




## Easing the Pain of Health Inspections

Food safety is one of the most critical elements to running a safe and successful restaurant. A large factor that ensures food safety is health inspections. Although a visit from your local health inspector can be a stressful time, the inspector is there to help your business not hurt it. To assist you with these inspections the National Restaurant Association has composed a list of pointers to help you have a successful health inspection ([www.restaurant.org/foodsafety/how\\_to\\_inspection.cfm](http://www.restaurant.org/foodsafety/how_to_inspection.cfm)).

First and foremost, it is vital to be ready for an inspection at all times. The best way to do this is for you and your managers to become daily inspectors of your facilities. This should be done just as a health inspector would perform an examination. Therefore, start by entering your restaurant from the outside, and with a critical eye, travel

the path an inspector would take. To help you do this, acquire your specific state's health inspection form; many are available online at [www.healthinspections.com](http://www.healthinspections.com).

Finally, to make inspections as stress-free as possible follow these easy steps:

- Always ask for the inspector's credentials to ensure he or she is certified.
- Accompany your inspector and record any violations he or she finds. You can then fix any small problems immediately to show the inspector your commitment to food safety.
- After the examination ask the inspector to explain any findings and suggestions to your staff.
- And always remember the health inspector is there to ensure the safety of you and your customers. 

## Steps You Can Take to Prevent Sexual Harassment

What's harassment... and what's humorous? What's threatening... and what's flattering? It depends who you ask... and who's complaining. As a manager, your job is to err on the side of what an employee could be feeling. Don't try to read what your employee is thinking, ask. And act.


When sexual harassment is reported in your operation, you have to react quickly, appropriately and definitely. Follow your company guidelines – or check out the Equal Employment Opportunity Commission (EEOC) for legal procedures – as soon as the first complaint is made. In the meantime – before problems occur – implement these steps to prevent sexual harassment in your workplace:

- **Study, post and train employees on your sexual harassment policy.** Communicate to your team that you are taking a “zero tolerance” approach toward sexual harassment and ask

them to sign the policy, acknowledging that they have read and understood its contents. (If you have employees whose primary language is not English, have the policy translated.)

- **Train, train, train.** There are countless sexual harassment training options out there. Some are even specifically focused on the hospitality industry. Find the program that works best for your operation and make sure all employees participate.

- **Make it easy for employees to complain.** Provide a few people (team leaders, managers, etc.) who an employee can confide in. Give the option for a male or a female and make sure all employees know who they can talk to if they're being harassed.

- **Conduct a survey.** Ask employees to anonymously complete a questionnaire that asks if they've been sexually harassed in your operation. Often this simple tool will let you know that there's a problem, even if nobody's talking about it. 


## Ask STS!

***I have a lot of diverse employees. How do I make each person feel equally important and valued?***

Set a good example. If you offer the same respect to each member on your team that you expect from everyone else, then you'll communicate your dedication to diversity. Here are some other tips....

- **Pass the mike.** During staff meetings, give a team member the opportunity to talk about their country or culture. Suggest a topic (How do you welcome strangers? What's appropriate at a restaurant? How do you celebrate special occasions?) and allow team members to ask questions.

- **Ask, ask, ask.** If you see a person struggling, ask what you can do to help. It sounds basic, but many managers shy away from subjects that might seem offensive. Offering to find a language class or pairing an employee with someone from their own culture may be very appreciated and helpful for the entire team.

- **Sweat the small stuff.** Ask disabled employees if they want help. Correctly pronounce first and last names. Celebrate all holidays (Mexican Independence Day, Laotian New Year, Kwanzaa, Passover, etc.) and ask team members how to tie them into marketing campaigns. You'll find that as your awareness grows, so will your customer base! 

Red Book   
**Solutions**  
Turning Your Objectives Into Reality

