

CHRONIC TACOS

Food Poisoning/Foreign Object Complaint Form

For Food Poisoning Complaints start off by saying, **“I am sorry you were feeling ill.”**
For Foreign Object Complaints, say, **“I’m sorry you experienced that.”**

Explain to the guest that whenever we receive a complaint of this nature, we are required to file a Report (for a Foreign Object Complaint, we need this information to forward to the manufacturer). Ask the guest if it would be okay to ask a few questions regarding the incident. Be sure to **LISTEN** and **RESTATE** the guest’s concerns.

Customer Name _____ Customer No. _____

When did you visit the store (date and time):

Date of Store Visit ____ / ____ / ____ Time _____ AM / PM

What did you have to eat (list all ingredients):

Did you order any side item, soda, etc.:

Was there anyone else in your party and if so, what did they order (list all ingredients).

Can you describe your symptoms: (Acknowledge the guests right to feel that way)

When did you start feeling sick or discover the object:

Had you eaten anything else that day, and if so, describe what did you have:

Did you seek medical attention (please describe): (Focus on what you CAN DO, not what you can’t do)

How are you feeling now:

Acknowledge the guest’s feelings **again** by stating; **“I am sorry once again that you were feeling ill,** (for a Food Poisoning Complaint) or **“That you experienced that”** (for a Foreign Object Complaint). Inform the Guest that you will be forwarding this information onto our Insurance Company for processing, and someone will be contacting them shortly. Tell them if they have any questions in the meantime, they can call back and speak to the owner. **DO NOT OFFER TO PAY FOR MEDICAL EXPENSES, REFUND THEIR MEAL OR ADMIT LIABILITY FOR THE INCIDENT.**