

**BON APPÉTIT**  
M A N A G E M E N T C O M P A N Y

*food service for a sustainable future®*

**To:** University of Redlands Community

**From:** Pam Franco, General Manager, Bon Appétit Management Co.  
at University of Redlands  
Brett Martin, District Manager, Bon Appétit Management Co.

**Date:** May 21, 2018

**Subject:** Bon Appétit food safety and request for communication and feedback

We take food safety very seriously at Bon Appétit, and we regret that the recent health inspection found we were not meeting our own high standards. While we await re-inspection, we'd like to summarize those standards, some of the processes we use to uphold them, and how we collect and respond to feedback.

**Food safety:**

Bon Appétit adheres to the HACCP (Hazard Analysis Critical Control Points) approach to managing product risk and has also implemented a comprehensive Quality Assurance/Food Safety training program, which we are re-emphasizing with our Redlands staff in order to ensure that we regain and maintain our previous excellent health ratings. Six of our chefs and managers here are certified by ServSafe (a nationally recognized food safety certification program that goes beyond what is required by the County), and two will be re-certified this summer. All associates have been checked by the San Bernardino County Health Department and have their food handler's license.

In addition to being inspected annually by the Health Department, we voluntarily employ a third-party inspection company called Ecosure to audit us twice annually. We hold short safety meetings twice daily as a standard operating practice, and we also have a dedicated safety committee that meets bimonthly to discuss ways to further improve sanitation through education around frequent hand washing, sanitizing workstations, avoiding cross contamination, and ensuring proper food temperatures.

**Foodborne illness:**

We are so sorry to hear that any student or employee has had a negative experience with our food—in particular, physical symptoms that they believe were caused by the food. As part of our food safety program, we investigate every report of possible

foodborne illness immediately; if an outbreak is suspected, we call in our corporate food safety team and notify the Health Department.

We have received just one report of a foodborne illness this school year, in April, from a student's parent. General Manager Pam Franco spoke with the parent twice and with the student once; however, no doctor was seen and no diagnosis made. In October, 2017, a student reported finding mold on bread from the Commons. Although no one reported being sick, we investigated the incident and stopped using the local vendor that had supplied the bread.

We ask anyone who feels ill and suspects it is from food that was prepared by Redlands campus food services to please contact General Manager Pam Franco immediately by email ([pam.franco@cafebonappetit.com](mailto:pam.franco@cafebonappetit.com)) or phone (909-748-8972). We also recommend visiting the Student Health Center, and if personnel there suspect the source is in fact food from campus food services, they will notify us. We will need to speak with you so that we can initiate our food safety protocol.

### **Feedback:**

We welcome and depend on open communication and direct feedback from you in order to improve our services to the Redlands community. We have hard-copy comment cards available in the Commons and an online form at <https://redlands.cafebonappetit.com> that many in the Community use; we strive to respond to all comments within 24 hours. We also conduct customer satisfaction surveys each October.

When we receive requests for additions or changes to the food program, we frequently implement them. Here are some examples from this academic year:

- More vegan and vegetarian offerings at each meal period
- The Grill and Expo Pasta Station are now open at the Commons on weekends
- New Jar Bar Salad Bar program launched
- In response to a request for healthier grab-and-go items, this year we added six additional GO In Balance meals, including wild salmon and grilled tofu
- We rolled out a meal-kit program, Meals in Minutes, so students can cook their own meals at their residence
- In response to demand, we increased the bake sale and farmers' market from once per quarter to monthly
- We also increased the frequency of educational chef teaching demos in the University Club

If there are additional ideas that students and employees feel would increase their satisfaction with our food program, we would love to hear them.

Thank you for the opportunity to provide service to the University of Redlands community. It is a privilege that we never take for granted.