



Foodfacts

Madison Department of Public Health
Environmental Health Services Section

Madison, Wisconsin

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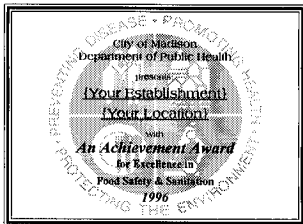
Fall 1996

1996 Achievement Awards

The Madison Department of Public Health is pleased to announce the recipients of the 1996 Achievement Award for Excellence in Food Safety and Sanitation. Each food establishment was hand-delivered a congratulatory letter, along with a certificate suitable for framing.

The following criteria were used to determine the 1996 award recipients:

1. Business open for at least 12 months under the current licensee.
2. A moderate amount of food handling does occur.
3. No confirmed or suspected food-borne illness in past two licensing years.
4. No city attorney referral for health code violations in current or past two licensing years.
5. No reinspection was required in the current or past licensing year.
6. Absence of critical item violations on the current inspection.
7. Score of 10 or below, or 20 or below (depending on the complexity of the food service operation).
8. A Certified Food Manager on staff for restaurant operations.
9. Recommendation from the health inspector.



Less than 5% of over 900 licensed food establishments in Madison have qualified to receive this award. Our hope is that we can hand out many more awards in 1997. The following establishments received this Achievement Award: (Continued on Page 3)

Staff Changes

We are happy to announce the addition of a new supervisor for the environmental health section. Jim Steinhoff joined the Department in May and replaces Tommye Schneider, who has been appointed Director of Environmental Health & Laboratories. Jim comes to Madison after working as a public health sanitarian and medical technologist for La Crosse County Health Dept for thirteen years.



Jim Steinhoff, new Supervisor

While working in La Crosse, Jim was responsible for inspecting licensed establishments, training new staff, investigating foodborne illness outbreaks, coordinating the lead poisoning prevention program and developing the tattoo ordinance. Last year Jim taught many food manager certification classes for Western Wisconsin Technical College and had an opportunity to meet operators from such exotic places as Elroy, New Lisbon and Coon Valley.

Jim has been married to his wife, Cindy, for thirteen years and enjoys bicycle riding in his spare time. He also enjoys watching football and is a big fan of the Green Bay Packers!

Although Jim is new to the Department, he lived in Madison while attending the UW from 1978-1980. He reports there has been a great deal of change since then but agrees with Money Magazine that Madison is a great place to live.

On the inside:

Youth Access to Tobacco	2
Raw Egg Warning	3
Award Winners	3
Finding Good Help	4
HACCP - Operator's Viewpoint	5
Certified Manager	5

News Flash:

In Madison, Good Restaurant Help is Hard to Find!

by Greg Pallaske

Okay, so that's not really news to most of you. It seems like every restaurant, retail store and service facility has a permanent help wanted sign in the window.

We often hear Madison business operators complain about the lack of help. As you may know, the turnover rate for restaurants nationally is 130% per year. That means if you maintain a crew of 20 hourly employees, you are hiring and training 26 new employees every year, just to stay at a minimum staff. While this number varies widely by industry niche, many of you have indicated your turnover rates are much higher than this!

Believe it or not, there are a few places out there that are fully staffed with relatively low turnover and consistently good employees. How do they do it?

A few successful operators have consented to share some of their "secrets" of staffing success. While the following list may seem overly simple, please give serious consideration to how your crew would respond to each of these ideas:

1. Put people first. Show your employees, by attitude and behavior, that you genuinely care about them. This doesn't mean a totally loose, no-rules atmosphere. On the contrary, a tightly run ship where every person is doing their job and working together toward a common goal is a lot more fun than a place where a few people are carrying most of the load. It's a lot easier to lead a team than to push a mob.



2. Create a "no surprises" environment. You know about surprises -- opening up in the morning to discover 10 buss tubs full of dirty dishes; or the floors weren't mopped; or the night wait staff comes in only to find the side work wasn't done. Surprises like these can absolutely destroy morale in no time.

3. Train new employees thoroughly. Many establishments skimp in this area because of high turnover. But well-trained employees perform better, reducing turnover. Don't just throw a new hire out there with an older worker; establish a written training procedure for every new employee to complete, and don't turn them loose until they have completed it to your satisfaction. Make sure they understand *why* things are done a certain way, not just how.

4. Notice and reward good performance daily. Words of praise really do mean something. But fun prizes can go a long way, too. Give out a CD or movie tickets to daily or weekly contest winners (suggestive sales contests, best employee attitude, neatest uniform, etc). Designate a prime parking place for the employee of the month. Reward extra effort with dinner for two at your place, and treat them well! A modest rewards program will cost you \$100/month. What does training five extra employees a year cost?

5. Find innovative ways to solve problems. Sponsor a voluntary cleaning party after hours -- all employees are invited, and afterwards provide pizza and soft drinks. (Make sure your insurance can cover accidents). For about \$50 a quarter, you get the equivalent of about 60 labor hours. Since the G.M. and the assistants are there too, no one feels taken advantage of. Morale will improve too, because your store will positively gleam afterwards! Employees truly do like to work in a clean environment.

6. Keep the management team stable. If you work for a chain, convince your supervisor not to move people around unless absolutely necessary. Losing a manager is a major change, and young restaurant workers are surprisingly resistant to changes. Loyalty is a major motivator, and you need every motivational tool you can find.

Above all, Respect your employees

7. Empower your employees. This goes back to the training part. Teach your people what you expect, then expect it! Make it your cooks' responsibility to ensure food is at the proper temperature before serving. Train your dishwasher to check the dishmachine for adequate chlorine levels every day. Listen to your wait staff when they suggest a better way to do something.

8. Above all, respect your employees. A well trained, motivated, and empowered worker is an asset to your establishment - let them know it. If they fail to perform to your standards, first make sure you have given them every opportunity, through training, teamwork, positive feedback, and a rewards system, to do so. Do they know what you expect? Do you notice when they do a good job?

Of course, there are other things that can be done to attract and retain good employees even in a tough market like Madison. If you have some ideas you would like to share, fax them to me at 266-4858, or E-mail to gpallaske@ci.madison.wi.us. I'll compile the best and put them in the next issue of *Foodfacts*.

Raw Eggs Causing Foodborne Illness

Since 1985, raw or undercooked eggs have been implicated in 24,058 cases of food poisoning and 70 deaths in the United States. Eggs transmitted serious diarrheal illnesses caused by the bacteria *Salmonella enteritidis*. Any food containing raw or undercooked eggs has the potential of causing illness. Outbreaks involving hollandaise sauce, undercooked baked eggs, Caesar salad and Jamaican malts have been reported by public health officials. Recommendations for preventing *Salmonella enteritidis* infections associated with eggs include:

- ◆ Avoid using raw egg as an ingredient in sauces and drinks.
- ◆ Cook eggs until the white is set and the yolk begins to thicken.
- ◆ Wash hands, utensils and prep surfaces after contact with raw egg.
- ◆ Store eggs at 40° F or cooler at all times. (Keep a minimum supply at the cooking area).

The United States Department of Agriculture continues to study the problem and is looking for ways to control the bacteria in breeder flocks that produce egg-laying chickens. Until then, restaurants need to pay special attention to how they handle and serve eggs.



Achievement Award Winners

Antonio's
1109 S. Park Street

Auntie Anne's Soft Pretzel
9 West Towne Mall

Badger Candy Kitchen
7 W. Main Street

Buck's Pizza
219 Cottage Grove Road

Buckeye Inn
4420 E. Buckeye Road

Buraka Cart
141 S. Butler Street

Casa de Lara
341 State Street

Cay's Comic Strip
502 E. Wilson Street

Dairy Queen III
7860 Mineral Point Road

Deadman's Ice Cream Parlor
410 D'Onofrio Drive

Ella's Deli & Ice Cream Parlor
2902 E. Washington Avenue

Flour Box Bakery
5509 Odana Road

GEF #2 Cafeteria
101 S. Webster Street

Gino's Italian Deli
4606 Verona Road

Horseshoe Bar
3900 Dempsey Road

Ken's Cafeteria/State of Wis.
101 E. Wilson Street

L'Étoile
25 N. Pickney Street

McDonald's
1405 University Avenue

McDonald's
6402 Millpond Road

Meriter Park Cafeteria
202 S. Park Street

Nitty Gritty
223 N. Frances Street

Old Towne Pub
724 S. Gammon Road

Olive Garden Italian Rest.
7017 Mineral Point Road

Out to Lunch
805 Williamson Street

Players Sports Bar
2013 Winnebago Street

Rustic Tavern
516 S. Park Street

Schwiegler Park Towne Lanes
444 Grand Canyon Drive

Seafood Center
5533 University Avenue

Seafood Center Heritage Square
712 S. Whitney Way

Sheraton Madison Hotel
706 John Nolan Drive

Soccer World of Wisconsin
4510 Helgson

St. Dennis Congregation
505 Dempsey Road

TCBY Market Square
6654 Odana Road

The Langdon
126 Langdon Street

Tully's Bar & Grill
57 S. Stoughton Road

Union House Tavern
2609 E. Washington Avenue

VFW Post #7591
301 Cottage Grove Road

WPS Cafeteria
2300 S. Park Street

Yogurt Express
2701 University Avenue

How You Can Prevent Youth Access to Tobacco

by Anne Kambeck & John A. Dushack

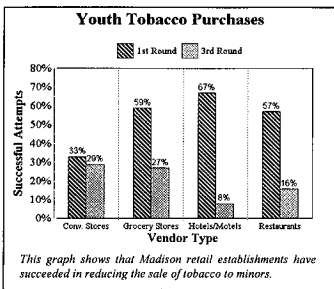
Each day 60 children become addicted to tobacco and 30 of these children will eventually die due to diseases caused by smoking. More than 100,000 Wisconsin children are addicted to tobacco products. More than 80% of smokers start to smoke before the age of 18. Tobacco use by teens frequently serves as a "gateway" to other drugs such as alcohol, marijuana, or other illicit drugs. **It has been shown if children do not start smoking before they turn 18, most will never start at all.**

Federal, State and Local governments are taking this issue very seriously. Madison General Ordinance 23.385, which mimics the State Law, restricts the sale or gift of tobacco products to people under the age of 18. The establishment owner (licensee) is responsible for ensuring that minors do not have access to tobacco products from over the counter sales or from vending machines. Vending machines must be located within view of an employee and must have the proper signage posted. Vending machines must not be accessible to the public when the establishment is closed.

The Madison City Council has authorized compliance checks to be conducted on establishments where minors have access to tobacco products. For obvious reasons, teenagers are not intentionally sent into taverns, bars, and other adult oriented establishments. During the first year of the program, 3 rounds of compliance checks were performed, and most of the tobacco vendors were

checked. Many tobacco vendors became aware that minors had access to tobacco in their establishments and took steps to remedy this problem (see *Youth Tobacco Purchases* graph).

Compliance checks are being conducted periodically. For first offenses, operators have the opportunity to participate in the Youth Access to Tobacco Training Class to have their citation waived. For the 2nd offense, citations are issued to the licensee; These citations can be substantial: \$332.50 for the first citation, \$640.00 for the second citation issued.



Education of employers and employees is the best way to prevent the sale of tobacco products to minors. These few suggestions may be helpful in setting up your program:

1. Post the required signage in public view so all customers know it is illegal to sell tobacco products to anyone under the age of 18.
2. Make available to customers copies of State and local laws along with your store's policy regarding tobacco sales to minors.

3. Issue a written directive informing each employee that your store will not sell tobacco products to anyone under the age of 18.
4. Check for identification. If a person appears to be under the age of 25, ask for an I.D.
5. If in doubt about a person's age, you always have the option not to sell. It is important that employers support the judgement of their employees when the employees choose not to sell tobacco because age cannot be proven.
6. Make training on the tobacco ordinance part of new employee orientation.
 - a. Administer a quiz to each employee so you are sure they understand the law and their responsibilities.
 - b. Have all employees sign an agreement, stating that they will not sell tobacco products to persons under the age of 18 and that they understand the laws and ordinances connected with tobacco sales to minors.
7. Hold discussion groups with your employees so solutions can be worked out on how to handle difficult situations which may arise.
8. Supply calendar year information to employees so they can quickly identify if a person is of legal age to purchase tobacco products.

These suggestions can help you comply with State and local laws regarding tobacco sales to minors. If you need more information, please contact us at 266-4821.

The Madison Department of Public Health wishes to thank all establishments involved in helping curb tobacco sales to minors. Your establishments actions will discourage minors from tobacco use and prevent an addiction before it begins.

Operators Agree: HACCP Helps!

by Greg Pallaske

Most of you have heard of a new approach to food safety incorporating Hazard Analysis and establishing Critical Control Points, known by the acronym HACCP. This systems approach to safety in food production was initially developed by General Mills to ensure safe food for U.S. astronauts. Today, more and more restaurants are incorporating HACCP principles into their daily operation. Your Madison Health Department is leading the charge here in Wisconsin, offering in-depth HACCP evaluations to restaurant owners and operators. These evaluations are dramatically different than the annual routine inspections. Rather than the "snapshot" approach, where the inspector spends a few hours trying to evaluate your entire operation, the inspector and the operator work closely together, focusing on one or two menu items from beginning to end. No orders are written; rather, a mutual teaching and understanding of the processes involved in producing safe food gradually evolves. We have found that as the evaluation proceeds, the operator typically takes over the lead. This occurs by anticipating potential hazards before the inspector can point them out, and coming up with their own common sense, low cost solutions to production problems.

In the past year, we have conducted several HACCP inspections, and the response from operators has been terrific. Regan Arntzen, Area Manager for Old Chicago, took extensive notes and made copies of all the paperwork so that he could introduce HACCP principles to all the units in that national chain. Jodi Wilker of Blue Plate Catering says that their operation benefitted because "not only has it defined where our critical danger points in

production are, it is also an education on how to change procedures to minimize risks". Dave Duerst, owner of Big Mama and Uncle Fats, feels that HACCP is saving him money by insuring that a safe and consistent product is provided to his customers. And Jill Watson of Taqueria Gila Monster likes the way HACCP helps her production staff understand the "whys" in kitchen procedures.

HACCP inspections are actually quite enjoyable for both the operator and the inspectors here at MDPH. It gives us the opportunity to develop a better working relationship with restaurateurs and their staff, and gets us all working together toward our common goal of serving great food safely. All it costs is the investment of a few hours of your time. If you would like to arrange for a HACCP evaluation call Dawne Smith at 266-4825, or if you simply have some questions, call me or send me an E-mail at gpallaske@ci.madison.wi.us. We've asked a number of HACCP recipients what they would tell other restaurant operators about HACCP. Jodi Wilker perhaps said it best when she asked "why wouldn't every owner/operator take total advantage of this free education program"? Why not indeed!!

"why wouldn't every owner/operator take total advantage of this free education program"?
- Jodi Wilker, Blue Plate Catering

Certified Manager Update

Many restaurant managers continue to have questions about the certified manager requirements that went into effect in 1995. Here are some facts to help meet compliance.

- Becoming certified is a 2 step process. First the person must pass a state approved exam. Second, the person must send the exam results, along with a completed State application form, and \$10.00 to: Dept. of Health and Social Services, Bureau of Public Health, P.O. Box 309, Madison, WI 53701-0309.
- A certified manager can be responsible for only one licensed restaurant.
- The state certificate must be posted in a conspicuous place in the restaurant.
- The manager of a newly licensed restaurant must become certified within 6 months of opening.
- When a certified manager quits, a new manager must become certified within 6 months.
- Restaurants operating without a certified manager on staff face City Attnoral referral, fines, and possible closure.

Please contact your public health inspector or the Madison Department of Public Health at 266-4825 if you have any questions

Videos

Don't forget that we have many training videos for you to borrow. For more information, contact Dawne anytime or your district health inspector weekday mornings between 8:00 and 9:00 a.m. at 266-4825.

The E-Mail Age

Some of you already may have, or are in the process of getting, E-Mail -- that handy way to communicate without actually talking to anyone! As you may have noticed from some of the articles in this issue of *Foodfacts*, we have also stepped into the E-mail age, and would like you to send us your E-Mail address. It will go into an address book which would enable us to quickly get information to you via E-mail. Please send your address to: dsmith@ci.madison.wi.us. Also, feel free to send your questions and concerns to us via E-mail, and it will get forwarded to your health inspector.



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