



Cumberland UNIVERSITY

Cumberland Culinary Center

Customer Utilization Policies

1. All scheduling for the use of the CCC is coordinated via Sue Sykes (mrgreen1@bellsouth.net), 615.453.1617.
2. A representative of the company is identified as solely responsible for the use of the CCC; this is documented via the User Log/Pro-forma invoice which is used each day of production. This representative is responsible for all personnel (employees and contractors) which are participating in the production.
3. In the event that a company wishes to have visitors (suppliers, customers, etc.) at the CCC during the production day this must be confirmed via phone or e-mail with Sue Sykes two weeks in advance.
4. In the event that a company is going to invite the media to view production or conduct meetings about your company; this must be approved by Sue Sykes who will seek approval of the CU Director of Communications.
5. Storage space if available can be rented by customers and prices are defined on this link: http://www.cumberland.edu/professional-dev/culinary-center/sm_files/CCC_Prices_Sept.%202015.pdf

However, certain conditions are required:

- a. Cooler/Freezer all items must be tagged with company name, contents, date stored and should be sealed
- b. Warehouse racks/skids must be tagged with company name and include an inventory sheet of stored items this applies to ingredients; finished goods and containers/closures. All ingredients must be sealed by tape or tamper bands. Containers must be inverted in their case boxes. Closures/caps cases must be sealed with tape.
- c. Failure to comply with the requirements above will have the right of storage refused

Customer Utilization Policies ~ Continued

6. Customers who have qualified for Tier II pricing and who have proven to be reliable are eligible for self-check-out as defined in the pricing document. However, strict adherence to the post ops procedures and storage requirements as identified in paragraph 5 is required:
 - a. An e-mail will be sent and will identify the open issues on the first failure to comply
 - b. Second failure to complete all procedures will result in an additional support fee of \$30.00. An e-mail will be sent and will identify the open issues
 - c. Third failure will result in self-check-out procedures to be **revoked**. This will require the CCC management team to return to the center to supervise the procedures and will result in a \$30.00 fee; this inspection process must be completed no later than 6:00pm.