

**CUSTOMER SERVICE ASSESSMENT
OF THE
FOOD SAFETY PROGRAM
FOR THE
ALEXANDRIA HEALTH DEPARTMENT'S
DIVISION OF ENVIRONMENTAL HEALTH
2006**

March 8, 2007

Environmental Health Division
City of Alexandria Health Department
Alexandria, VA

Customer Service Assessment of the Food Safety Program of the
Alexandria Health Department's Division of Environmental Health

PURPOSE

In November, 2006, the Environmental Health Division of the Alexandria Health Department mailed out a customer service assessment to evaluate the effectiveness of our food safety program and to determine how we could better serve our customers. This report presents the results of that assessment.

METHOD

The Alexandria Health Department's (AHD) Environmental Health Division developed a survey instrument to gauge customer satisfaction with Environmental Health (EH) services involving food facilities and to elicit comments and/or suggestions. A copy of the survey can be found in Appendix A. The EH Division sent a survey form with each permit billing notice sent to food facilities inspected by EH. "Food facilities" in this case was defined as a food service establishment in which food inspections are performed by the Environmental Health Division (such as restaurants, delis, child care facilities, adult care facilities and mobile units) and are billed by EH. These facilities did not include public schools or any facilities that would have been billed and/or inspected by the Virginia Department of Agriculture and Consumer Services (VDACS), such as grocery stores, convenience stores, warehouses or processing plants.

Of the approximately 544 survey forms distributed, 163 forms were returned for a return rate of 30%. Of these, 158 (97%) answered the nine questions where the Food Safety Program could be rated by checking a box. The data from these ratings is contained in Appendix B and is compared with data from the previous survey conducted in 2004. Of the 163 surveys returned, 76 (47%) provided additional information through narrative answers to some or all of the open-ended questions. These comments are compiled in Appendix C. The comments are reproduced verbatim except that where names of specific restaurants or Environmental Health Specialists (EHSs) were mentioned. These have been redacted and the words "our restaurant" or "our operation" or "our EHS" have been substituted. The comments were grouped under subject headings so that similar comments from different individuals might be compared.

The survey instrument was sent with the annual permit invoice in order to cut mailing costs and to obtain the highest possible response rate since it went to all the restaurant facilities billed for a permit. In order to ensure honest responses, respondents were instructed to complete the questionnaire and return it by mail with their payment.

The top of each survey indicated the name of the EHS who has been assigned to that food service facility for the last two years. The data from the survey is incorporated into staff performance evaluations and where specific problems are identified, these problems are addressed. It should be noted that all eight of the field EHSs working in Alexandria's food safety program overall received very favorable ratings of their work.

AUTHORSHIP

The data for this report was compiled by Kathy Verespej and Rachel Jacoby of the Alexandria Health Department's Environmental Health Division. The data was analyzed by and this report was written by Bob Custard, Environmental Health Manager.

CONCLUSIONS

2006 CUSTOMER SERVICE ASSESSMENT

ALEXANDRIA FOOD SAFETY PROGRAM

Areas for Improvement in Food Safety Program

1. Consistency of food safety evaluations

Six respondents noted that there is sometimes a lack of consistency in how Environmental Health Specialists (EHSs) interpret and enforce the Food Code. To help address this issue, the Environmental Health Division has two staff members certified by the Food and Drug Administration (FDA) as standardization officers. In an effort to improve consistency, the entire EH staff working in the food safety program was restandardized in the Food Code. This effort was completed in December, 2006. In 2007, the Environmental Health Division's new EHS will be standardized and all food safety program staff will receive training in implementation of the 2005 FDA Food Code and at least two additional field standardization exercises. In addition, in 2007 each EHS will be required to complete a minimum of twelve hours of continuing education (with at least eight of these hours in food safety) and twelve of FDA's online food safety courses.

2. Allow restaurants to schedule food safety evaluations

Four respondents noted that it would be helpful if they were sometimes able to schedule an inspection with their EHS. A scheduled inspection would allow the restaurant owner to have all key personnel present to ask questions, provide accurate information and understand suggested procedures. At the conclusion of the inspection, the EHS, the restaurant owner and the restaurant managers would have the opportunity to review violations together, brainstorm solutions, and build a united strategy for improving food safety. Based on these comments and discussions with EH staff, the Environmental Health Division will implement a pilot program that will allow restaurants not under current enforcement action to schedule one inspection each year. All the remaining inspections each year will be unannounced as in the past. The comment section of any scheduled inspection will indicate that the inspection was requested by the restaurant's manager and was not an unannounced inspection.

3. Provide more training to food service establishments

Eight respondents requested more food safety training conducted by the EH Division. Currently Food Manager Certification training is provided through food safety consultants working in the private sector. There is a need, however, for training in some specific areas of food safety. Over the next year the EH Division will conduct training on several key food safety topics including requirements of the consumer advisory, date marking of ready-to-eat food products, and food service employee health policies. When the 2005 FDA Food Code is adopted, a training course for all restaurant managers will be offered on the code changes implemented in the 2005 version of the Food Code. Also, where appropriate, individualized on-site training will be part of the scheduled inspections (described above) which restaurants can request.

4. Provide more food safety information to food service establishments

Six respondents requested that more food safety information be provided to them. Currently the EH Division mails a six-page food safety newsletter to all food service establishment quarterly. Budgetary constraints make printing and mailing additional materials difficult at this time. However, in the coming year, the EH Division will begin putting more food safety information on the health department's web site.

5. Provide copies of the regulations to all food service establishments

Three respondents asked that the Environmental Health Division provide copies of the regulations (the FDA Food Code) to all food service permit holders. Because the cost of providing copies of the FDA Food Code is \$59.00 per copy, the EH Division is unable to provide a printed copy to every permit holder. However, when the 2005 Food Code is adopted by Alexandria later this year, an electronic copy of the 2005 FDA Food Code will be provided on disc to every person who attends the 2005 Food Code training offered by the EH Division. A web link to the 2005 FDA Food Code will also be posted on the Alexandria Health Department's website. Printed copies of the 2005 FDA Food Code will be available for public use in the Alexandria Library and at the Environmental Health Division's office.

6. Provide more food safety training and educational materials in Spanish

As with past surveys, it was noted that many restaurant kitchen employees are Spanish-speaking and that Spanish language food safety training and education would be helpful. To help address this issue, over the last several years, five EHSs have taken introductory Spanish courses through the City. Also, in the spring of 2006, the Division began mailing the quarterly *FoodTalk* newsletter in English and Spanish to the approximately 120 restaurants where Spanish is the primary language spoken in the kitchen. During Food Safety Month (September) in 2006, laminated food safety posters in English and Spanish were delivered to restaurants throughout the city. Also, the Division has assembled a variety of food safety educational materials in Spanish (and other languages) which are used to help address specific problems where language is a barrier. Unfortunately, when there have been staff vacancies in the Environmental Health Division, the Division has been unable to attract qualified applicants who are bi-lingual in Spanish. The EH Division will continue to try to recruit Spanish-speaking staff as vacancies occur. The EH Division will also increase its efforts to provide Spanish language food safety training materials.

7. Provide more food safety information to consumers

Two respondents requested that more food safety information be provided to consumers. Since May, 2003, the EH Division has posted all food safety inspections online for consumers. For the last four years the EH Division has provided food safety information to consumers at the Waterfront Festival and occasionally at other fairs and festivals. Budgetary constraints make development of many additional printed materials difficult at this time. However, in the coming year, the EH Division will begin putting more food safety information on the health department's web site. Also, the EH Division will look for a way to work with industry to provide food safety messages on take-out containers provided by restaurants.

8. Length, timing, frequency and detail of inspections

Twelve respondents made comments about the length, time, frequency or detail of the inspections conducted by the EH Division. Two respondents asked for shorter food safety inspections and two respondents asked for more detailed (longer) inspections. Three respondents indicated that the inspections were thorough. Based on these responses, the EH Division believes that the length of our current inspections is about right. Five respondents commented that they wanted more frequent inspections or that Alexandria needed more inspectors (EHSs). At this time, Alexandria is exceeding both the state and national standards for the recommended minimum frequency of inspection for food establishments. It is not anticipated that Alexandria will receive additional resources to hire additional environmental health specialists in the near future. Four respondents made comments about the time of day inspections were conducted. It is the goal of the EH Division to inspect food establishments at varying times of day so that food preparation and service can be evaluated during all phases of the food preparation process. Sometimes that means that inspections are conducted when an establishment is very busy. However, beginning in April, 2007, food establishments will be able to schedule one inspection annually at a time that is most convenient to them and their management team.

Strengths of Food Safety Program

1. Quality and thoroughness of food safety inspection services

More than ninety-eight percent of the survey respondents rated the food safety evaluation services provided to them by the EH Division as good (38.0%) or excellent (60.8%). Three survey respondents specifically commended their EHS for the thoroughness of the inspections.

2. Knowledgeable and professional EH staff in food safety program

Two respondents specifically commented on how knowledgeable the EH staff is. One respondent wrote that “the professional manner in which inspections are conducted is conducive to continuing the education of our food service managers”. More than ninety-seven percent of the survey respondents said the EH staff did a good or excellent job of explaining the purpose and results of their food safety evaluations to them.

3. Cooperative attitude of EH food safety staff

More than ninety-seven percent of the survey respondents said the EH staff always or usually treated them fairly and with respect. Eight respondents specifically commended the EH staff for being helpful and cooperative. One respondent commented that their EHS “always offers helpful ideas and insights into how we can improve our food preparation”. Another commented that their EHS “did a good job of working with us during a tough situation”. Four respondents specifically commended their EHS for their fairness or courteous manner. One survey respondent commented that food safety inspections are a “very supportive and fair process”.

4. EH staff helps food service managers identify problems and correct them

Ten respondents noted that the EH staff help restaurant managers identify food safety problems and help them find ways to correct them. One referred to his EHS as a “constant double-check”. Another noted that food safety evaluations help by “bringing to our attention items that need correction to help keep our customers safe”. A third said that food safety evaluations help him “identify facilities issues and staff habits that need attention”. More than ninety-eight percent of the survey respondents indicated that they understood the public health reasons and principles of prevention that guide food safety evaluations. Although each food service facility should take responsibility for their own internal quality assurance, food safety inspections often help restaurant managers with quality assurance problems. One survey respondent noted that inspections help “put us on the right path towards food safety”. Another commented that the inspection process “helps us maintain quality products for customers”.

5. Food safety inspections make food service employees more conscientious about food safety

Ten survey respondents commented that food safety inspections help increase the food safety awareness of food service employees. One respondent wrote that the food safety inspections “keep us on our toes”. Another commented that food safety inspections make “employees more conscientious about food safety”. A third noted that inspections provide “an objective evaluation from outside”.

6. EH staff provides industry with food safety information and education in the field

More than ninety-six percent of the survey respondents indicated that their EHS does well (27.4%) or very well (68.8%) at educating them in good food safety practices. Twenty-two survey respondents commended their EHS for helping educate them about food safety. One respondent wrote, “I found that the presentations given to our staff by two of the EHSs were very helpful.” Another survey respondent said that they appreciated the “new food safety information”. Several commented that their EHS had given them “ideas for corrective action” or food safety “tips”.

7. Quarterly newsletter helps update restaurant managers on the latest food safety information

Six of the survey respondents specifically commented on the quarterly food safety newsletter sent out by the EH Division. One respondent indicated how helpful it was “every month to be updated”. Another commented on the “helpful reminders of safe food handling and operational procedures”.

8. EH staff is doing a great job

More than ninety-nine percent of the survey respondents indicated that food safety evaluations were important (21.5%) or very important (77.9%) to their business. Five respondents requested that more EHSs be hired or that their EHS inspect more often. Fifteen respondents indicated in their written comments that the EH staff was appreciated for its efforts or was doing a great job. One respondent wrote, “It’s a great service. It helps my business improve.” Other respondents wrote, “Great job”, “I think it is an excellent service.”, and “Keep up the good work!”. Two respondents indicated that food safety inspections make customers feel safe eating in Alexandria restaurants.



APPENDIX A
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In cooperation with the
Virginia Department of Health

Environmental Health Division

Charles Konigsberg, Jr. M.D., M.P.H.
District Health Officer

2007 Permit

Bob Custard, R.E.H.S.
Environmental Health Manager

Notice

Food Managers Certifications Good For FIVE Years

Beginning on January 1, 2007, Food Managers Certification cards issued by ORS will be good for five years from the date the applicant took their exam. Renewal of Food Manager Certification cards by ORS will require reexamination. Any of the food manager certification program exams that are evaluated and listed by a Conference for Food Protection recognized accrediting agency are acceptable. Currently the approved exams are: ServSafe (National Restaurant Association), Certified Professional Food Manager (Exterior Assessments), and Food Safety Manager Certification Examination (National Registry of Food Safety Professionals).

Reminder

Permits are not transferable.

You are reminded that the permit for your retail food establishment is not transferable to either a new business owner or a new location. If you move out of your current facility and into a new one, you must apply for and obtain a new permit before opening for business. Similarly, if you sell your business the new owner must apply for and obtain a new permit before opening for business. Also if you rent your current facility and move out, any new tenant of the facility engaging in a retail food business must apply for and obtain a new permit before opening for business. Retail food establishments found to be operating without a valid permit will be immediately closed.

Customer Survey

Please tell us how we are doing.

As a public service agency, we would like to take this opportunity to ask you how we are doing. Your candid comments will help us evaluate the effectiveness of our programs and help us serve you better in the future.

Our goal of protecting the public's health is accomplished by various means such as environmental health evaluations (inspections) to determine compliance with state and local codes, educational efforts to familiarize owners, operators and managers of regulated facilities with code requirements, and enforcement measures taken to gain compliance if educational steps are unsuccessful.

This survey asks you about your satisfaction with our services and seeks your suggestions, recommendations, criticisms, and praises. Please take a few moments to give us your candid opinion. The survey typically takes less than ten minutes to complete. Thank you in advance for your cooperation.

Bob Custard, R.E.H.S.
Environmental Health Manager

- A. If you could suggest one thing for improvement at the Environmental Health Division’s food safety program, what would that suggestion be?

- B. What is most helpful about the food safety program services provided to you by the Environmental Health Division?

- C. Please make any comments you wish to bring to my attention in the space below.

Based on your experience **THIS YEAR**, please **CIRCLE** the best response to the questions below.

1. How would you rate the food safety evaluation (inspection) services provided to you by the Environmental Health Specialist?	Excellent	Good	Fair	Poor
2. How would you rate the complaint investigation services provided to you by the Environmental Health Specialist?	Excellent	Good	Fair	Poor
3. Were you treated respectfully by the Environmental Health Specialist ?	Always	Usually	Sometimes	Never
4. Were you treated fairly by the Environmental Health Specialist ?	Always	Usually	Sometimes	Never
5. How clearly did the Environmental Health Specialist explain the purpose of the food safety evaluations to you?	Very Well	Well	OK	Poorly
6. How clearly did the Environmental Health Specialist explain the results of the food safety evaluations to you?	Very Well	Well	OK	Poorly
7. How well does your Environmental Health Specialist do at educating you in good food safety practices?	Very Well	Well	OK	Poorly
8. How well do you understand the public health reasons and principles of prevention that guide our services?	Very Well	Well	OK	Poorly
9. How important to your business are the food safety evaluation (inspection) services and follow-ups provided by the Environmental Health Division?	Very Important	Important	Not Very Important	Not Important

Again, thank you for helping us serve you better.

APPENDIX B
Rating Question Responses

Rating Question #1: How would you rate the food safety evaluation (inspection) services provided to you by the Environmental Health Specialist?

	Excellent	Good	Fair	Poor	N/A
2006	96 (60.8%)	60 (38.0%)	0 (0.0%)	2 (1.2%)	5
2004	37 (71.2%)	14 (26.9%)	0 (0.0%)	1 (1.9%)	0

Rating Question #2: How would you rate the complaint investigation services provided to you by the Environmental Health Specialist?

	Excellent	Good	Fair	Poor	N/A
2006	75 (54.0%)	57 (41.0%)	5 (3.6%)	2 (1.4%)	24
2004	24 (54.5%)	20 (45.5%)	0 (0.0%)	0 (0.0%)	8

Rating Question #3: Were you treated respectfully by the Environmental Health Specialist?

	Always	Usually	Sometimes	Never	N/A
2006	140 (88.6%)	15 (9.5%)	1 (0.6%)	2 (1.3%)	5
2004	41 (78.9%)	10 (19.2%)	0 (0.0%)	1 (1.9%)	0

Rating Question #4: Were you treated fairly by the Environmental Health Specialist?

	Always	Usually	Sometimes	Never	N/A
2006	123 (78.3%)	30 (19.1%)	4 (2.6%)	0 (0.0%)	6
2004	NO DATA	NO DATA	NO DATA	NO DATA	NO DATA

Rating Question #5: How clearly did the Environmental Health Specialist explain the purpose of the food safety evaluations to you?

	Very Well	Well	Okay	Poorly	N/A
2006	117 (74.1%)	38 (24.0%)	2 (1.3%)	1 (0.6%)	5
2004	36 (70.6%)	14 (27.5%)	0 (0.0%)	1 (1.9%)	1

Rating Question #6: How clearly did the Environmental Health Specialist explain the results of the food safety evaluations to you?

	Very Well	Well	Okay	Poorly	N/A
2006	116 (73.4%)	38 (24.1%)	4 (2.5%)	0 (0.0%)	5
2004	37 (71.2%)	14 (26.9%)	0 (0.0%)	1 (1.9%)	0

Rating Question #7: How well does your Environmental Health Specialist do at educating you in good food safety practices?

	Very Well	Well	Okay	Poorly	N/A
2006	108 (68.8%)	43 (27.4%)	5 (3.2%)	1 (0.6%)	6
2004	34 (65.4%)	16 (30.8%)	1 (1.9%)	1 (1.9%)	0

Rating Question #8: How well do you understand the public health reasons and principles of prevention that guide our services?

	Very Well	Well	Okay	Poorly	N/A
2006	119 (75.3%)	37 (23.4%)	2 (1.3%)	0 (0.0%)	5
2004	32 (61.5%)	19 (36.6%)	1 (1.9%)	0 (0.0%)	0

Rating Question #9: How important to your business are the food safety evaluation (inspection) services and follow-ups provided by the Environmental Health Division?

	Very Important	Important	Not Very Important	Not Important	N/A
2006	123 (77.9%)	34 (21.5%)	1 (0.6%)	0 (0.0%)	5
2004	37 (71.2%)	15 (28.8%)	0 (0.0%)	0 (0.0%)	0

APPENDIX C

Narrative Answers to Customer Service Survey

(Headings added for clarity; references to specific persons or restaurants removed.)

Suggestions for Improvement of the Environmental Health Division's Food Safety Program

Provide more food safety information for restaurants

- Give out printed materials on food safety for employees.
- Providing on-line resources for such information and all health related issues.
- More info., changes in regulations,
- I appreciated the info on spinach. It would have been great to have some follow-up.
- Sending update mail for food safety to restaurant.
- More information and such as the newsletter.

Provide more food safety education for consumers

- That they teach consumers how they get sick.
- Give out printed materials on food safety for customers.

Handbook and regulations for permit holders

- A handbook for permit holders, applicants, to better allow them continuous reference for updating & maintenance of codes. Especially for new business owners.
- Any business that sells or provides food / beverage to the consumer should have a copy of the standards required by law.
- Copies of regulations
- Where do we find the guidelines published by the City. Are they online, etc.?

Provide more food safety training and education to industry

- More on-site training for staff, etc., We have a limited certificate as we serve very little other than popcorn, so our managers try, but maybe a class at the theatre annually?
- Improve the class for the Food Managers Certification. I took a class at the old health dept. (in Alexandria,) several years ago that was excellent. Then, they stopped offering it.
- More educational programs at Health Department.
- Offer in-services monthly or quarterly just as a refresher on code-health safety.
- Provide free workshops in food service training to community programs.
- Local area education courses on-line, to assist for people that use the business as a second income.
- We asked our EHS to provide training around food safety practices after a series of critical hazard citations.
- We would like an EHS who is willing to provide education around food safety alerts and recalls.

More training and education in Spanish

- With the noticeably Spanish-speaking make-up of most kitchens, consider that point with regard to training and education.

More feedback on ways to improve

- More ideas for corrective action.
- It will be helpful for the EHS to provide food safety related information and give feedback on ways to improve instead of just giving citations.
- We need someone who will follow up after inspections with ways we can improve.

Consistency / Uniformity

- More uniformity among the inspectors with regard to areas of emphasis would also be helpful to the proprietor.
- Inspectors need to be more consistent.
- Consistency between all the different counties.
- My current inspector is very good. My two previous inspectors were mediocre at best. They were constantly contradicting themselves.
- Consistent standards from different inspectors.
- More uniform knowledge of plumbing, etc., codes from inspectors

Scheduled inspections

- A more definitive schedule for routine inspections. Depending on the time of days and volume of business, it can be difficult to give time to the inspector to walk through inspection procedure.
- Inform businesses when to expect inspections (in 2-3 months, etc.,) and if there will be follow-ups.
- A more definitive schedule for routine inspections. Depending on the time of days and volume of business, it can be difficult to give time to the inspector to walk through inspection procedure.
- In place of one or two unannounced visits, it would be very helpful to have at least two scheduled inspections a year allowing ownership to have all key personnel present to ask proper questions, provide accurate information and understand suggested procedures. At the conclusion of the inspection, ownership and managers would have the opportunity to review together, violations, brainstorm solutions, and build a united strategy for violation prevention and public safety. Unscheduled visits usually result in only one staff member able to take the time to accompany the inspector, answer the questions and interpret the infractions. The rest of those with the ability to set policy and establish procedures to ensure compliance are left to interpret a brief, written report.

Time of day of inspections

- Wish that inspectors could come after 3:00 PM and not early in the morning.
- To come by often during the lunch hour.
- Please do not visit during 12-1:30pm while lunch is being served. So far, the visits were before our restaurant is open and we appreciate that.

More frequent inspections / more inspectors

- More frequent inspections.
- More inspectors.
- Have more agents come more often.
- More inspectors
- Alexandria has 2 great agents, but needs more.

More detailed inspections

- To be more informative and more detail.
- More detailed evaluations—for me to follow and my staff.

Shorter inspections

- Shorter (inspections?)
- Health specialist stays too long. It's not good for the business.

Other issues

- Never seem to have the same inspector. Would like to have the same one each time.
- The application for the permit did not arrive at all by December 2005. I had to call and request a bill and then the permit. So, the renewal system in your office needs improvement.
- Carbon copies of inspection reports sometimes hard to read.
- Inspector (needed) with some real-life experience.
- Have someone who is more sensitive to someone with special needs. EHS's overall demeanor is one of someone who is not approachable, antagonistic and nit picky. Our EHS comes in with an attitude of "catching us doing something" and doesn't offer constructive feedback on ways to improve even when we ask. I don't believe there is any helpful thing we got out of your program this year. At this point, we would like to request a new EHS that understands and is sensitive the needs of people with disabilities.
- We asked our EHS to provide training around food safety practices after a series of critical hazard citations. Our EHS's response was, "Sure, I will be happy to do that. I will get a PowerPoint presentation ready. My co-worker has one I can use." One year later, this promise never materialized and no explanation was given.
- We have a serious problem with mice coming from outside into our restaurant. Improvements are need in Old Town's Pest Control.
- Don't charge B&B's, where hot food is not offered nor prepared.
- A tuberculosis test should be required for anyone handling food. Even school volunteers need a TB test!

Comments About What Is Most Helpful About the Food Safety Program Services of the Environmental Health Division

Newsletter provides useful updates on food safety

- Newsletter—continual update information.
- Provides helpful "reminders" of safe food handling and operational procedures.
- The brochure every month to be updated.
- Newsletter
- The magazine/leaflet with current information about health regulations, tips, and disease outbreaks due to certain foods.
- Pamphlets

Food safety program improves employee food safety awareness

- I think the overall awareness that the visits create as far as safe food handling, prep and storage.
- Keeps employees conscientious concerning food safety.
- Keeps employees aware of health concerns.
- Making sure our supervisors and staff are constantly aware we are monitored by a division to ensure we stay within code guidelines.
- Knowing what needs to be done in order to maintain Health Code.
- Constant reminder to stay on top of maintenance to food safety.
- Keeping the restaurant staff aware of current dangers in the market place.
- Awareness.
- I like the policy of regular (10 week) inspections as I live out frequently, I appreciate it and it keeps us on our toes.
- Makes employees more conscientious about food safety.

Outside eyes help restaurant managers identify problems and enhance internal quality assurance

- Making sure all regulations are met.
- It helps put us on the right path toward food safety.
- Checking the food temps. To make sure our gauges are correct.
- Our EHS always makes sure the food is the right temperature.
- Keep clean and Temp.
- Helps us maintain quality products for customers
- Bringing to our attention items that need correction to help keep our customers safe.
- Constant double-check within house standards for kitchen.
- It provides an objective evaluation from outside.
- Helps me identify facilities issues and staff habits that need attention!

Education / information

- Keeping us updated on new regulations and practices.
- Constant training and comments
- Explanation of the results of the food safety evaluations.
- The advice to improve and follow the rules and regulations.
- The Environmental Health Division provides on-going information and support to assist community programs that work directly in food service.
- Information given to keep us up to code.
- I appreciated the info on spinach. It would have been great to have some follow-up.
- I found that the presentations given to our staff by two of the EHSs were very helpful. I would like to continue offering these resources to all of our staff.
- Continued learning
- Tips on improvement and fixing corrections.
- Inform about new food safety information
- Education.
- Site visits are always educational.
- Every little tip our EHS gives us.
- Food safety tips.
- The ideas for corrective action
- The constant reminder of food health issues.
- Our inspector is great about letting us know the why of what we are being written up.
- Keep up with regulations and inspections.
- All information
- Educational programs
- Over all—the information provided.

Helpfulness of EH staff

- The EHS is very helpful.
- Your ability to be helpful at all times.
- Our EHS is very helpful to us when we have any questions I just call and our EHS help me solve any questions the I have and explain what need to be done very helpful and Thank you.
- We appreciate that our EHS always offers helpful ideas and insights into how we can improve our food preparation.
- Attending inspectors are always helpful in communicating with staff
- You have been very helpful, thanks
- (The most helpful thing is) the inspector that comes to the store.
- Our EHS did a good job of working with us during a tough situation.

Knowledgeable and professional EH staff

- The professional manner in which inspections are conducted is conducive to continuing the education of our food service managers.
- Knowledge of the Environmental Health Specialist as it relates to the program and implementation in the restaurant.

Thoroughness of inspections

- Currently, inspections are properly inspected
- They have been very thorough.
- Our EHS is doing good at simply stating what may be wrong and what needs to be done.

Fairness of EH staff

- No special treatment.
- Overall very supportive and fair process!

Respect / courtesy of EH staff

- Staff courtesy.
- Enjoyed having our EHS visit and show interest in our operation

Great job by EH Division

- It's a great service. It helps my business improve.
- Great program
- Everything is good.
- All is good.
- Nothing to suggest. Division doing good job.
- Great Job.
- Our EHS does a great job.
- All is good.
- Actually, very good.
- Very good.
- Everything seems to be in order. No suggestions.
- I think it's excellent service. I have nothing to suggest.
- We feel comfortable with program as it is.
- Thanks.
- Keep up good work!

Food safety program protects consumers

- Customers feel good.
- Keeps our customers safe.