FLOW CHART
GUEST FOOD COMPLAINT GUIDE

Zulal
Wellness Resort
by Chiva-Som

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                          │   Food Hazard Complaint     │
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Food Hazard Complaint

Physical Hazard → **Report as Glitch**

A. Restaurant: Guest to inform the Waiter
B. Room: Guest to inform the Guest Experience Agent

A. Waiter to communicate with Kitchen department.
B. Guest Experience Agent to inform FBD

- Extend apologies for the incident
- If medical assistance is needed, call Medical Director / Nurse assistance on resort emergency extension (8888)

FBD to inform Hygiene department for proper investigation with documented information

After investigation, action will be taken by Hygiene & Compliance Manager and share feedback with management

The Guest Experience Manager shall contact the guest

Microbiological Hazard → **Report as an Incident**

Mild Symptoms | **Severe Symptoms**

Guest may see the Medical Director for check-up (In House/External)

Guest must see the Medical Director for check up on their own

Guest must present the medical report to the Front Office team and send it to the Hygiene department to identify the cause of illness

If the findings are from the food eaten in the Resort | If the findings are from the food eaten outside the Resort

Further investigation will be done by the Hygiene and Kitchen department with the test report from the food samples

Incident will be documented and closed

Corrective action will be taken accordingly

The Guest Experience Manager shall contact the guest

Allergenic Hazard

Mild Symptoms | **Severe Symptoms**

Guest must see the Medical Director for check-up (In House/External)

External medical assistance should be requested– Dial Emergency 8888 for prompt action

For any assistance needed, call emergency number - 8888

If it is a life-threatening situation/emergency, inform the operator on emergency number (8888) to call ambulance (999) while attending o the guest

A report of the findings should be prepared by the Medical Director; Hygiene &Compliance Manager and sent to the management

If the allergen is evident on the guest's plate, immediately report to the FBD supervisor / Guest Experience Agent

A. FBD supervisor to communicate with Kitchen department.
B. Guest Experience Agent to inform FBD / Kitchen department

FBD to inform Hygiene department for proper investigation with documented information

Corrective action will be taken accordingly

A report of the findings should be prepared by the Medical Director; Hygiene &Compliance Manager and sent to the management

The Guest Experience Manager shall contact the guest