, mops and brooms.
- Necessary repairs, replacements, and required maintenance to plumbing, wiring, roof, supporting structural members, locks and heating.
- Basic utilities in common areas and kitchen.
- Exterior maintenance including lighting.
- Snow removal and solid waste disposal.
- Client's orientation session/tour.

All kitchen clients are responsible for:

- Successfully completing the kitchen tour and orientation.
- Cleaning kitchen equipment and facility thoroughly after each use.
- Allowing kitchen staff access to production areas for maintenance and cleaning.
- Ensuring compliance with all local, state, and federal laws and/or statutes.
- Paying rent and other fees in a timely manner according to the kitchen policy.
- Following all Kitchen Rental Agreement terms.
- Obliging by requirements in the kitchen's Client's Handbook or Policy Manual.
- Being willing to work cooperatively in a time-share environment.