

Department: BigRedF MANAGERS

Last Updated:

05/16/2016

Subject: FOOD ILLNESS RESPONSE

HID#:

023

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PURPOSE

Step-by-step process on how to respond to a guest call/interaction about a *possible* food borne illness

HOW?

If you receive guest communication regarding food-borne illness, diligently follow the steps outlined below:

1. Mine for information with genuine concern and sincerity
  - a. Contact information – name, phone, address
  - b. Date and time of visit
  - c. Onset of illness – what time?
  - d. What did they eat?
  - e. Were they dining with guests? Did they share any of the same food? Is anyone else in the party experiencing similar symptoms?
2. Provide information on our process
  - a. Let them know that you'll pull sales information from the evening to discern how many orders of the particular dishes were sold and consumed
  - b. Speak with the chefs to investigate all product
  - c. Contact any known guests or staff that had dined on that same date
  - d. Let guests know that food handling and safety are very important to us and that we will turn over every stone to ensure public safety
  - e. Also, let guests know that you will be back in touch once you've collected information; within 24 hours, max.
  - f. NOTE: never admit fault; i.e. don't say: "I'm sorry you got sick at our restaurant, etc"; do let the guest know that you are sorry for their illness.
3. Do everything you said you would, immediately.
  - a. Inform the Chef and GM
4. Follow up with the guest
  - a. If your findings generate **NO reason for concern** please call the guest to communicate the process; what you did, what you found, and, again, to apologize that our restaurant is at all associated with a poor experience. Once again, reiterate the importance of food safety and thank them for calling. We absolutely want to know if anyone thinks they were ill at one of our restaurants. At this point we'd love to invite them back in. Please collect their mailing address so that we may drop a gift card in the mail.
    - i. Get the card in the mail immediately and handwrite a note to the guest
  - b. If your findings do generate **reason for concern** – contact your GM, Chef and Director of Operations immediately.
    - i. AND specifically, if we receive report of illness by two *different* parties that ate the *same* food on the same night – it is BRF policy to voluntarily call the Health Dept and alert them to the situation. Such a call will very likely result in a next-day inspection – we ain't got nothin' to hide!