

## **Welcome to the Tierra Retreat Center Kitchen!** **Kitchen Orientation and Agreement**

Welcome to Tierra Retreat Center! We have a great facility that we know you'll enjoy cooking in... keeping it bright, light and fun with a great assortment of quality infrastructure. Take a look at our recently updated kitchen inventory list to acquaint yourself with the equipment you have to work with while you are here.

Below you'll find our written Understanding of Use policy for the kitchen as well as some answers to common questions. Please feel free to contact [Eron@tierralearningcenter.org](mailto:Eron@tierralearningcenter.org) with any unaddressed questions or concerns.

### **Tierra Kitchen Understanding**

Food service at Tierra is contracted directly through the hosting party. The hosting party is ultimately responsible for the inventory and health standards of the kitchen facility. Please recognize that Tierra Retreat Center is a "host-less" facility rental. The rental party has agreed to host their own event. Of course the kitchen is always at the center of all things good, so you as food service providers will find yourself in an un-cloistered but oftentimes busy environment.

Below are some talking points that should be discussed between the hosting party and the catering staff *before arrival to Tierra*.

**Example:** You have been hired as a caterer to produce the main wedding meal for the hosting couple who has rented out the Tierra facilities. The hosting group is here for a long weekend. The wedding party has been using the kitchen facility for the previous two days in a very informal manner and as you, the caterer begin to use the kitchen, you are confronted with a well-meaning guest who expects to cook a nice fat brunch (yes, wedding-day morning) for a few friends.... However, you as the caterer need to begin prep work early on the day of the ceremony to be sure the meal is ready on time....

#### **Questions for Caterers and the Hosting Party to Discuss:**

- What is the check in – check out time for use of the kitchen by catering staff?
- What does this timeframe mean for the scope of meals desired during the event?
- Who's washing dishes and bussing during the event? Who is taking out garbage?
- Will the host party have other participants using the kitchen and/or refrigeration facilities during catering hours?
- Are there clear expectations about when and what space will be set aside exclusively for catering use (in fridges or dry goods shelving)?
- What state of cleanliness can the catering staff expect to find the kitchen upon arrival?
- What state of cleanliness is the catering staff expected to leave the kitchen post use?

At Tierra, we often have same day turn a-rounds – you may find yourself hot on the heels of another group or with another group coming in hot on your tails. Smile. The kitchen check-in and out times are tied to the larger facility rental agreement. **Make sure you know when check-in and check-out times are for your event and plan kitchen clean-up accordingly!**

The condition in which the hosting group will find the kitchen when they check-in to Tierra on day one:

- Floors Swept and Mopped
- Surfaces Sanitized
- Ovens Clean
- Walk-in and Reach-in Shelves Clean
- Griddle Top Clean
- Dish Sanitizer Clean
- All Plates and Silverware Counted and Clean
- Glassware Counted and Clean
- Garbage Cans Empty with New Trash Bags

**We strive for this standard and expect that at check-out time the kitchen is returned to this state. Any cleaning left for us to do that is above and beyond (ex: washing any unwashed dishes, cleaning out unwanted food from fridges, emptying over-filled garbage cans etc...) will be expensed to the host party's damage deposit at \$100.00/hour.**

It's our job at Tierra to help food service providers out with infrastructure needs as much as possible –

- We have a fair amount of refrigerator and freezer space. Whenever possible, we allow early drop-off of items that need refrigeration. Please coordinate early drop-off with Eron Drew, the Retreat Center Manager at [eron@tierralearningcenter.org](mailto:eron@tierralearningcenter.org)
- We have a commercial dish sanitizer – no dishwashers. **Please clean trap and screen after meals or the kitchen will get stinky.** Dishes must be rinsed clean before being run through the sanitizer. *Make sure the caterer and the hosting party have an understanding of whose responsibility it is to bus and wash.* Tierra will provide all sanitizing solutions and will make sure sanitizer is running properly upon arrival.
- Tierra Retreat Center is all about Stewardship; many groups implement highly effective guest participation help. Talk to your party and see how the guests can help out with kitchen tasks such as bussing, sweeping, dish washing or garbage removal.
- If the hosting party needs to rent additional dishware or you bring your own, it is the caterer or host party's responsibility to re-sort dishware and to leave the Tierra inventory exactly as found. Missing Tierra dishware (cumulatively over \$100 in value) will be charged against the damage deposit of hosting party.

### **Certifications and Paperwork**

- Paid caterers must provide a valid WA state food handler's card.
- Hosting Party must provide a copy of their Banquet Permit if serving alcohol during the event. Banquet Permits are available through the Washington State Liquor Control Board at <https://lcb.wa.gov/licensing/online-banquet-permit>
- Hosting Party must secure a bartender if providing alcoholic beverages other than beer or wine.

### **Compost, Garbage and Recycling**

Tierra Retreat Center composts and recycles with a concerted effort. Please take a moment to learn the systems – they're easy and your help is greatly appreciated.

- Only food waste goes in the compost; no paper products, no bones and no meat. Two small garbage cans for food waste are available at the back of the kitchen.
- Recycling should be rinsed with caps removed. In Chelan County we have mixed recycling consisting of #1 and #2 plastic, aluminum and tin cans, glass, clean paper and cardboard. Boxes should be broken down. Thank You! Receptacles for both garbage and recycling are provided outside the back door of the lodge kitchen. As long as trash and recycling have been moved to the appropriate outside receptacles, we'll collect this stuff daily (usually early AM).

### **Coffee, Tea and Water**

We have a nice coffee station available for use. There is a mini-fridge for storing cream located just below the high quality brewer that brews directly into a pump thermos (thermoses provided). To work the coffee maker, all you need to do is push the 'On' button and then push the 'Brew' button. The coffee maker will turn off automatically. A second 'back-up' coffee maker is available in the Guest Supply Closet located on the Main Floor of the Lodge. This is a restaurant-style Bunn portable brewer. We have a professional-grade, single pot coffee grinder located in the kitchen. Tierra does not provide coffee, tea, sugar or creamers.

Hot water is available on demand from a spigot on the coffee brewer. There is an additional hot water dispenser and cold water dispenser on a stand-alone water cooler unit located on the Main Floor of the Lodge. Additional 5 gallon re-fillable jugs for the water cooler are located in the 'Water Closet' next to the handicap accessible bathroom on the Main Floor of the Lodge.

## **What to Bring**

All condiments and staples – oil, salt, spices, sugar, pepper, coffee, tea, cream, etc...

All food items

All soft goods including:

- Food Service Gloves-Required when handling any uncooked food per Chelan County health regulations.
- Paper products desired for food service including napkins, cups, plates, and disposable silverware. Tierra's compost is not able to process compostable tableware at this time. Thank you for understanding.
- Parchment Paper (16x 24)-For use on our large baking sheets to ensure easy clean –up and help preserve the quality of the baking sheet surface.
- Plastic Wrap (if needed)
- Aluminum Foil (if needed)
- Take-Home Containers for Leftovers
- Ziploc Bags

Please refer to our **kitchen inventory** for more details.

At Tierra, we are here to help establish good lines of communication. You're always free to contact us directly with facility needs or questions in the weeks leading up to the event.

Thanks for cooking for the party! We hope you feel at home. And if you haven't heard we have an amazingly prolific organic farm located on-site. Please contact Eron & Willy (509.548.6880 x.230) and see what fresh produce they can provide you with for your event!

Thank you again for being a part of the events happening at Tierra.

We look forward to your stay.

Sincerely,

The Tierra Staff

## **Tierra Kitchen Agreement**

Signed:

Date: