



OCEAN COUNTY HEALTH DEPARTMENT

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Complaint Memorandum

Assigned: 09/12/23
Business: Town & Country Diner
660 Route 37w
Toms River, NJ 08755
(732)569-3910

Complaint #: 981

If there are any questions, please contact our office at 732-341-9700 extension 7416.

Description
Found a bone in his soup. His meal was undercooked.

Narrative
Date: 09/13/23 Time: 09:00 am - 09:46 am Entered By: Dwight Gerdes D Dwight Gerdes, Senior REHS and Karijana Kristbergs, REHS Trainee on site with Taha (manager for Town and Country 732-703-4924. Reviewed complaint at this time. Manager indicates: - Yes, we got a complaint like this a week ago. Bone in soup was verified. Customer was not billed that day for this food. Met with Valentino, who oversees the kitchen staff. Valentino also confirmed the bone in the soup but his estimate of the complaint date was one month ago. Reviewed the issue of undercooked meal and reviewed times and temperatures for cooking of foods. Neither the Manager nor the head cook could answer basic time and temperature questions. NOTE: a person in charge of food safety (PIC) must be on site at all times and be able to demonstrate food safety knowledge. OCHD will return in one week to ensure that one person minimally on site during operating hours has that knowledge and can ensure that foods are cooked properly every time. OCHD will also look for the food manager certification that is required for this risk III full service diner. Additional findings while on site: - No digital (thin probe) thermometer on site. There is a bi-metallic stem probe thermometer but it is useless if no one understands how to calibrate it or the proper temperatures to look for when cooking, cooling, holding etc. - 4 trays of shell eggs are stacked next to the grill, out of temperature control. Reviewed that eggs are used quickly during rush periods and no more than one tray (3 dozen eggs should be the working container but as a rule, eggs are considered a potentially hazardous food that required refrigeration. PHFs should always be controlled for temperature. Balance of eggs is returned to refrigeration at this time. Staff training is strongly recommended to understand proper temperatures and use of the proper thermometer to ensure cooking, cooling, holding temperatures are satisfactory all the time.

OCHD will return in 7 days to verify corrections are made.

9/20/23

On site with Manager Taha 732-703-4924 and reviewed previous findings:

- Door handles are now fixed on pepsi refrigerator and walk-in have been replaced.
- Raw shell eggs are kept in refrigeration and cook never works with more than one flat at a time, typically only when it's busy. Eggs are potentially hazardous foods and must be maintained in refrigeration..
- ServSafe Food Protection Manager is Taha Alagoz 6/9/28
- Physical hazards to food should be removed prior to food service. All staff need to watch for anything that affects or gets into or is not properly taken out of the food.
- Food temperature reviewed: All staff need to brush up on food cooking temperatures. Vanentino is in charge of the cooking staff and should know all times and temperatures. Taha (manager) is the PIC and should be able to demonstrate food safety knowledge. Manager posts cooking times and temperatures sign for reference.
- Manager orders a thin probe digital thermometer and need for thin probe thermometer is reviewed.

While this complaint is not verified/ observed. The manager and staff have made some effort to correct issues found.

No cause for further action by this agency at this time.

NO CAUSE FOR FURTHER ACTION AT THIS TIME BY THIS AGENCY

Signatures	
Dwight Gerdes, Senior Registered Environmental Health Specialist, B-101909	
Inspection Official	Signature of Inspecting Official