



DEPARTMENT OF HEALTH & HUMAN SERVICES

M339001

New York District

Food & Drug Administration  
158-15 Liberty Avenue  
Jamaica, New York 11433

WARNING LETTER

CERTIFIED MAIL  
RETURN RECEIPT REQUESTED

February 8, 2000

Mr. Michael C. Kay  
President  
LSG Sky Chefs, Inc.  
524 Lamar Blvd.  
Arlington, Texas 76011

Ref: NYK-2000-32

Dear Mr. Kay:

During a December 16<sup>th</sup> and 20<sup>th</sup>, 1999 inspection of your airline catering facility at La Guardia Airport in Flushing, New York, our investigators observed violations of the Public Health Service Act and implementing regulations for the Control of Communicable Diseases and Interstate Conveyance Sanitation (Title 21, Code of Federal Regulations, Parts 1240 and 1250).

At the conclusion of the inspection, our investigators presented to Mr. Brian Daniel, General Manager, a list of Inspectional Observations (Form FDA 483) (copy attached), and the Food Service Establishment Inspection Report, Form FDA 2420 (copy attached). The findings were discussed with Mr. Daniel. The following deviations were found:

- 1. In the final departure walk-in cooler, the meals were tested for internal temperatures at approximately 3:30 pm. These meals were to be delivered to American Airlines Flight #773 to Dallas, flight departure time at 4:30 pm. First-class beef tenderloin (slices) internal temperature tested at 51° F. Cooked chicken breast internal temperature tested at 49° F to 51° F. Pasta with mushrooms internal temperature tested at 49° F to 51° F. A tray of cooked rice internal temperature tested at 48° F. (item # 3 on the FDA 2420).
2. Spray sanitizing bottles were being stored on the food preparation tables located at the American Airlines workstation. (item # 41 on the FDA 2420).
3. The final rinse temperature for the automatic conveyor dishwasher tested below 180° F. Two dishes were tested at 160°F, after passing through the dishwashing machine (item # 20 on the FDA 2420).
4. In the receiving area, there was a utility cart blocking access to the handwashing station (item #31 on the FDA 2420).

5. The temperature gauge for the automatic wash cycle was registering at 140°F (item #19 on the FDA 2420).
6. In the cold food preparation area, there is a wall mounted fan covered with dust which is adjacent to exposed foods (item # 8 on the FDA 2420).
7. There was no supply of hand drying towels, located in the receiving area (item # 32 on the FDA 2420).
8. The floor drain underneath the produce cleaning station was clogged (item #29 on the FDA 2420).
9. Automatic dishwashing machines numbers one and two lacked a ¼ inch IPS valve (item #17 on the FDA 2420).
10. There were various trays, which were observed with carbon residues, located in the pots and pans area (item # 23 on the FDA 2420).
11. Doors of the reach-in refrigerator tables were soiled with grease residues, located in the cold rood preparation area (item # 23 on the FDA 2420).
12. Clean and sanitized silverware was being stored in an up-right position allowing contact with the portion that makes contact with the user's mouth. The silverware was for use on American Airlines, Air Canada, Mid-West Express and US Air (item # 24 on the FDA 2420).
13. Employee personal clothing was being stored in the cold production area, and dishwashing room area (item #40 on the FDA 2420).

As a result of the above violations, a "Provisional" classification has been assigned for a period of thirty (30) days at which time a reinspection will be conducted. If significant improvement has not been made at that time, a "Not Approved" classification will be justified.

In addition to the above deficiencies, the Investigator reviewed a number of LSG records revealing meals held at unacceptable temperatures. For example:

- Standard requirement record dated 12/16/99 disclosed that beef tenderloin slices were cooked at 140° F and refrigerated to 40° F, but when the meals were tested prior to departing the kitchen for loading on board American Airlines several hours later, they tested above 45° F. Although the record has provisions for temperature checks after 4 hours, the section on the form pertaining to this entry was blank.

- Review of the HACCP log which records the final holding temperature onboard/kitchen dispatching included the following entrees with temperatures elevated above 45° F with no corrective action taken contrary to your own SOP:

11 of 15 entrees on 12/6/99, 3 of 7 entrees on 12/6/99, 4 of 12 entrees on 12/6/99, 2 of 7 entrees on 12/7/99, 14 of 25 entrees on 12/8/99, 7 of 18 entrees on 12/9/99, 4 of 10 on 12/10/99, 9 of 26 on 12/13/99, 12 of 34 entrees on 12/14/99, 8 of 18 entrees on 12/15/99 and 6 of 17 entrees on 12/19/99.

These records were described by management as holding/dispatch temperatures. Your facility SOP for onboard checks directs taking a second or third temperature reading when meals are out of temperature as well as taking some corrective action such as the addition of dry ice or replacing the meal.

In addition, review of the HACCP log for final temperatures onboard revealed no onboard temperatures taken on 12/8,9,12 and 15/99.

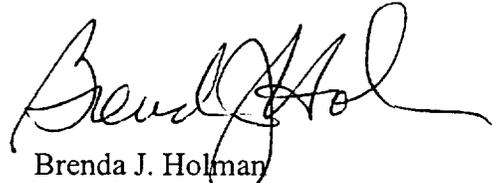
We acknowledge receipt of your letter dated 12/21/99 responding to the Form FDA 483 and referencing an attached copy of your corrective action plan. However, the plan submitted fails to provide specific responses as to the corrective actions taken and planned. For example, this plan states the disparity of temperature issue was corrected the same day of the audit. Although the meals found out of temperature during the inspection were destroyed, your response does not specifically address what measures will be taken to assure future meals are held and dispatched at proper temperatures. While SOPs and record keeping procedures have been established in an effort to accomplish this objective, the above review of these records revealed inadequate implementation of these procedures.

The above violations are not intended to be an all inclusive list of deviations which may exist. You should take prompt action to correct these deviations. It is your responsibility to ensure that all requirements of the Public Health Service Act and the regulations promulgated thereunder are being met. Please notify this office in writing within 15 working days of receipt of this letter, of the specific steps you have taken to correct the noted violations.

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Your response should be sent to Lillian C. Aveta, Compliance Officer, Food and Drug Administration, 158-15 Liberty Avenue, Jamaica, New York 11433. If you have any questions, Ms. Aveta's telephone number is 718-662-5576.

Sincerely,



Brenda J. Holman  
District Director

Enclosures: Form FDA 483  
Form FDA 2420