

Incident Report

An incident report is a formal document that details the facts related to a health or safety incident in the store. Incident reports should be completed as soon as possible following an incident or injury. The report is designed only to be used or circulated within the company, but if severe enough, it will need to be sent to insurers, regulatory bodies, or even the police.

Required Information for Incident Report Submission:

- Store Location
- Name of Injured Person
- Address of Injured Person
- Email Address of Injured Person
- Phone Number of Injured Person
- Date of Incident
- Time of Incident
- Date Incident was Reported to Management
- Location Inside/Outside Restaurant
- If Injured Person was a Team Member or Guest
- Nature/Extent of the Injury (i.e., burn, cut, fall, etc.)
- If Team Member was Wearing Slip-Resistant Shoes
- Detailed Account of Nature/Extent of Incident
- Any Unique Circumstances (i.e. weather, shoe type, etc.)
- If Injured Person was taken Anywhere for Medical Treatment
- Name of Medical Facility (if applicable)
- Doctor's Name (if applicable)
- Doctor's Phone Number (if applicable)
- Any Other Parties or Witnesses Involved In Incident
- Name and Contact Information for Other Parties/Witnesses
- If First Aid was Administered
- Nature of Any First Aid
- Person Who Administered First Aid
- All Pictures, Video, or Documents Related to Incident

QR Code for Submission Form:



Foodborne Illness Report

The Foodborne Illness Report is designed for BHG's managers to use to capture information from guests about their foodborne illness complaints. The information collected with this form can be used to help document information in determining whether a consumer foodborne illness complaint should be reported to the regulatory authorities or can assist during an investigation.

Required Information for Food Borne Illness Report Submission:

- Store Location
- Guest's Name
- Guest's Address
- Guest's Email Address
- Guest's Phone Number
- Names and Addresses of Others in Dining Party
- Date of Meal
- Time of Meal
- Date Symptoms Started
- Time Symptoms Started
- Guest Symptoms (DO NOT suggest symptoms)
- Doctor's Name (if applicable)
- Doctor's Phone Number (if applicable)
- Hospital Name (if applicable)
- Items from the Meal
- How Much of the Meal was Ingested
- If Others in the Dining Party Ate the Same Food
- What Items Were Eaten and By Whom?
- Number of Like Items Sold to Guests on This Day
- If Other Foods or Beverages were Consumed by Guest within 72 hours
- Date Other Foods or Beverages were Consumed by Guest
- Time Other Foods or Beverages were Consumed by Guest
- Whether Other Agencies have been Notified (i.e. Health Department)
- Agency Name, Contact, and Phone Number
- Attitude of Guest During Call

QR Code for Submission Form:



Restaurant Robbery Procedure

Burglary can be a frightening experience for any restaurant worker. These tend to occur at quick service or casual restaurants more often than at fine dining locations but be prepared for anything by educating your employees with the proper response when faced by a burglar.

- **Assume firearms are loaded.** If the robber reveals a firearm, consider it loaded. For investigative purposes, try to discern the type of gun or weapon the robber is carrying.
- **Remember the thief's appearance.** Try to make mental notes of the burglar's appearance, such as age, weight, height, clothing, skin color, tattoos, etc.
- **Do not be a hero.** If the burglar approaches a team member and demands money, give him money. Do not argue or provoke the robber. Your life is not worth the risk.
- **Call 911 immediately.** Call 911 immediately after the robber leaves and lock the doors of the restaurant. Ask any witnesses to remain in the restaurant until the police arrive.
- **Relay information to police.** Communicate as much information as possible to the police, including your name and location, description of the suspect, and which way the robber went upon departure.

Restaurants handle a good deal of cash and credit card transactions every day, and without the proper security measures, a restaurant is at greater risk of robbery or other security breaches. Stay aware of any potential dangers and secure your restaurant as much as possible to limit the chances of a robbery.