

Sarah's Deli

When Sarah Ferguson moved from the USA a few years ago, she decided to start her own deli in Oslo. What she really missed when she moved to Norway, was the American hot breakfasts with pancakes, maple syrup, bagel and juice. She was lucky and got hold of a suitable place in a popular neighborhood that could accommodate food service for take-away and a few tables for eating on the premises. Just after opening her deli, it was inspected by the local health authorities. Fortunately, the inspector did not find any critical violations during the inspection. However, there were a few minor violations, and the inspector has now returned to check if Sarah has followed up on his recommendations. Sarah, who is not yet fluent in Norwegian, prefers to speak English.

Sarah: Hello! Nice to see you again. I can't believe how lucky I was to come across this place. Even if I've just been in business for a few months, the customers have really taken a fancy to my breakfasts. It seems that I have not been the only person around here that has missed starting their day the "American Way". But you haven't come to get updates on my business success, I guess?

Inspector: I'm really happy for you, Mrs. Ferguson. It is not easy to start up a new business, these days, so I am very impressed. Hm... The last time I inspected "Sarah's Deli" was..... (*checking his/ her papers*)...8 weeks ago, and we found just a few minor violations of the food and health regulations.

Sarah (*interrupting*) Yes, thank goodness, nothing serious. You know, the regulations vary from country to country, so it is not easy. But.... I've got your inspection form here, and I've tried to correct the things you've noted down. (*taking the inspector into the kitchen*) Look, the first thing you pointed out was the lack of soap at the hand sink in the kitchen, wasn't it? (*pointing to the soap dispenser*)

Inspector: Yes. That soap dispenser looks fine now, though, so I can tick off that point on my sheet, it seems... Let's see (*mumbling*)..The equipment, utensils and linens were all spotlessly clean. The counter staff and waiting staff were OK.. They do not present such a high risk, after all, when it comes to contaminating the food. However, we noted that the kitchen staff did not wear hair restraints. Did you do anything about that?

Sarah (*calling*): Stephen? Stephen, the inspector wants to take a good look at you (*laughing*) ... (*Stephen appears from the fryer area*).

Stephen: Um...? Oh yeah, you want to see if I have my ponytail covered up, do you? Look, I've even got a beard restraint...

Inspector: Ha, ha... That looks perfect. Now... In the fryer area, the floor was not 100% clean, last time.

Sarah: I know, we were so new in business that we had not yet established a regular cleaning schedule. We have now, of course. Look,... (*pointing at the wall*) we've got a list here. It says that Elizabeth was in charge of the cleaning at 10.00 a.m. today.

Inspector: Yes, it seems like the schedule works. This floor is certainly not sticky. I have also noted....let's see.... that some tiles were missing. Seems like the floor is in perfect shape now, though...?

Sarah: Yeah, cost me a fortune to have it mended, but we want our premises to be flawless. Right, Stephen?

Stephen: Yes. (*In a teasing voice*) Sarah is always fussing about hygiene and that stuff. No one gets off the hook. However, I really enjoy working here, in a nice, clean, spacious kitchen. I've worked a lot of places, and I **can tell** you that that is not the case everywhere...

Inspector: (*to Stephen*) **Don't** tell me, I know. ... Let's see, Sarah,the handle of the refrigerator... Did you do anything about that?

Sarah: The fridge handle? I sure did...I had to replace it. In the end I had to contact the manufacturer; luckily they had it in stock...You also made me aware of the junk in the store room upstairs, didn't you? You said that if I didn't remove all the unnecessary stuff, it might attract rodents and insects. Yuck! (...*shuddering*...). You really scared me, and all the trash went straight to the landfill. Do you want to take a look?

Inspector: I'll take your word for it. (*With a grin*). Mmm... It's 11 a.m. – not too late for breakfast, is it? I'd like to "inspect" your breakfast menu.

Sarah: I can recommend the buttermilk pancakes with bacon, or if you prefer - eggs with home fried potatoes and your choice of toast.

Inspector: I'll go for the pancakes. And... as for a beverage? Hm...after all the calories, I'll think I'll have a decaf.

Sarah: Of course... But did you know that if you are concerned about your weight, you should drink fresh juice? Your body really loves natural foods. I absolutely insist that you try out our freshly made juice. It's on the house.