



Loss Prevention Module

“Customer TLC”

Objective: Eliminate Customer Accidents

Background Information:

A good reputation is the key to a successful business. That is why it is important to make your cafeteria a safe one. It only takes a second for dangerous situations to pop up. Therefore, guest safety is everyone’s responsibility. This lesson plan will review different ways you and your staff can make your location a safe place for everyone.

Discussion Points:

- Clean spills and pick up trash immediately.
- Keep the parking lot clear of trash and spills.
- Keep floors clear of obstacles such as food, trash, brooms, trays, etc.
- Put out “Caution: Wet Floor” signs when mopping or when floors are wet.
- Make sure floor mats are clean and in place.
- Report damaged carpet or flooring that may cause falls immediately.
- Watch for unsafe conditions inside and outside the cafeteria. Report them immediately or correct them yourself.
- Change or report burned-out light bulbs.
- Watch where you are going!
- Watch for unsafe conditions outside the location that may cause injuries, for example, cracked sidewalk, potholes and slick areas caused by ice, snow or rain.
- Know your school’s Emergency Evacuation Plan.

To accurately document training, progress and education credit, be sure to complete Attendance Roster and Training Record.

Materials Needed: Wet Floor Signs
Building Emergency Evacuation Plan
Attendance Roster
Training Record