

# Score the Perfect Partner.

**Establishment Name:** COUNTY HEALTH DEPARTMENT  
**Address:** Food Service Establishment Inspection Report  
**City:** \_\_\_\_\_

**Inspection Date:** \_\_\_\_\_ **Time In:** \_\_\_\_\_ **Time Out:** \_\_\_\_\_

**Purpose of Inspection:** Preliminary  Routine  CFSM: \_\_\_\_\_  
**Risk Type:** 1  2  3  Permit #: \_\_\_\_\_

**Compliance Status:** IN=in compliance, OUT=not in compliance

**FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS**

Item	Compliance Status	Points	COS	R
<b>1. Supervision</b> Person in charge present, demonstrates knowledge, and performs duties		4 points		
<b>2. Employee Health, Good Hygienic Practices, Preventing Contamination by Hands</b> Proper use of restriction & exclusion Hands clean and properly washed No bare hand contact with ready-to-eat foods or approved alternate method properly followed		9 points		
<b>3. Approved Source</b> Management awareness policy present reporting No eating, tasting, drinking, or tobacco use No bare hand contact with ready-to-eat foods or approved alternate method properly followed		4 points		
<b>4. Protection from Contamination</b> Food stored from approved source, parasite destruction Food stored at proper temperature Food in condition, safe, and unadulterated		9 points		
<b>5. Cooking and Reheating of Potentially Hazardous Foods, Consumer Activity</b> 5-1A IN Proper cooking time and temperatures 5-1B N/A Proper reheating procedures for hot holding 5-2 IN Consumer advisory provided for raw and undercooked foods		9 points		
<b>6. Holding of Potentially Hazardous Foods, Date Marking</b> 6-1A IN Proper cold holding temperature 6-1B IN Proper hot holding temperature 6-1C IN Proper cooling time and temperature 6-1D N/A Time as a public health control procedure and records		4 points		
<b>7. Highly Susceptible Populations</b> 6-2 IN Proper date marking and disposition 7-1 N/A Pasteurized foods used; Prohibited foods not offered		4 points		
<b>8. Chemicals</b> 8-2A N/A Food additives, approved and properly used 8-2B IN Toxic substances properly identified, stored, used		9 points		
<b>9. Conformance with Approved Procedures</b> 9-2 N/A Compliance with variance, specialized process and HACCP plan		4 points		
<b>GOOD RETAIL PRACTICES</b> 14A IN In-use utensils, properly stored 14B IN Utensils, equipment and linens, properly stored, dried, and stored 14C IN Single-use/single-service articles, properly stored, dried, and stored 14D IN Gloves used properly		3 points		
<b>14. Proper Use of Utensils</b>		4 points		

**SCORING AND GRADING** A=90-100 B=80-89 C=70-79 U<69  
COS=corrected on-site during inspection R=repeat violation

**CURRENT SCORE** **CURRENT GRADE**

# 100



COMMERCIAL SERVICES

## Helping You Make the Grade

As someone who runs a restaurant, you know how much your business depends on a spotless reputation. Count on Orkin to deliver. With more than a century of experience in pest control, we have helped protect the reputations of tens of thousands of thriving foodservice establishments in North America.

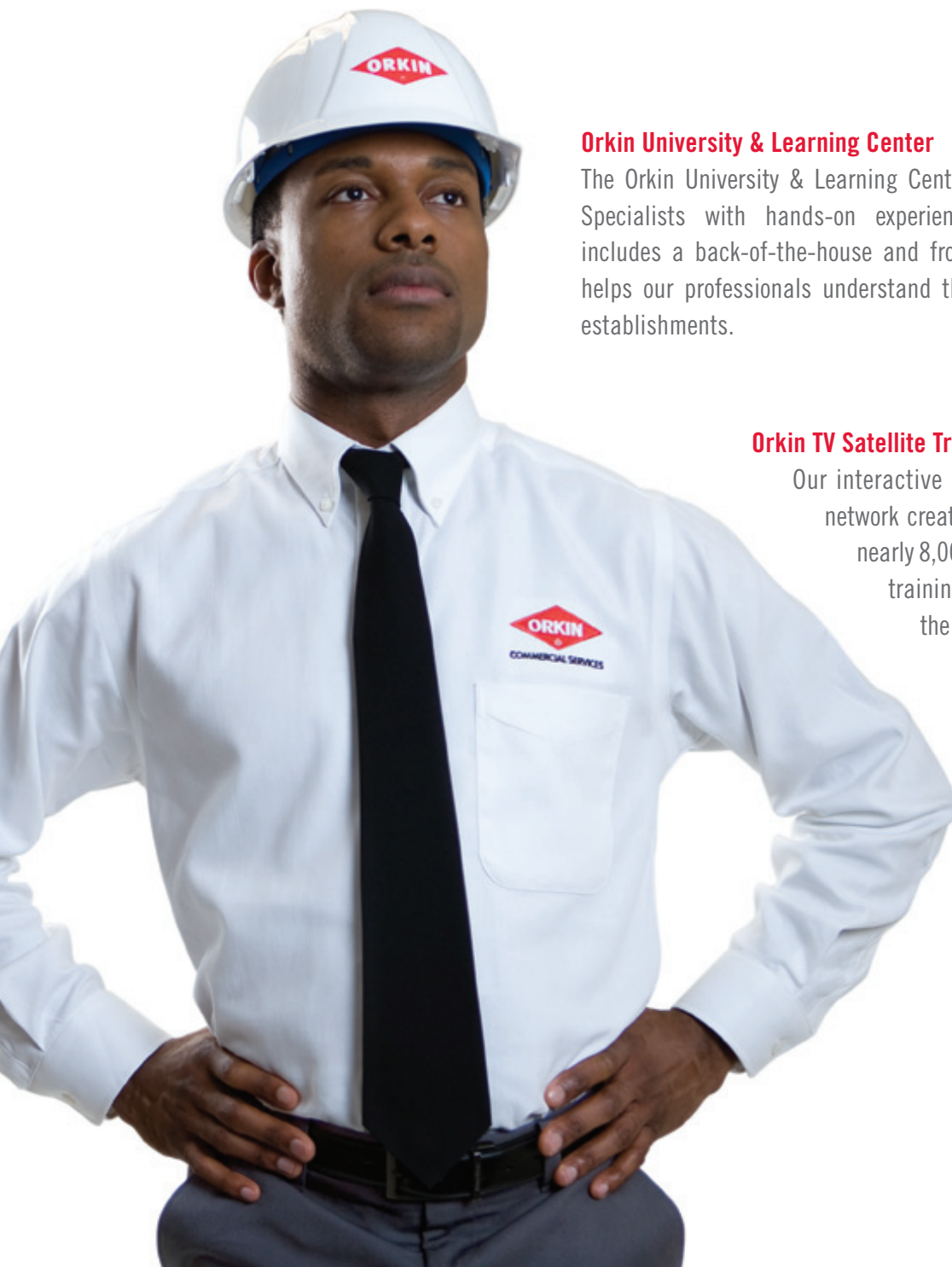
Orkin's Commercial Pest Specialists have extensive experience in the foodservice industry and are familiar with the unique challenges that restaurateurs face. We're always thinking about your pest control needs and helping you stay a step ahead of health inspections so you don't have to worry about the inspector's next visit.



## The Orkin Man™ Knows Restaurants

Since 1901, Orkin has been helping foodservice establishments keep pests in their place using the most advanced tools and the best trained professionals in the industry. We have invested millions to develop award-winning training programs that extend well beyond the classroom. Each Orkin Commercial Pest Specialist is trained in Orkin's Commercial Training Program, which includes:

- Formal accredited class work from Purdue University
- Service protocols and techniques that conform to health inspection standards
- Federal, state and local foodservice regulations



### Orkin University & Learning Center

The Orkin University & Learning Center in Atlanta, Ga. provides our Pest Specialists with hands-on experience. Our mock restaurant setting includes a back-of-the-house and front-of-the-house environment, which helps our professionals understand the unique challenges of foodservice establishments.

### Orkin TV Satellite Training Network

Our interactive satellite television communications network creates a live virtual “classroom” for our nearly 8,000 employees. This allows for in-depth training in real time at our locations across the country, so your Orkin Commercial Pest Specialist is up to date on the latest foodservice pest management techniques no matter where you are.



COMMERCIAL SERVICES

## Orkin's Approach to Integrated Pest Management (IPM)

Effective pest management is a process, not a one-time event. Orkin's Integrated Pest Management (IPM) approach is a collaborative and ongoing cycle of three critical activities that help keep pests in their place.



### Assess

First, we inspect, identify and evaluate all the underlying reasons pests infest your establishment.

#### Comprehensive inspections

We detect any sanitation issues or structural conditions conducive to pests.

#### Identification of pest activity

We examine and report any evidence of pest infestation.

#### Risk evaluation

We consider your restaurant design, geography and any conditions conducive to pest activity.

### Implement

Cookie-cutter pest management solutions are ineffective. Your Orkin Pest Specialist continually works with you to develop a customized solution to suit your restaurant's unique needs.

#### Focus on prevention

When we can, we start with exclusion, sanitation and other non-chemical options.

#### Environmentally responsible

If a product is needed, your Orkin Pest Specialist selects the most effective treatment with the least impact on the environment.

#### Sanitation consultation

Your Orkin Pest Specialist will consult with you to make sure your cleaning, maintenance and exclusion efforts make a real impact on potential pest "hot spots."

### Monitor

Year-round monitoring, documentation and communication help to ensure the ongoing effectiveness of your service.

#### Ongoing protection

During regular service inspections, your Orkin Pest Specialist monitors for signs of pest activity, looks for pest-friendly conditions and helps make sure your program is working.

#### Documentation and communication

After each service, your Orkin Pest Specialist documents all services performed, pest activity and any recommendations.



## Responding to Your Needs

With more than 10,000 foodservice customers across the U.S., Orkin knows what restaurant owners and managers want and need in their pest control programs.

- **Health inspection readiness** – Designed specifically for foodservice establishments, our thorough and ongoing pest control approach means you're always ready when the health inspector shows up.
- **Discreet service visits** – We schedule our service calls around your business hours to remain as invisible as possible to your diners.
- **Rapid, effective response** – Because pest problems can occur at any time, we provide fast, reliable and high-quality service to help you maintain a clean and pleasant dining environment at all times.
- **Breadth and depth of experience** – Our long-standing presence in the foodservice industry and constant nationwide service mean we deliver outstanding results, no matter where you are.



COMMERCIAL SERVICES

## Why Choose Orkin as Your Partner?



### Complete Regulatory Knowledge

Your Orkin Commercial Pest Specialist will be well versed in federal, state and local health inspection regulations. We even train health inspectors in pest management and food safety, so you'll be prepared for any inspection.



### Unrivaled Expertise

In addition to the best-trained Pest Specialists in the business, you'll have access to a deep bench of nationally recognized experts to help solve any pest problem you may encounter.



### Latest Tools and Techniques

The science of pest management is always evolving, and Orkin University keeps us on the cutting edge. For you, this means constant access to the most recent and effective pest control technologies available.



### Security

All Orkin Commercial Pest Specialists are screened and randomly drug tested, so you can have complete confidence in The Orkin Man™.



### Proactive Customer Service

Open dialogue is critical to help prevent pest problems before they occur. Consistent, collaborative communication is the hallmark of our customer service approach.



### Extensive Documentation

Orkin provides comprehensive and detailed service documentation for you and your health inspector.



### Training Assistance

As an Orkin customer, you'll also benefit from free training resources, expert articles and on-site IPM trainings for your employees, all accessible via [www.orkincommercial.com](http://www.orkincommercial.com).

## We Promise Complete Satisfaction

We back our service with a quality assurance program that guarantees our pest management service will meet your high quality standards – and our own.

### ISO 9001:2008-Certified Corporate Compliance Audits

Orkin employs a National Quality Assurance Team, which utilizes an ISO 9001:2008 certified review process to ensure your complete satisfaction. Close monitoring by the ISO Certification Process reinforces Orkin's documented quality management processes and strict regulatory compliance. (Orkin's audit process is certified to be in conformance with ISO 9001.)

Orkin also has an independent Pest and Termite Control Quality Assurance Department that regularly audits the services provided by our branch offices to ensure they meet the Orkin standard. These audits include:

- On-site Safety & Regulatory Review
- Vehicle Safety Inspections
- Service Equipment Inspections
- Administrative Review
- Personnel Training Requirements
- Client On-site Service Inspections
- Service Standard Adherence (Orkin, AIB International, FDA, USDA, etc.)



COMMERCIAL SERVICES

## A Diverse Menu of Special Services

In addition to our pest management, we offer our foodservice clients a wide array of services including:



### Sanitation

For commercial kitchens looking for a low-impact answer to grease and grime, Orkin Actizyme™ Floor and Drain Cleaner is a professional cleaning solution that uses naturally occurring enzymes and beneficial bacteria to help break down and dissolve organic compound buildup.



### Dumpster Odor Control

An all natural and non-toxic odor control service, Orkin Actizyme™ Odor Neutralizer helps eliminate airborne odors by spraying a solution directly onto refuse in foodservice dumpsters, trash chutes and refuse areas, ensuring a more pleasant environment.



### Fly Control

Flies are a nuisance and a health risk in a foodservice establishment. Orkin can develop a customized fly control plan, utilizing light traps, baiting, chemical controls and exclusion, to help prevent fly infestations.

### Restroom Care/Odor Control

Cleanliness in a restaurant restroom is always important when making a lasting impression. Not only can a clean restroom reduce pests, it also helps create a healthier, more appealing environment for customers and employees. Orkin's restroom care portfolio, designed to help with sanitation, is comprised of three core products:



**AutoFresh®** is a wall-mounted aerosol-dispensing unit that provides odor control by neutralizing odors rather than masking them, unlike like many air freshener products.



**AutoClean®** is a 24-hour continuous fixture-cleaning system that saves time and money associated with cleaning and maintenance.



**AutoFlush®** is a sensory system that automatically flushes toilets and urinals after every use.





### Termite Control

Termites may be small, but a termite infestation can cause very expensive structural damage. Orkin will develop a customized business solution to protect you against a future infestation or to help rid your restaurant of an existing infestation.



### Bird Control

Although many birds are beautiful and beneficial, certain types may cause problems for your business. Birds can spread disease, damage property and create hazardous conditions with waste and droppings. Orkin can customize a bird control program focusing on habitat modification, helping to make your facility unattractive to problematic birds.



### Exclusion

Pests can enter your restaurant through doors and small cracks. Adult mice can squeeze through an opening as small as a centimeter wide. Orkin can work with you to seal potential pest entry points and help keep pests in their place.



**In addition to insect and rodent management services, Orkin also offers solutions for more specialized problems.**



COMMERCIAL SERVICES

## Immersing Ourselves in the Culinary World

The most important aspect of our business is learning from our customers and strengthening our relationships with them. That's why we are deeply involved in the restaurant and food industries.

Orkin is a proud member of the National Restaurant Association (NRA), National Environmental Health Association (NEHA) and International Association for Food Protection (IAFP), along with many others. We also support numerous state and local restaurant associations and collaborate with the Centers for Disease Control and Prevention (CDC).

In addition, we have a close partnership with NSF International and have worked with them to develop free educational resources about health inspections that you can download at [www.orkincommercial.com](http://www.orkincommercial.com) under "Orkin University." We value all of these relationships because they give us a way to understand your business better and share our knowledge with you.





## Orkin Commercial Services Triple Guarantee

The value of our service is measured by nothing less than your complete satisfaction.

### 360° Satisfaction Guarantee

With Orkin, your satisfaction is guaranteed on all sides with three unique 60-day guarantees.

- ◆ 60 days complimentary service if you're not satisfied with the way we begin our service
- ◆ 60 days complimentary service if you're not satisfied at any time thereafter
- ◆ 60 days complimentary regular service by another provider if you're still not satisfied

### 2x24 Response Guarantee

When you see a pest, you need service right away – 365 days a year. Orkin makes it easy with a direct priority line to our national customer service department and to your local branch. We'll respond to your request within 2 hours and, if needed, have someone on-site at your facility within 24 hours – guaranteed.

### Reimbursement Guarantee\*

Should your company be fined by a regulatory agency due solely to a pest infestation, Orkin will reimburse you the amount of the fines paid.

Should your customer see a roach, rat or mouse in your establishment after 60 days of service, Orkin will:

- ◆ Repay, either you or the customers as appropriate, the reasonable charges incurred by the customer at time of sighting
- ◆ Invite the customer back as Orkin's guest for a meal, as appropriate

\* See service agreement for details.



COMMERCIAL SERVICES

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## Want to help protect your establishment's hard-earned reputation?

Call 1-800-ORKIN NOW or visit [orkincommercial.com](http://orkincommercial.com) to request a free, on-site consultation by an Orkin Pest Specialist and find out why Orkin is trusted by more businesses in North America than any other pest management provider.



**ORKIN**

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COMMERCIAL SERVICES

1.800.ORKIN NOW

[orkincommercial.com](http://orkincommercial.com)