Customer Incident Procedures

When to use customer incident procedures:
Procedures for handling customer incidents apply to anyone who is not a Taco Bell employee. Use these procedures with guests, visitors, vendors, and anyone else who is not employed by Taco Bell and is injured while on restaurant property. Also, use these procedures when an employee is injured on the property when off duty.

DO NOT IMMEDIATELY BRING OUT AN INCIDENT FORM.
FIRST ATTEMPT TO RESOLVE THE SITUATION BY OFFERING ASSISTANCE AND SHOWING YOU CARE.

Procedures:
1. Assist the injured person. If necessary, call 911 or local emergency services. DO NOT authorize treatment or commit to paying any bills. DO NOT accept fault for the incident, or discuss guilt or liability.

2. Inspect the area for any hazards that may have caused the injury. Remove hazards, make the premises safe, then resume operations.

3. Try to resolve the situation by offering assistance (i.e. band aid, ice, etc.) and showing you care. If you are able to resolve the situation by offering assistance, complete a Customer Incident Form after the customer is taken care of and leaves the premises. Notify your Area Coach of the incident.

4. If you are unable to resolve the situation by offering assistance and it is absolutely necessary, explain to the guest that you are not authorized to resolve incidents that involve an injury or illness. Complete a Customer Incident Report and 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 Customer Incident Report:
1. The MIC or RGM is to complete the Customer Incident Report in its entirety.
2. Obtain a written, signed statement from the injured person if necessary.
3. Obtain written, signed statements from any witnesses.
4. Provide any additional information you may have. If the circumstances of the accident are questionable, explain your concerns.
5. Fax all statements & reports to the office.
6. Place your original copies of all documents in your HR binder.

After the Incident:
1. If you learn of any new information in the days, months, etc. following the incident, contact HR as soon as possible so all new information may be submitted to insurance.
2. If you receive an attorney letter or other legal document, such as a subpoena, summons and complaint, or notice of a hearing, notify HR immediately.