



## **Statement for Tina Terry/ WSOC**

February 1, 2017

As one of Charlotte's best, high-end casual dining restaurants, The Asbury commits daily to excellence in our food preparation and in our sanitation practices. Guest safety and enjoyment is always top of mind.

Please remember that the health inspections capture a moment in time at each visit while our restaurant team DAILY works through the inevitable issues that can pop up with equipment, operations and human interaction.

We consider the health department a partner, working with us continually to achieve operational excellence. Our executive chef contacted the health department last week to ask for input on new recipes he is developing for our spring menu. We are constantly looking for ways to embrace sustainable practices and bring house-made, cutting-edge flavors to our guests while staying in compliance.

We train our team to handle the specialized needs of our kitchen, and we work with other fine dining chefs in the city who are tackling the same issues.

We wanted to specifically address the critical violations cited and let you know how we are addressing those issues:

1. **Date labeling**—this one came up in more than one inspection, and after the most recent inspection, the kitchen team was given additional training on this issue. All kitchen associates signed and dated a document (which was then placed in their personnel file), saying that they understood what was required of them and what they need to do *differently* going forward.  
(*Background:* Products coming into the restaurant are used on “first in, first out” system; if something gets out of rotation, item dates and associate trainings prevent out-of-date items from being used. Because we are sourcing directly from farmers—rather than using pre-packaged foods with dates on the packages—associates in the past have occasionally forgotten to label and date items going into the refrigerator. Our executive chef is doing spot checks on the refrigerators in the coming days and weeks to make sure the training last week was effective. Please remember that high quality ingredients at their freshest are

essential to guest satisfaction. Our chefs are trained to *only* prep with food that meets our quality standards.)

2. **Food contact surfaces—cleaned and sanitized:** All kitchen associates received additional training after this visit, and internal, unscheduled inspections of equipment are being conducted by the executive chef, going forward. Training of new personnel has been addressed.

*(Background: Sometimes an employee may clean a piece of equipment after usage, and when the chef inspects it before the next usage, it will be cleaned again to meet sanitation standards. In this instance, the equipment had not yet been used that day, and the chef would have required the equipment to be cleaned again, prior to use.)*

**On the dishwashing equipment—**We pay a vendor to keep the pH correct and to keep our cleaning equipment running in compliance with all rules. The vendor fixed the equipment and attended to the issues immediately. Vendors spot-check and service our equipment on a regular, ongoing basis.

3. **Food at proper temperatures** – The health inspector found a pork shoulder in the refrigerator that was not at a proper temperature.  
*(Background: We constantly manage this issue. Large deliveries can change the temperature of a food storage area after it's loaded with new produce or meats. Chefs always check the temperature of meats prior to use at the restaurant. Items not meeting standards are not served.)*
4. **Proper hand cleaning** – This note involved the process our dishwashing personnel use to clean dishes prior to adding them to the dishwasher. We are in ongoing discussions with ServSafe training experts, the North Carolina Restaurant and Lodging Association and the health department as the notation in this instance raises the bar beyond current, accepted industry best practices.

We would also like to remind WSOC viewers:

- Our health department rating has always been a grade A.
- We have never had an instance of publicly reported and confirmed foodborne illness.
- We continue to work closely with our colleagues at the health department to maintain the high standards our guests expect.
- Restaurant environments change on an hourly basis, and our teams work constantly to maintain the highest standards and serve a demanding dinner and lunch clientele.

Our reputation as one of Charlotte's top high-end, casual dining destinations would not be what it is without attention to detail exercised by every chef on the line and every kitchen associate. Charlotteans and visitors alike dine with us in full confidence every

day. We are not a chain restaurant. We are chef driven and focused on creating the most flavorful food we can using sustainable, local (when possible), food systems.

We thank WSOC for giving us a chance to respond with this statement.

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