

Department: All Restaurants

Original Date: 11/12/13

Subject: Injured Guest

HID #: 009

Purpose:

To ensure that guest injuries occurring on our premise are handled professionally and thoroughly. It is our responsibility to keep our guests safe and remedy any safety concerns immediately.

Responsibility:

Manager on Duty

Policy Guidelines:

1. Provide injured guest any/all assistance necessary.
2. Remedy the safety problem or block off the problem area to avoid future or additional incidents
3. Complete the guest accident form [the guest will need to provide information for this form]
4. Request a photo of the injury. This will require a little finesse but is hugely important. If the guest refuses, do not press the subject. Maybe try a little something like this "if you wouldn't mind, I'd love to get a quick photo. In the event that you need assistance from us, we'd love to be prepared with all information"
5. If the guest is not seeking medical attention, file the incident form in the "guest accident" folder on your desktop or in your office
6. If you have knowledge that the guest will be seeking medical attention or has sought immediate attention, please scan a copy of the injury report to
 - o dbollman@taggartinsurance.com & accounting@bigredf.com
7. Provide a detailed summary of the incident in shiftnote