

Community Kitchen Questions and Answers:

Q: I want to use the kitchen but I can't find the guard/Scott.

A: If you made a reservation to use the kitchen and can't find a guard/Lucia at the time of your reservation, you can call the tutor on call to get the key. If you did not make a reservation, wait for a guard/Scott to return or come back later.

Q: I want to return the binder, but the door to the guard office is locked.

A: You can leave the binder in the door box of the guard office.

Q: While I was finishing up in the kitchen, someone came by and wanted to use it after me. Can I just leave the binder with them?

A: If the person has already reserved the time after your time on the calendar, it's fine to leave the binder with them. You should still send the kitchen manager pictures of the kitchen as you left it. If the person has not reserved their time, please ask them to sign up on Roombook before you pass the binder over and remind them to update the key sign-out the guard's office.

Follow-up Q: Why does it matter whether or not the person has signed up? Why can't I just give them the binder?

A: If the person hasn't signed up or updated the log, we have no way of knowing that they were there. If they make a mess, we'll hold you accountable. As an example: Katie is signed up for the kitchen. When she is almost done Sam comes by and asks if he can use the kitchen next, even though he has not signed up. Katie gives him the binder. Sam makes a huge mess. When we find the mess, we will contact Katie. She is the person who signed out the key, and she is the one who is responsible for the mess. It will be up to Katie to contact Sam and have him clean up.

Q: I have leftover baking supplies. What should I do with them?

A: If they are non-perishable (ex. vanilla extract, spices, etc.) find a spot for them on a shelf of dry goods. Perishables can be placed in the fridge/freezer but must have your name and the date on them. Update the date label weekly or your food may be thrown away. Unlabeled food is public property.

Q: Can we request more/new supplies for the kitchen?

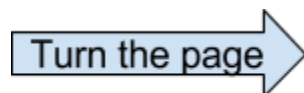
A: If you notice *basic* supplies (e.g. flour, salt, aluminum foil) are running out, report this to the kitchen manager and I will get more. If people keep the current supplies, including utensils, and appliances, clean, intact, and organized, I will consider requests for new items. (Note: we may be able to accommodate requests for reasonably priced, commonly used items, such as new spatulas or cutting boards, but cannot accommodate requests for expensive items, such as a stand mixer.)

Q: Why should I report missing items?

A: If you don't report it, you might end up being blamed for the item being missing. Also, prompt reporting will help us be able to track down the item.

Q: What if I damage something?

A: If you damage something, please let me know. You will not be penalized for accidents or normal wear and tear.



Q: How much time should I allocate to be in the kitchen?

A: You should allocate more time than you need. This isn't like cooking at home. If your recipe takes 20 minutes in the oven, you should give yourself an hour. This will give you enough time to get the binder, tidy up the kitchen if someone else left it messy, mix ingredients, put things in the oven, clean dishes, clean counters, pack up your baked goods for transport, and return the key/binder.

Q: The person who used the kitchen before me made a mess! What do I do?

A: 1.) Clean the mess if possible. 2.) Report the mess in detail to the kitchen manager. If the mess is so bad that you can't or don't want to clean it, send an email ASAP. We will close the kitchen temporarily until we find out what happened.

Q: What are the rules around being banned from the kitchen?

A: The House reserves the right to ban you from the kitchen for any length of time we find appropriate.

Q: Why do I need to take pictures of the kitchen and send them to the kitchen manager?

A: This is a way for me to frequently monitor the state of the kitchen and ensure that people who use the kitchen leave it clean/orderly.

Q: What should I do if I don't have a phone with a camera/a way to take pictures of the kitchen?

A: Plan ahead- you can take a picture with a tablet or laptop instead or you can ask someone to borrow their phone. If you truly end up being unable to take or send the pictures when you're in the kitchen, email the kitchen manager, Wilson (wilsonqin@seas.harvard.edu).