



Ocean County Health Department
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Complaint Memorandum

Insp Date: 11/18/19 **Business ID:** 100865
Business: Olive Garden Restaurant # 1483
1277 Hooper Avenue
Toms River, NJ 08753

Inspection: OW000757
File Number: 227
Phone: 732-240-9399
REHS: B-101909 Dwight Gerdes
Reason: 06. COMPLAINT
Results: Complete

Complaint Number: C-201911180923-OW

Complaint Information

Type Food Complaint Date Received 11/18/19 Received By Rice, Cynthia
Complaint Origin Public Date Assigned 11/18/19 Assigned Inspector Gerdes, Dwight
Establishment Municipality _____ Date Finalized 11/19/19
Location _____
Owner, Agent of Responsible Person _____

Complainant Information

Complainant [REDACTED] Phone [REDACTED]
Address [REDACTED] City [REDACTED] State [REDACTED] Zip [REDACTED]
Occupation _____ Employer _____

Nature of Complaint: Complainant was told by a kitchen staff on her way into the restaurant that the kitchen was filled with bugs.

Complaint Investigation Narratives

Narrative Date 11/19/19 Narrative Author Gerdes, Dwight

11/19/19

Dwight Gerdes, REHS on site. Before entering the establishment, complainant is contacted by phone. Complainant indicates:

- Last Saturday around 4 pm we were going into Olive Garden for dinner when we met a young man leaving the kitchen telling us not to eat here because the kitchen was full of bugs. We left without eating.

Upon entering the establishment, met with Tim O'Connell, LBO Manager 732-240-9399 and reviewed complaint. Tim indicates:

- Yes, he is familiar with this matter. A team member, Anthony Gach was fired (for theft) and asked to leave the building around 3:45 pm on this past Saturday 11/16/19. Other employees overheard the exchange between him and customers coming in. Manager was not fast enough to catch up to those patrons that left without eating.
- When findings are reported back to the complainant, Manager would like to speak with complainant if complainant

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wants to contact the restaurant directly.

Findings:

- Ecolab last on site for pest control on 11/8/19, as per documentation.
- No pest issues found; establishment was observed to be very clean.
- Walk through of the establishment is completed with the manager.

Complaint is not verified. No cause for further action by this agency at this time.