



Ocean County Health Department
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Complaint Memorandum

Insp Date: 8/28/17 **Business ID:** 100865
Business: Olive Garden Restaurant # 1483
1277 Hooper Avenue
Toms River, NJ 08753

Inspection: OU000124
File Number: 227
Phone: 732-240-9399
REHS: B-101909 Dwight Gerdes
Reason: 06. COMPLAINT
Results: Complete

Complaint Number: C-201708281102-OU

Complaint Information

Type Food Complaint Date Received 08/28/17 Received By England, Lynn
Complaint Origin Public Date Assigned 08/28/17 Assigned Inspector Gerdes, Dwight
Establishment Municipality 1507 Toms River Date Finalized _____
Location _____
Owner, Agent of Responsible Person _____

Complainant Information

Complainant Phone
Address City State Zip
Occupation _____ Employer _____

Nature of Complaint: Roaches in establishment on Saturday.

Complaint Investigation Narratives

Narrative Date 08/30/17 Narrative Author Gerdes, Dwight

8/30/17 1430

Dwight Gerdes, REHS on site. Prior to entering the establishment, call with complainant. Further information is provided. Complainant indicates:

- In restaurant Saturday night August 26th
- Sat at 6 seat table near interior wall (left at bar upon entering)
- Complainant and other people at the table, inc. child saw roaches crawling up the wall where they were sitting.
- Manager was called over about this problem and indicated "This happens in a restaurant".
- Food just arrived and no one wanted to eat after that. Manager offered manager discount. Complainant stated they refused to pay. Manager said ok but was rude. Complainant and party left without paying. Having a good time but roaches ruined dinner.

Upon entering the establishment and reviewed complaint with Karen DeYoung, Service Manager and Tim O'Connell, service manager.

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Karen indicates:

- Server called manager over. Apologized profusely. Bug was not indicated it was a roach. Food was discounted by manager, again apologized and comped the entire check for food that was 1/2 or better eaten. Manager never saw a bug. Tyler the server never saw any bugs.
- Corrective measures taken to address these areas for treatment by exterminator (EcoLab). EcoLab last on site as per documentation furnished: 8/8/17. Exterminator is due to return on 9/6/17 and treatment of area of concern will be added to routine treatment.
- Customers called in complaints after being comped for their whole meal and were furnished with additional gift cards.

Observed:

- No evidence of insects at this time after reviewing seating area.

With ongoing monitoring and treatment as necessary by an approved pest control operator, and complaint not verified at this time, no cause for further action by this agency at this time.