SHARED USED KITCHENS: CHALLENGES AND SOLUTIONS

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CommonWealth Kitchen

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WHAT WE DO

Shared Kitchen

PHOTO CREDIT: HORNIK RIVLIN PHOTOGRAPHY
OUR MISSION

➤ We promote equity, opportunity, and resilience through the universal power of food.

➤ Focus on supporting women- people of color- and immigrant-owned businesses
WHO WE SERVE

Different types of companies
TYPES OF COMPANIES

➤ Food Trucks
➤ Caterers
➤ Direct to Consumer Companies (meal kits)
➤ CPG/product companies (shelf stable, cold, frozen)
➤ Bakers (wholesale and direct to consumer)
WHAT WE PROVIDE
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➤ Commercial shared kitchen space
➤ Contract manufacturing
➤ Group Training - financial, production, marketing, food-business specific topics
➤ 1:1 technical assistance - food safety, production, business strategy,
➤ Access to markets - connections to local farmers markets and specialty stores, larger grocery chains, and institutional markets (depending on business size)
➤ Network of food business entrepreneurs (note: non-profit staff capacity, fundraising ability)
OUR FACILITY

Dorchester, MA
SHARED KITCHEN

➤ Preventing Cross Contamination
➤ Equipment to support scaling
ISOLATION ROOM – 2 STATIONS (OPTION TO RENT SOLO FOR EXTRA $$)

➤ AC, dehumidifier

➤ Specialized equipment like sheeter, ice cream machines, etc.

➤ No meat
COLD ROOM

➤ Kept at 41 degrees
➤ One company at a time
➤ Grant of inspection for USDA (time separated production)
STORAGE

➤ Dry, Cold, and Frozen storage
➤ Cages and Pallet spaces available
➤ Food Security measures:
  ➤ Building locked at all times — access through key fobs associated with personnel names
  ➤ Locked cages for storage
HOW WE SUPPORT: FACILITY - MATERIALS

➤ Provide materials:
  ➤ trash, recycle, compost bins and bags
  ➤ Disposable chix towels
  ➤ pH test strips for sanitizer
  ➤ Scrubbies
  ➤ Dish washing detergent
  ➤ Sanitizer
  ➤ Spray bottles
  ➤ Brooms and mops
  ➤ Green and red buckets
HOW WE SUPPORT: FACILITY - PERSONNEL

➤ Person in Charge at all times during production
➤ Deep Cleaning - schedule
HOW WE SUPPORT: SHIPPING AND RECEIVING

- Member let’s CWK know of an incoming delivery
- CWK receives and directs to proper storage area
BECOMING A MEMBER
MONTHLY INFORMATION SESSION

➤ Setting expectations
➤ Tour of kitchen
➤ Application process
➤ 35 people/month sign up
➤ Required for application
Application

- 3-month pro forma
- 2-page biz plan
- Food flow
APPLICATION REVIEW

➤ Application Review Meeting - Director of Entrepreneurship
➤ Food Flow Meeting - Kitchen Manager
➤ Criteria for Acceptance:

➤ **Prioritize applicants** from businesses owned by women and people of color, and people who live in the Dorchester, Roxbury, Mattapan areas of Boston.

➤ **Logistical Fit:** Can we help them scale their process at our kitchen? Does their process fit storage and kitchen space available?

➤ **Business Viability:** Have they thought through how their product fits into the market? Do they have a basic understanding of their customer and initial sales channels? Is it a unique product at CWK?

➤ **Cultural Fit:** Do they fit within the CWK friendly culture? Are they interested and/or willing to hire locally? Does their business have a social mission? Are they willing to collaborate with other companies? Are they open to support from CWK and other companies?
STAGES OF GROWTH

- Incubation
- Start-up
- Growth
INCUBATION STAGE
INCUBATION STAGE SUPPORT:

MONTHLY GATHERINGS

CONNECTION TO RESOURCES

(INCUBATION CHECKLIST)

MOCK INSPECTION
ONBOARDING

➤ License Agreement

➤ Working from home clause

➤ Food safety standards

➤ Introduce Incubation Checklist
INCUBATION STAGE SUPPORT

➤ Resources for business launch support (contacts etc)
➤ Lay out food safety trainings for different types of products
➤ Templates for record keeping and basic GMPs and SOPs
  ➤ Recall Plan
  ➤ SSOP
  ➤ Transportation Plan
  ➤ Emergency Action Plan
➤ Regulations Road map (connect to proper path with city or state health department)
➤ Mock Inspection
ROADMAP

ISD - CITY HEALTH DEPARTMENT

Food Flow Plan

Food Safety Trainings

Plan Review with ISD

Application + Base of Operations Letter

DPH - STATE HEALTH DEPARTMENT

Food Flow Plan

Food Safety Trainings (if relevant: BPCS, HACCP)

Documentation

Application
MOCK INSPECTION

➤ Review food safety documents and labels/packaging

➤ Ask challenging questions

➤ Prepare for health inspector relationship (don’t see them as the enemy!)
START-UP PHASE
HANDBOOK ORIENTATION

➤ Kitchen policies
➤ Booking kitchen space
➤ Storage
➤ Deliveries / shipping & receiving
➤ Food safety and operational policies for working in the kitchen
➤ Food Truck Specifics
➤ Fines/penalties
➤ Etiquette and community
KITCHEN TRAINING

➤ Check-out Sheets

➤ Includes sanitation procedures

➤ Equipment training

➤ Recipe and process scaling support

➤ Day 1 in the kitchen: monitoring and hands-on support
ONGOING MONITORING + SUPPORT

➤ Storage checks
➤ Kitchen walk-throughs
➤ Disciplinary Action
DEEP CLEANING

➤ CWK team does deep cleaning and “final sweep” on a daily basis.
CHALLENGES
MANAGING A SHARED COMMERCIAL KITCHEN

Cleaning during scheduled kitchen time
Many different kitchen personalities
Old habits die hard (+ policy change)
Members with no previous kitchen experience
COMMUNICATION WITH HEALTH DEPARTMENT
REGULAR COMMUNICATION

➤ Yearly meeting of State and City health inspectors at our facility

➤ ISD - city health department
  ➤ Sending Kitchen Schedule and Communicating when companies who are up for inspection will be in
  ➤ Send quarterly hourly usage of companies
  ➤ Facilitate inspections

➤ DPH - state health department
  ➤ Help schedule initial inspection
  ➤ Coordinate follow-up inspections
  ➤ Facilitate communication around product changes
CHALLENGES

➤ ISD - city health department
  ➤ Ensuring new entrepreneurs are prepared for plan review

➤ DPH - state health department
  ➤ Inspector shifts lead to new ways of doing inspections, making it harder to prepare member companies

➤ People saying to health dept that they work out of our kitchen when they don’t

➤ Making sure that state and city health departments are on the same page around policies