

Food-Borne Illness Procedures

When to use Food-Borne Illness Procedures:

Procedures for handling food-borne illness incidents apply to anyone reporting a food related illness or foreign object. Use these procedures with guests, visitors, vendors, employees.

DO NOT IMMEDIATELY BRING OUT AN INCIDENT FORM.

FIRST ATTEMPT TO RESOLVE THE SITUATION BY OFFERING ASSISTANCE AND SHOWING YOU CARE BY OFFERING A REFUND OR A REPLACEMENT.

Procedures:

1. Assist the customer. DO NOT authorize treatment or commit to paying any bills. DO NOT accept fault for the incident, or discuss guilt or liability. If you are a Team Member, notify your MIC of the incident immediately.
2. Remove any ingredients or prepared menu items that may be contaminated from the storage areas. If the complaint is regarding a foreign object, place the object in a bag or other secure packaging. Identify it appropriately and keep it in a secure place. DO NOT THROW ANY FOOD ITEMS OR FOREIGN OBJECT AWAY.
3. Try to resolve the situation by offering assistance (i.e. refund, replacement, etc.) and showing you care. If you are able to resolve the situation by offering assistance, complete a Food-Borne Illness Report after the customer is taken care of and leaves the premises. Notify your Area Coach of the incident.
4. If you are unable to resolve the situation by offering assistance and it is absolutely necessary, explain to the guest that you are not authorized to resolve incidents that involve an injury or illness. Complete a Food-Borne Illness Report and let the guest know that you will report the incident to a Taco Bell representative who will contact the guest within 3-5 business days.
5. If the guest wants to speak with someone immediately, contact your Area Coach. DO NOT give the guest the office or Area Coach's phone numbers.
6. Call the QA Hotline at 1-800-767-5147. QA requires specific details, be prepared to provide the following information on all ingredients involved:
 - Product Name
 - Supplier ID
 - Manufacturer Date
 - GIN or PCN
 - Use-by Date
 - Hour Code (on the bags not the box)
7. Get a QA Report # and include it on the Food-Borne Illness Report.

Completing the Food-Borne Illness Report:

- The MIC or RGM is to complete the Food-Borne Illness Report in its entirety.
- Obtain a written, signed statement from the customer if necessary.
- Obtain written, signed statements from any witnesses.
- Provide any additional information you may have. If the circumstances of the illness are questionable, explain your concerns.
- Fax all statements & reports to the office and place original copies of all documents in your HR binder.