

Mr Josh Rowe

Via email [josh@josh.com.au](mailto:josh@josh.com.au)

Re: Liberty Catering Concepts poor food experience at Melbourne Zoo

Dear Mr Rowe,

I am writing to you in response to your visit on Tuesday 5<sup>th</sup> July to the Lakeside Bistro at Melbourne Zoo. I am extremely disappointed that we served your child undercooked chicken on that occasion in the form of the Drummet dish. I have been furnished with the photo that you took on the day and can agree entirely with your reaction to this incident.

Whilst we have been the caterer at Melbourne Zoo for a year now this is the first time that we have performed so poorly in both food service and the appropriate management response in dealing with what was a serious food issue during your visit. For this I sincerely apologise and can assure you of my complete attention and my investigation and rectification of the incident.

I have reviewed the complete preparation and cooking process with the Head Chef and have formed the opinion that a step was not completed on the day of your visit which caused the undercooked product to be served. This indicates poor supervision on the day and a flaw in the following of procedures by a team member. I have taken steps to ensure that this will never occur again.

I can assure you that all our food served at Melbourne Zoo is purchased locally, prepared on site and served with care. In this instance we have let you down and for this I am embarrassed and upset that it has occurred. Again I apologise and welcome you back whenever you please at my expense so we may offer you a positive experience.

Please feel welcome to give me a call to discuss further on 0417 552 569 or via return email.

Yours sincerely

Justin Forrester

Director

