

Video: Report it



Transcript

The incident

Sena: What have you got there, Dot?

Dot: I, I don't know. I smelled it and I think it's vodka. It's a pretty colour. Do you think it's vodka? I could taste it to check.

Sena: No, I think it's cleaning liquid. It would taste awful if you drank it. And it could make you very sick.

Dot: Oh dear. That's no good, is it?

Sena: No, it's not. Let me take it and I'll put it in the cleaning cupboard.

Reporting the incident

Sena: Hello Katarina. I'd like to report something I think it might be an incident.

Katarina: Oh, what happened Sena?

Sena: Well, I walked into Mrs. Jenkins room and she was holding a bottle of that green cleaning liquid.

Katarina: What? Where did she get that from?

Sena: I don't know. I guess the cleaner must have left it in her room and Mrs. Jenkins has found it.

Katarina: Of course, you've taken it off her haven't you?

Sena: Yes, I took it and I locked it in the cleaning cupboard. But I was just so concerned because Mrs. Jenkins seemed to think it was vodka. She could have drunk it and poisoned herself.

Katarina: Well, of course, she could have. I'll send a memo to the cleaning company. Have you filled out the incident report?

Sena: Yes, I have. It is the first one I've ever filled out. Here it is. Can you check it to make sure I filled it out properly?

Katarina: Yes, this is great, Sena. Well done. You dealt with that situation very well, especially since it was the first incident for you. You should be proud of yourself.

Sena: Thank you, Katerina. Shall I leave it with you?

Katarina: Yes, I'll do all the follow-up. Thanks, Senna.