

Property Incident Procedures

When to use Food-Borne Illness Procedures:

Procedures for handling Property Incidents apply to anyone reporting an incident involving Taco Bell property. Use these procedures with guests, visitors, vendors, and employees in which property owned, rented, or leased by Taco Bell is damaged.

Procedures:

1. Assist the customer. **DO NOT** authorize treatment or commit to paying any bills. **DO NOT** accept fault for the incident, or discuss guilt or liability. If you are a Team Member, notify your MIC of the incident immediately.
2. Remove any hazards and resume operations.
3. Try to resolve the situation by offering assistance and showing you care. If there is damage to Taco Bell property, complete a Property Incident Report and notify your Area Coach of the incident.
4. Explain to the guest that you are not authorized to resolve incidents that involve property damage. Let the guest know that you will report the incident to a Taco Bell representative who will contact the guest within 3-5 business days.
5. If the guest wants to speak with someone immediately, contact your Area Coach. **DO NOT** give the guest the office or Area Coach's phone numbers.

Completing the Property Incident Report:

- The MIC or RGM is to complete the Property Incident Report in its entirety.
- If necessary, be sure to include: Customer insurance information, police report information, make/model of vehicle, etc.
- Obtain a written, signed statement from the customer if necessary.
- Obtain written, signed statements from any witnesses.
- Provide any additional information you may have. If the circumstances are questionable, explain your concerns.
- Fax all statements & reports to the office and place original copies of all documents in your HR binder.