



DID YOU KNOW?

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45 Minute Wait Times - Customer Assaulted by Employees - Company Unresponsive

Those were the highlights of national news coverage after a fight at a large fast food chain. It is reported that 3 employees were fired after video was released showing they assaulted a guest and his girlfriend outside the restaurant. Here are some tips to help protect your business.

- ▶ **CODE OF CONDUCT** should be clearly outlined in your Handbook. This type of behavior is unacceptable and will not be tolerated is easy to say in a press release but it needs to be said up front.
- ▶ **TRAIN** your Management staff and employees on how to handle difficult guest interactions, how to de-escalate and when to involve authorities for threats of violence to employees or other guests. Do this now before an incident occurs.
- ▶ **DOCUMENT** the training so everyone can be held accountable and show that you are providing ongoing training and awareness.
- ▶ **RESPOND** to complaints of unacceptable behavior immediately to avoid repeat offenses and future claims of negligence. If these 3 employees have a history of this or any other unacceptable behavior that may lead to additional fault on the business owner.

A history of training and awareness will help your employees make better decisions and better understand your company's expectations for standards, process and execution.

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