FOOD SERVICE PEST REFERENCE · FREE TOOL

"I Saw a Pest" Response Card

One page for the host stand and one for the line. What to do, in order, in the first hour, and what to say.

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How to use this document

Print both cards. The dining-room card goes at the host stand and in the server station; the kitchen card goes by the time clock and the hand sink. Read them with staff once; after that they only need to be where the sighting happens. Not legal advice.

Dining room card

- 1. Go to the table now. Say: "I'm sorry. We take this seriously, and I'm taking care of it." Nothing else.
- 2. Remove the plate. Comp the item or the meal without being asked. Do not argue, do not explain, do not mention your pest company.
- 3. Keep the plate and the insect. Put the insect in a bag or cup with the date and time. Photograph the plate and the insect in place if the customer allows; otherwise afterward.
- 4. Write it in the sightings log before the end of the shift: date, time, table, what, who saw it, who was told, what was done. Attach the photo.
- 5. Text a photo of the insect to (801) 477-0223 for a same-day identification. Call the pest company with the identification and the location. Log the call.
- 6. If the customer posts about it: one calm, short reply from the manager, with the date the pest company came. No argument.

Kitchen card

- 1. Don't spray it. A store-bought can in a kitchen is a critical citation, and it can repel and scatter cockroaches to other areas without killing them (UC IPM). Report it.
- 2. Catch it or photograph it. A specimen in a bag or a clear photo is an identification.
- 3. Say exactly where: "by the dish machine, bottom left, behind the drain line" is worth more than "in the kitchen."
- 4. Tell the manager now, or write it in the sightings log yourself.
- 5. If they are dead insects after a treatment: remove them (gloves, bag, trash outside), wipe the area, and log it. Dead pests left in place are their own line on a report.

- 6. Keep the back door closed. Most pest lines in the county are the back door.

What not to say, anywhere

- "That's not ours."
- "We have a pest company."
- "It's never happened before."
- "Everyone downtown has them."
- Anything about the customer's motives.