

Contents

Stop Stored-Product Pests Before Your Restaurant Is Under Siege 8

Attention Boomers: It's Never Too Late for Succession Planning 10

Cornell Study: Co-worker Support Is Vital to Restaurant Guest Satisfaction 12

Champagne With Potato Chips? Web Site Offers 360,000 Food and Wine Pairings 12

Survey Finds Americans Like to Show Their True Age — When Having Their ID Checked 16

Don't Forget the Singles: All 89.6 Million of Them .. 16

Tip of the Month 18

If the people who make the decisions are the people who will also bear the consequences of those decisions, perhaps better decisions will result.
— John Abrams

Stop Stored-Product Pests Before Your Restaurant Is Under Siege

It's hard to serve up culinary delights when your ingredients have been partially consumed or contaminated by a stored-product pest. By their very nature, restaurants are especially vulnerable to infestations. Stored-product pests are commonly found in dry food products stored in a pantry; not in cans or refrigerated and frozen foods. "Contrary to popular belief, these pests eat more than just grain, so be aware that many items in your pantry, including beans, nuts, dried fruits, candies and spices, are at risk for an infestation," says Dr. Ron Harrison, entomologist and training director at the Orkin Training Center.

Harrison says that in addition to the costly damage these pests cause in ruined ingredients, stored-product pests can threaten food safety and quality. If ingested, some can cause allergic reactions, while those covered in tiny hairs can irritate the digestive tract. "Some of the chemicals secreted by some stored-product pests also can alter the taste of food, making your signature dish memorable for the wrong reasons," he says.

In the fight against stored-product pests, it's important to know what you're up against. Proper pest identification is critical for the selection of the appropriate and most effective treatment.

Harrison supplies this lineup of stored-product pests divided into groups based on their feeding habits. First off are the internal infesting insects that lay their eggs within the grain so their larvae can feed on the inside. Common internal infesting insects include:

Granary weevil/rice weevil. Measuring one-eighth to one-fourth inch as adults, both of these weevils are dark brown and look like small elephants due to their long snouts. They feed on a multitude of grains and have an average life span of 3 to 8 months. Rice weevils fly and have four spots on their back, while granary weevils do not fly.

Angoumois moth. These speckled yellow-brown and gray moths have feathery wings. They are about one-fourth-inch long and are known for their bottom wing, which some experts compare to a finger sticking out.

External infesting insects feed on the outside of the grain. Common external infesting insects include:

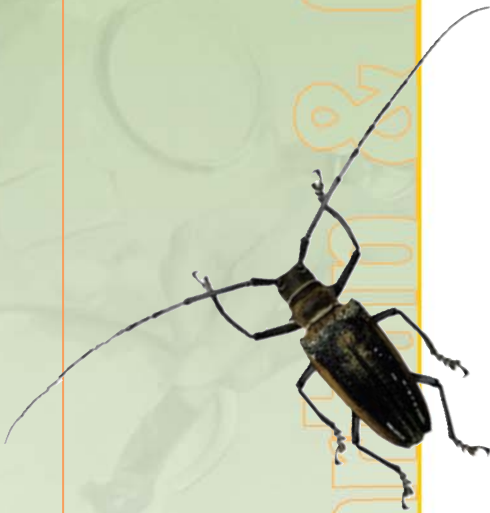
Indian meal moth. Adults are identified by their signature two-toned copper wings and are about one-half inch long when fully grown. The larvae can cause severe damage to food supplies and equipment with the webbing they deposit. Adult females will lay between 100 and 400 eggs during their short life span of one to two weeks. Harrison says, "Indian meal moths are the only stored-product pests whose larvae leave their food source to develop. Therefore, if you see larvae wandering around, then Indian meal moths are most likely the culprit."

Cigarette beetle/drugstore beetle. These beetles like to feed on uniquely flavored foods such as spices. Light brown in color, cigarette beetles, so named because they feed on tobacco, range from one-sixteenth to one-eighth inch in length and can fly. Their life span is short — less than a month — because they do not feed during their adult life. As their name suggests, drugstore beetles feed on items commonly found in drugstores in addition to other products. The drugstore beetle has a point on its helmet-shaped head and lines of rivets on its back, while the cigarette beetle's back is smooth.

External scavengers feed on grain after it has been broken or damaged by other insects. Common external scavengers include:

Confused flour beetle/red flour beetle. Flour beetles are shaped like round cigars, and are attracted to light. Both the confused flour beetle and red flour beetle will feed on broken kernels and processed grains such as meal and flour. The reddish-brown beetles can live up to two years and females can lay as many as 400 eggs in a lifetime.

Sawtoothed grain beetle. This beetle is flat and measures one-eighth inch. Sawtoothed grain beetles are dark gray and have jagged edges like a saw along the side of their thorax in the middle part of the body.



Aspiring to a small business that does what it does very well is a noble pursuit.
— Narenda Rocherolle

Harrison says, “Now that you know the pests to look for, it’s time to take action. Because stored-product pests will likely be brought in from a supplier, it’s important to be on the lookout at all times.” Follow Harrison’s five-step program to effective stored-product pest management:

1. Inspection. Inspect incoming products thoroughly and refuse any shipments you suspect may harbor an infestation. Look for webbing, holes in packages, live or dead insects, odor, dust particles, and/or damaged product. Check the packaging date to ensure freshness and, for packages with clear plastic wrapping, look for actual insects.

Wear a pheromone badge while inspecting. These use synthetic versions of the pheromones insects naturally secrete as sexual attractants and draw pests such as Indian meal moths out in the open.

Save a sample of each product shipment in a sealed, labeled jar. If you notice larvae or adults, be sure to dispose of the entire shipment immediately. Make sure disposed product does not sit near the building, potentially reintroducing stored-product pests into your restaurant.

2. Precautionary control. Freeze, heat or radiate incoming packages to kill any existing pests or larvae, as long as such steps will not ruin or damage the product.

3. FIFO. Adopt a first-in, first-out (FIFO) system to rotate products. This will keep product from sitting on your shelf for long periods, giving stored-product pests less of a chance to take hold.

4. Sanitation. Clean the shelves regularly to eliminate residues that will attract pests to uncontaminated packages. Vacuum and clean all floors and equipment thoroughly.

5. Storage. Put products in sealed containers and, if possible, store these containers in a cooler. This isolates packages so they do not contaminate others. Store products on wire shelving, preferably with an open back. This prevents the packaging of products from deteriorating and becoming vulnerable to breaches by pests.

Keep products stored in a cool dry place, below 65 degrees, as most stored-product pests do not tolerate extreme temperatures. If these conditions will affect the integrity of your product, discuss alternate options with your pest management professional.

Use pheromone traps in your food storage area to catch pests on sticky boards. Working the same way pheromone badges do, pheromone traps are primarily used as a monitoring method and should not be solely relied on for stored-product pest control.

“Train your staff to keep their eyes peeled for stored-product pests and immediately report any pest sightings,” Harrison says. “Work with a licensed pest management professional trained specifically in stored-product pests and their control to assist in identification and select appropriate treatment options. Working together you’ll be able to hold the line against tiny stored-product pest invaders.”

Attention Boomers: It’s Never Too Early for Succession Planning

With more and more baby boomers approaching retirement age, planning is a key ingredient to the success of any business venture. Yet most business owners, particularly in family operations, are wrapped up in day-to-day operations. That leaves little time for the important task of succession planning.

“Far too often, succession planning is an afterthought,” said Ron Johnson, chairman of the International Business Brokers Association. “It can certainly be an emotional issue that a business owner doesn’t want to face. They don’t want to think of their business going on without them.”

Johnson says don’t put it off. “A succession plan is important when you retire,” Johnson said. “It’s just as important if there’s an unexpected illness, disability or even death.”

IBBA offers these tips:

Bring in outside experts. Hiring the right professionals, including a business intermediary, will help ensure you have the best possible succession plan. They will look more objectively at the business and your goals.