



# BACK OF THE HOUSE

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**Rosen College of Hospitality Management**

9907 Universal Boulevard

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## HOT RODS SCENARIO

Q: A COOK CUTS HIS FINGER  
PREPARING SALADS. HE WRAPS  
A NAPKIN TO STOP BLEEDING  
AND CONTINUES TO CHOP.

A MANAGER WITNESS OR OBSERVES  
THE INCIDENT. WHAT SHOULD  
THE MANAGER DO?

ANSWER:

- ① DISPOSE THE FOOD
- ② CLEAN AREA/SANITIZE
- ③ PROPERLY BANDAGE FINGER  
? FINGER COF.
- ④ TALK ABOUT PROPER HYGIENE
- ⑤ SHOW VISUAL.



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Case

You are working BOH and notice  
sewer coming through drains.  
What will you do?

- Turn off burners
- Make announcement to customers that we are closing.
- The health dept has to be contacted; they will tell you when to reopen.



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The Cannoli's

New Scenario

You discovered that a staff member is taking food home @ the end of the day . . . .

What do you do?



# Case Study

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## TEAM Ravioli

TEAM member comes to work  
with Diarrhea and vomiting water should  
the manager Do?

Answer:

— Exclude



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2 girls and a guy  
hold the mayo

A baby is ~~choking~~ Choking  
what do you do?

- ASK parent if you can help
- Call 911
- Perform heimlich
- Keep family calm
- Follow instructions of paramedics upon arrival.

## Scenarios

\* Someone borrows your knife w/o asking + tips/breaks the knife, what do you do? how do you handle it?

\* You are on your way to an off-site catering event w/ a speed rack full of individual creme brulees. Rolling to put them out, the wheel gets caught + the whole rack goes down, losing all product. What do you do/how do you handle it?

\* You just finished mise/prepping + setting up your work station. Just before service, a stack of plates/glassware breaks above the prep area, getting glass in/around the food. What do you do?

\* An employee comes in drunk/high/hung-over smelling like bar substance, ~~what~~ how do you handle the situation?