

## Chapter 3 Assignment #1

### Case Study

"So tell me what happened with Mrs. Luciano," said Ralph, the claims manager for the Hoshburt Insurance Company.

Ralph was talking to Sonya, the manager of the Red Door Family Restaurant, about a guest who had fallen at the Red Door and had sprained her ankle. Hoshburt Insurance was the restaurant's liability insurance company.

"Well," said Sonya. "It was last Friday night. We were really busy when a customer came up to me and said the sink had overflowed in the ladies' restroom. I checked my watch and it was almost exactly 7:00 p.m. I immediately told Tommy, our buser, to go check it out while I went to help ring out some guests in a long line at the register."

"OK," said Ralph, "what happened next?"

"Well, Tommy came back and told me there was water all over the floor. I instructed him to get a mop and clean it up," said Sonya.

"When I talked to Tommy he said it took him about 10 minutes to find the mop, rinse it out, grab the mop bucket, and head back to the ladies' room. Does that sound right?" asked Ralph.

"Yes, that sounds about right," said Sonya. "When he went back to the ladies' room, he told me he found Mrs. Luciano lying on the floor. She had slipped, fallen, and was unable to stand up. I looked at my watch and it was about 7:10 p.m. Mrs. Luciano must have fallen between the time Tommy saw the water on the floor and the time he got back with the mop bucket."

### Case Study Questions (Answer the following questions.)

**Note: Use the space below up to the back of the paper.**

1. In his report, do you think Ralph will state that Tommy was partially responsible for this accident? Do you think Ralph will report that Sonya was partially responsible?
2. Assume you were the restaurant's owner. What would you want the managers of your operation to do to prevent such incidents in the future?

1. Yes, I think Ralph will state that Tommy was partially responsible for this accident because when he went to check the restroom, he didn't put the Caution Wet Floor sign. He should've put the sign in the restroom before leaving to grab the mop. I think Ralph will report that Sonya was also partially responsible because she should've told Tommy to put the sign up and keep the customers away from the restroom.

2. I would recommend my managers to check the facilities and restrooms before opening up the restaurant. I want them to check the water pipes, air conditioners, etc before having customers so we

can prevent these kinds of issues or problems. I would recommend they check our restaurant before opening and after closing, so they can write down the issues or problems then we can fix them up.

## **Chapter 3 Assignment #2**

### **Application Exercise Solutions**

Assume you are a restaurant or food service manager who has been given the responsibility of updating employee-related service standards related to how guests will be treated when they come to your establishment.

**1. What guest expectation-related issues might you consider as you update your standards?** The guest expectation related issue I might consider as I update my standards is the way guests are treated. Greeting and serving them right away is one thing a guest would want upon arrival. I would want my employees to greet our guests with smiles and positive attitudes.

**2. How will employee input be obtained before you make your recommendations?** The employee's input will depend on how the employee performs to the customer and how efficient he or she is.

**3. How will your approved new standards be communicated to employees?** My approved new standards will be communicated to employees by holding a staff meeting, giving out new hard copy hand-outs, having a two-way communication, and employees sign off on a new or changed workplace policy.

**4. What training will you provide employees to help them achieve the new standards?** The training I will provide employees to help them achieve the new standards is skills training, model behavior, sales training, and food safety training.