

Operational Differences that Influence Inspection Scores of Corporate-Owned versus Privately-Owned Restaurants

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Background

- Over 1,200 restaurants in Lexington, KY
- Definition
 - Corporate restaurants are associated with a brand
 - Private restaurants are not associated with a brand
- Differences between corporate and private
 - Resources
 - Training
 - Monitoring programs
 - Size
- Inspection procedures
 - 2 regular inspections per year
 - Follow-up inspection (immediate/10-day)



Problem Statement

The differences that exist between corporate-owned and privately-owned food service establishments may impact the inspection scores they receive from the Lexington-Fayette County Health Department (LFCHD).



Research Questions

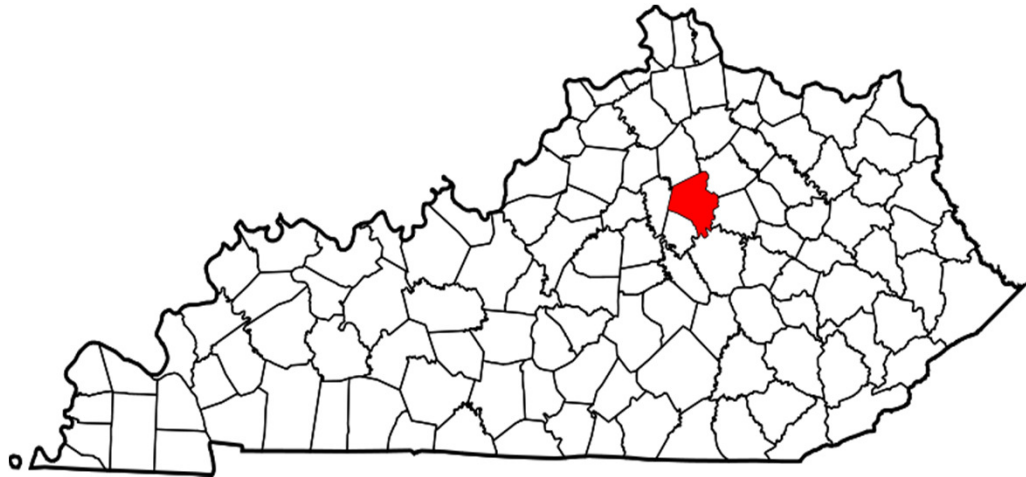
1. Do privately-owned restaurants have a larger amount of follow-up inspections compared to corporate-owned restaurants?
2. Are there common violations being marked among restaurants during routine inspections?
3. Does the size of a restaurant impact the score received during a routine inspection?

Methodology

- Conducted Secondary Data Analysis on data obtained through the LFCHE, Division of Environmental Health & Protection
 - Database in Microsoft Excel
- Random sample of 400 corporate and private restaurants
 - 200 of each
- Recorded information from last regular inspection in 2011
 - Pass/Fail: Was follow-up inspection needed?
 - Violations marked during regular inspection
- Recorded number of seats at each restaurant
 - Small: 0–100
 - Medium: 101–200
 - Large: 201+

Study Population

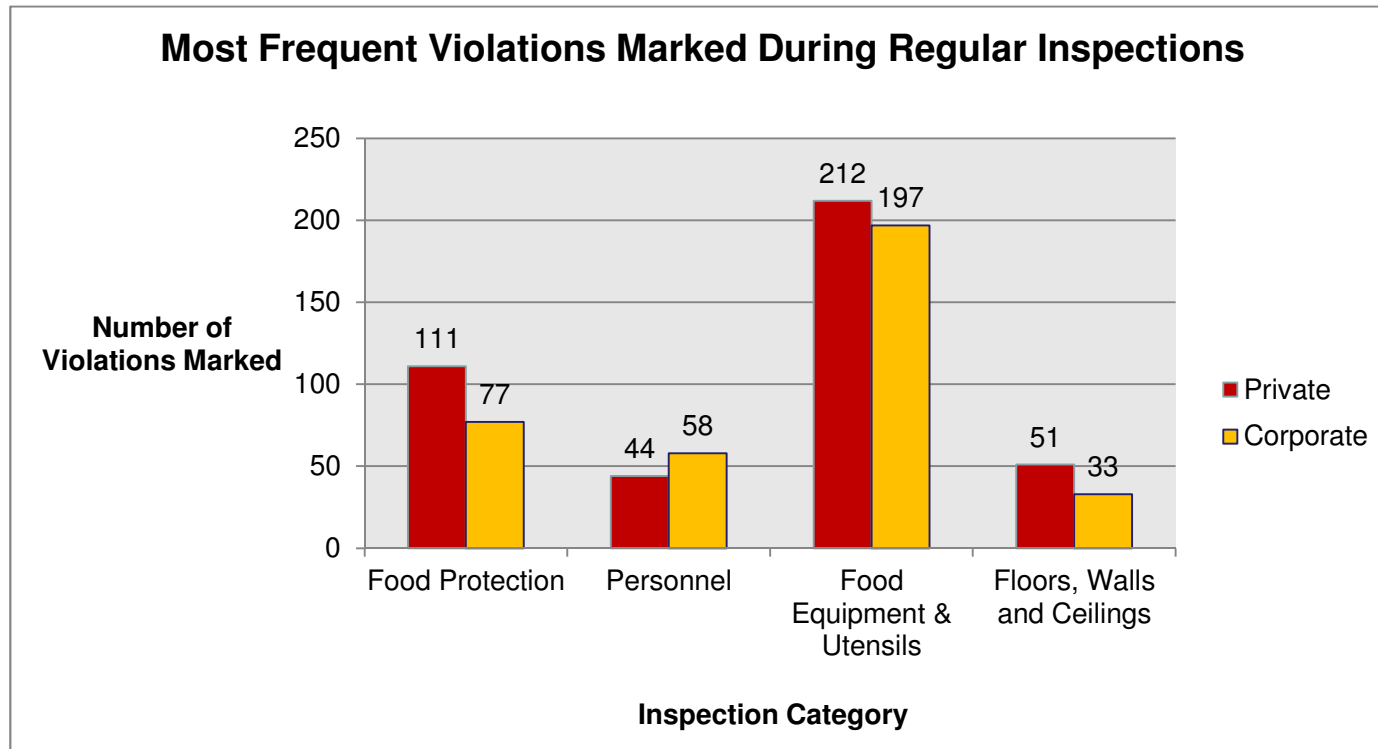
- Restaurants in the Lexington-Fayette County area
 - Carry-out, sit-down, drive-thru
- Strictly food service restaurants; does not include retail or manufacturing



Results

- Privately-owned facilities
 - 543 total violations marked; 86 critical violations
 - 59 establishments had follow-up inspections
 - Large facilities required the most follow-ups (41.7%)
- Corporate-owned facilities
 - 452 total violations marked; 82 critical violations
 - 61 establishments had follow-up inspections
 - Medium facilities required the most follow-ups (38.5%)
- Non-Critical Violation: #15; Critical Violation: #17
- Most frequently marked category: Food Equipment & Utensils

Results (continued)



Conclusions

- Number of follow-up inspections is similar, but privately-owned restaurants were marked for 91 more violations
 - Lack of resources
 - Inconsistency between shifts/employees
- Most common violations: #15 and #17
 - Due to human error
 - Lack of training
- Of the 4 most commonly marked categories, corporate-owned restaurants were marked for more violations in “Personnel” category
 - Higher turnover rate
- Size could be a factor in outcome of inspection
 - Small establishments had the lowest follow-up rate

Recommendations

- LFCHD offers its own food handler and food manager courses
 - Adjust parts of the courses to focus more on topics most frequently marked during regular inspections
 - Proper food protection
 - Proper personal hygiene
 - Maintenance and cleanliness of equipment and utensils
 - Overall facility cleanliness and maintenance
 - Additional diagrams and flyers could be distributed during courses and regular inspections



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Questions?

