



LBB
SAFETY
MEETING



Agenda

1. (Tip Jar) Theft
2. Guest Confrontation/Conflict
3. Sprains/Strains
4. Incident Reporting

(Tip Jar) Theft

- Theft, specifically tip jar theft can happen
- Never chase after a guest if theft occurs
 - This could lead to significant injuries to yourself and others
 - YOUR safety should always come first
- How to AVOID: Have no more that \$10 in the tip jar
 - More than \$10 in the tip jar? → enter cash tips into Toast and place them into the till
 - Try to enter cash tips into Toast as often as possible to reduce theft

Guest Confrontation/Conflict



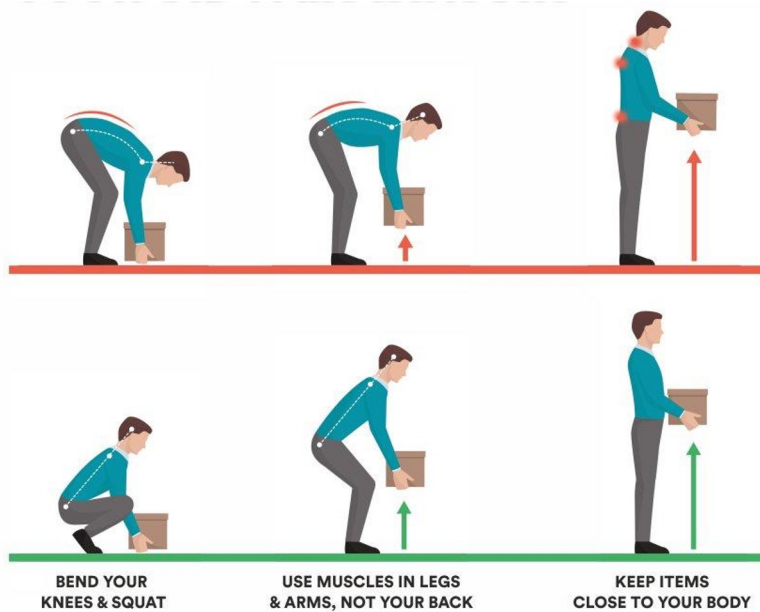
- 911 is ALWAYS an option when things get out of hand, especially when YOUR safety is in jeopardy
- How to DE-ESCALATE Conflict:
 - Don't let your emotions get in the way & don't play the blame game
 - Let the customer vent while actively listening to their concerns
 - Apologize
 - Sympathize with positive language
 - Try and find a solution

Sprains/Strains

A person is shown from the back, wearing a white t-shirt and dark pants. They are holding their lower back with both hands, and a red glow highlights the area of pain. The background is a light, neutral color.

- Often occurs when employees are not using proper techniques when lifting heavy objects
 - Bending your back
 - Twisting at your waist
 - Carrying more than your capable
- How to AVOID:
 - If reaching above shoulder height, use a ladder or step stool
 - If you feel that the ladder is unstable, have someone with you when using it
 - Store heavier items on middle shelves to avoid reaching or bending
 - If something is too heavy, have someone help you lift the object
 - Know your own strength
 - Bend at your knees & move your feet when turning

Safe Lifting Techniques - Check Your Posture



Incident Reporting

- Form can be filled out online at WeAreLBB.com
- Who can submit a form → ANYONE
- Possible examples of when it should be completed:
 - First Aid of any kind is administered (even the smallest injuries should be documented)
 - Injury of a guest or employee on the property
 - Someone being ejected from the property or if they make a threat
 - Possible crime has been committed (ex. theft or harassment)
 - Property damage (company-owned or property owned by guest, vendor, or employee)

