**NOTE: THIS PAGE IS FOR INTERNAL USE ONLY; DO NOT TAKE INTO THE FIELD.**

INTERVIEWEE INFORMATION:

Name of Food Establishment:

Date of last inspection:

Red Item Violation points (if any):

Name of owner or manager:

Phone #:

Language(s) spoken:

TRANSLATION DETAIL:

Translation required: ❒ Yes ❒ No

If yes, proposed arrangements for translation:

INTERVIEW SCHEDULING SCRIPT:

Hello, this is [your name] calling on behalf of Whatcom County Health Department. We’re in the process of improving our food inspection program and need your help.

We would like to do a very short (20 minute) in person interview with you and we will provide translation services if needed. This interview is not an inspection and your answers will not impact any future inspections.

This is a voluntary interview and you do not need to participate. However, to thank you for your participation, you will receive a $10 gift certificate from Fred Meyer.

Would you be willing to participate? ❒ No ❒ Yes, if “yes” schedule interview:

SCHEDULED INTERVIEW:

DATE: TIME:  **[Avoid meal & prep times]**

Translation Details:

**RESTAURANTS TO SCHEDULE BY LANGUAGE OF OWNER:**

**Chinese:** (n=4)

* Wonderful Buffet, 4365 Meridian St., Bellingham (Luis)
* AFC Sushi @ Fred Meyers #25, 800 Lakeway Dr., Bellingham (Patrick)
* Hong Kong Garden, 2527 Meridian St., Bellingham (Patrick) Notes: No translator needed for David Hong
* Asian Bistro, 1730 LaBounty Dr., #1, Ferndale (Sarah)

**Korean:** (n=4)

* Pho-Teriyaki Restaurant, 8134 Guide Meridian, Lynden (Luis)
* Lakeway Teriyaki, 860 Lakeway Drive, Bellingham (Molly)
* Teriyaki House, 4277 Meridian St. #C-102, Bellingham (Molly)
* Hana Teriyaki, 701 W. Holly St., Bellingham (Patrick)

**Punjabi/Hindi:** (n=4)

* Shell, 1215 N. Lake Samish Dr., Bellingham (Molly)
* Fort Bellingham Market & Deli, 1383 Marine Dr., Bellingham (Patrick)
* India Grill Restaurant, 1215 Cornwall Ave., Bellingham (Molly)
* Indian Flavors, 3930 Meridian #107 Ste., Bellingham (Molly)

**Spanish:** (n=6)

* Taqueria Tecalitlan, 1263 Barkley Blvd., Ste 101, Bellingham (Sarah)
* Neto’s Market & Bakery, 2612 W. Maplewood Ave. (Luis)
* Tadeo’s Restaurant, 207 E. Holly St., Bellingham (Luis)
* Chihuahua Mexican Restaurant, 5694 Third Ave., Ferndale (Luis) Notes: No translator needed for Alex
* El Tapatio #1 (Guide), 2435 Strider Lane (Sarah)
* Three Flavors Kitchen, 507 Nooksack Ave., Nooksack (Sarah)

**Thai:** (n=2)

* Supon’s Thai Kitchen, 111 N. Samish Way, Bellingham (Sarah) Owner: Nin
* On Rice Thai Cuisine, multiple locations (Sarah) Notes: No translator needed for Ken

**Vietnamese:** (n=2)

* Asia Oriental Market, 2408 Meridian Ave., Bellingham (Sarah) Owner: Hung
* Kowloon Inn, 5625 Third Ave., Ferndale (Molly)

INTERVIEW SCRIPT:

Hello, my name is [your name] and I’m here to complete your interview with Whatcom County Health Department. [Also, introduce translator: ]. We would like to ask you a few questions to help us improve our food inspection program. This should take about 20 minutes. This interview is not an inspection and your answers will not impact any future inspections.

**[NOTE: Go over consent form and have interviewee sign; otherwise, do not proceed.]**

Would it be okay if we recorded this interview so that other members of our team can hear your responses? Either yes or no is okay. Interviewee response: ❒ No ❒ Yes, if yes start recorder!

INTERVIEW QUESTIONS:

1. How satisfied were you with your last inspection? [Please choose from the following responses]

❒ Very satisfied ❒ Satisfied ❒ Somewhat satisfied ❒ Unsatisfied

Why did you give that answer?

1. Was the last inspection helpful in improving your ability to comply with the food code?

❒ Yes ❒ No

If yes, what was helpful?

If no, what do you think would make the inspection more helpful?

1. Did the last inspection result in any major changes in the way you prepare and serve food?

❒ Yes ❒ No

If yes, what change or changes did you make?

SCRIPT: **This section of the survey is going to look at how culture and language impact compliance with the food code.**

1. Is there anything in the food code that is difficult for you to understand?

❒ Yes ❒ No

If yes, what is difficult for you?

4b. During inspections, have Whatcom County food inspectors explained food code requirements to you clearly? ❒ Yes ❒ No; If no, how could we improve?

1. Are there cultural barriers that make it difficult for you or your staff to comply with the food code? [Use an example if needed. “For example, in some cultures foods are prepared without using a temperature gauge to monitor temperatures.”]

❒ Yes ❒ No

If yes, what cultural differences make it difficult to comply with the food code?

1. Does language create any barriers that make it difficult for you to comply with food code or to understand the instructions of food inspectors?

❒ Yes ❒ No

If yes, please explain:

1. Is there anything else you would like us to know?

CLOSING INTERVIEW SCRIPT:

Thank you so much [name of owner/manager] for taking the time to answer our questions. We really appreciate hearing from you. We hope you’ll feel free to contact us now or in the future if you would like to share more about your inspection experience and how we might better serve your needs.

In appreciation for your time, we have a $10 Fred Meyer gift certificate for you.

**[NOTE: Be sure to give out gift certificate before leaving.]**

Thank you again.