

## MEMORANDUM

DATE: November 22, 2020

TO: All staff of Arya's Kitchen

FROM: Anna Stiles, General Manager

SUBJECT: Addressing Questions Related to Food Safety

It has recently come to our attention that a number of anonymous signs have been placed around Columbus and the surrounding suburbs alleging that a needle was found in one of our signature Colossal Carmen burgers. Management has conducted a thorough investigation and discovered no evidence of such an incident.

As you are all aware, our first commitment as a company is to our customers. This includes both their well-being and their overall enjoyment of the Arya's experience. It is likely that customers who have seen the signs or heard these unsubstantiated rumors will have questions and concerns about the safety of our products. We encourage you, in your interactions with concerned customers, to do the following:

- Validate their concerns. Do not brush off their worries as unnecessary; instead, empathize with the customer and explain that you understand their concern and that we take food safety very seriously at Arya's.
- Share that our investigations have turned up no evidence of this incident and that we are confident that these allegations are false.
- Let them know that any problems with our products can always be reported to our offices by calling 555-ARYA or by filling out the contact form at [AryasKitchenColumbus.com](http://AryasKitchenColumbus.com). We will work to make any issues right.

Any media inquiries should be directed to Anna Stiles, General Manager, at 614-555-5555 or via email at [astiles@aryas.com](mailto:astiles@aryas.com).

Although we are confident that this rumor is untrue, now is as good a time as any to remind all staff of the importance of following established food safety protocol. Hands should be washed regularly, and gloves should be worn while preparing food. Make sure to change to a new pair of gloves when switching between handling raw and cooked products. Food preparation surfaces should always be clear of non-food items and sanitized regularly. Please refer to the Arya's Kitchen employee handbook for a complete list of our health and safety protocol.

As always, we thank each and every one of you for your continued commitment to serving the best burgers in Columbus and for caring for our customers.

**Contact**

Anna Stiles  
General Manager, Arya's Kitchen  
614-555-5555  
astiles@aryas.com

**Arya's Kitchen Products Safe to Eat**  
*No evidence to support rumors of foreign objects*

COLUMBUS, Ohio – A thorough investigation into unsubstantiated rumors targeting Arya's Kitchen has turned up no evidence of the alleged incident.

Anonymous signs claiming that a needle was discovered in one of Arya's signature Colossal Carmen burgers appeared around Columbus and surrounding areas on Friday evening. Management at Arya's Kitchen immediately began investigating the issue.

“There is no evidence to suggest that these claims are true,” said Anna Stiles, General Manager of Arya's. “The safety of our customers has been and will always be our first priority. We're unsure why anyone would choose to target Arya's in this way, but we remain committed to providing a safe, enjoyable product and to enriching the communities in which we operate.”

No formal complaints about foreign objects have been reported to the company. Arya's Kitchen encourages customers to report any issues by calling 555-ARYA or by filling out the contact form at [AryasKitchenColumbus.com](http://AryasKitchenColumbus.com).

**About Arya's Kitchen:** Arya's Kitchen was founded in 2014 with a goal to serve high-quality, convenient food while actively supporting the Columbus community. Through employee volunteer programs and philanthropy, Arya's takes its mission beyond the kitchen to make Columbus a better place to live, work, play and eat.

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## Tweets

**Arya's Kitchen Columbus** @AryasColumbus • Nov. 22, 2020

Arya's Kitchen has conducted an investigation and found no evidence of an alleged incident involving a foreign object. The rumor has been determined to be false. Arya's Kitchen products are safe to eat.

**Arya's Kitchen Columbus** @AryasColumbus • Nov. 22, 2020

Our customers have always been our first priority, and we understand why this allegation is concerning. Rest assured that all food safety protocols are in place in our restaurants and that we are committed to your well-being.

**Arya's Kitchen Columbus** @AryasColumbus • Nov. 22, 2020

Our sincere thanks to our customers who made us aware of the false rumors. Because of you, we were able to investigate the incident and ensure that our food remains safe to enjoy.

**Arya's Kitchen Columbus** @AryasColumbus • Nov. 22, 2020

If ever our products do not meet your satisfaction for any reason, please let us know by calling 555-ARYA or by filling out the contact form at [AryasKitchenColumbus.com](http://AryasKitchenColumbus.com) so we can work to make it right!

**Arya's Kitchen Columbus** @AryasColumbus • Nov. 22, 2020

As always, thank you for choosing Arya's. We are so grateful for our wonderful and supportive community and look forward to serving you for many years to come!