Smith Dairy Queen Emergency Procedures

Today's Goal:

We will cover **all of the different incidents forms you need to know about in the event of emergency** as well as what you need to do as the shift lead in the event of an emergency

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Why Emergency Procedures Matter

We are always protecting our fans, our team and our stores!

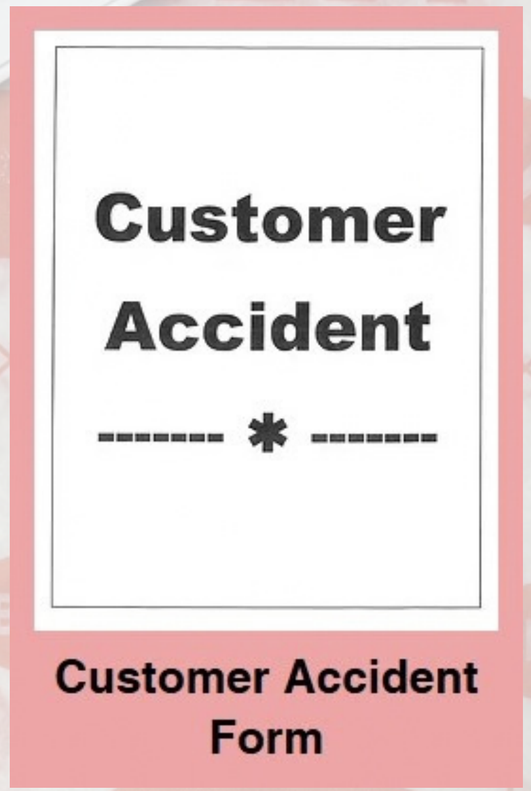
“Prepared leaders create safe environments.”



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Section 1

Customer Accident Report



Customer Accident Form

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What Counts as a Customer Accident?

Examples

- Slip and fall
- Burn from hot food or equipment
- Parking lot injury
- Allergic reaction
- Any guest injury or claim of injury



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Immediate Response Steps

- **Step 1:** Ensure Guest Safety
- **Step 2:** Notify Leadership
- **Step 3:** Document the Incident



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Completing the Customer Accident Report

Required Information

- Guest info
- Description of incident
- Time & location
- Witnesses
- Photos
- Manager signature





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Preventing Future Incidents

After the Report

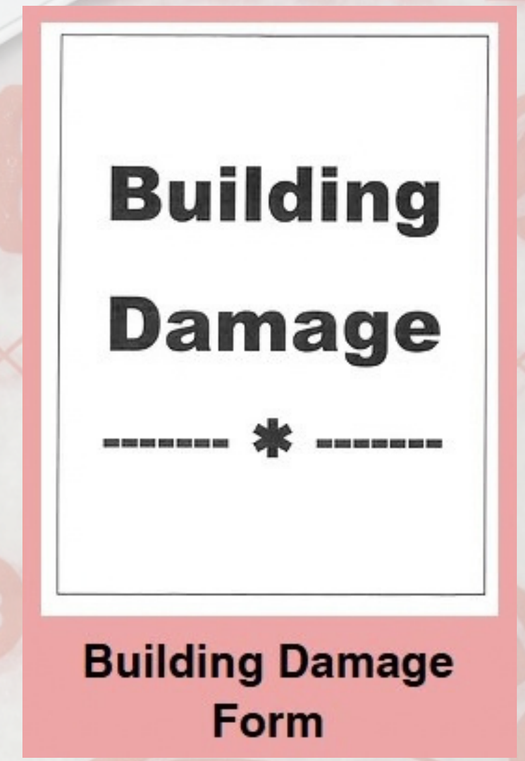
- Correct hazards
- Coach team
- Review root cause
- Follow up with leadership



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Section 2

Building Damage Report



Building Damage Form

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What Counts as Building Damage?

Examples

- Car hits building
- Broken windows
- Storm damage
- Plumbing leaks
- Electrical issues



Not a Smith DQ Incident

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Immediate Response Steps

- **Step 1:** Secure the Area
- **Step 2:** Notify Leadership
- **Step 3:** Document the Incident





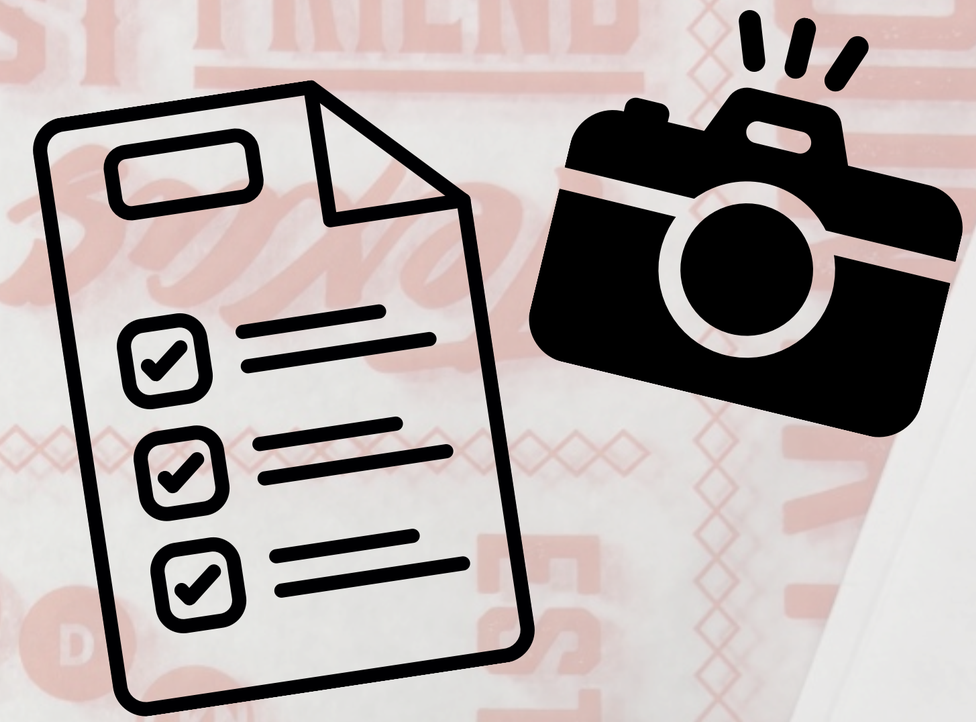


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Completing the Building Damage Report

Required Information

- Type of damage
- Cause (if known)
- Photos
- Operational impact
- Temporary fixes
- Manager signature



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Section 3

Employee Accident Report



Employee Accident Form

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What Counts as an Employee Accident?

Examples

- Cuts
- Burns
- Slips
- Equipment injuries
- Chemical exposure



Not a Smith DQ Incident

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Immediate Response Steps

- **Step 1:** Care for the Employee
- **Step 2:** Notify Leadership
- **Step 3:** Document the Incident

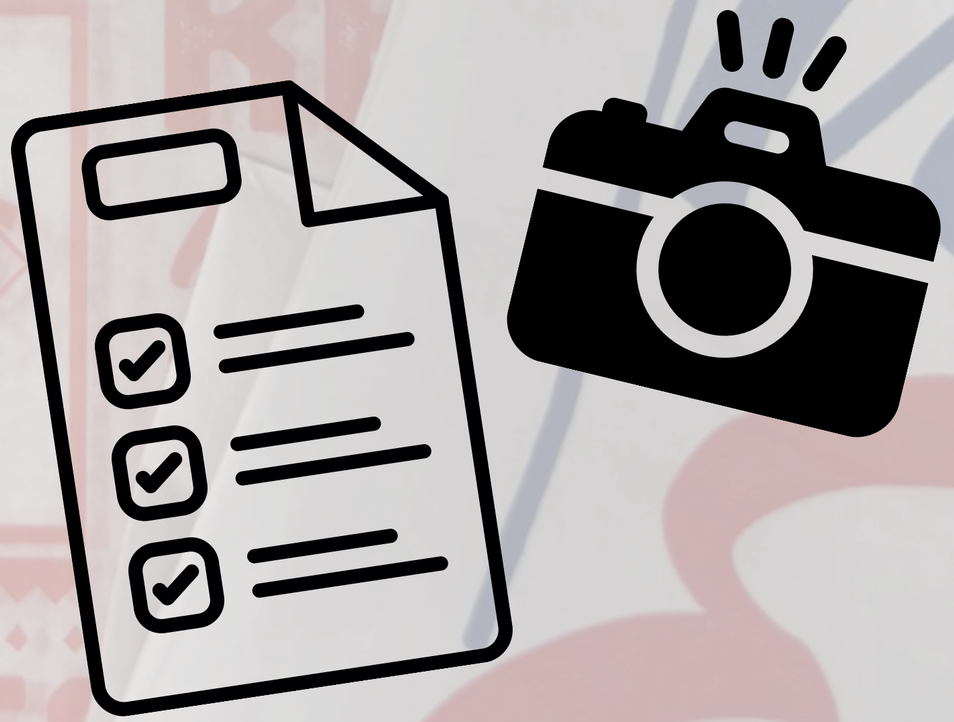


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Completing the Employee Accident Form

Required Information

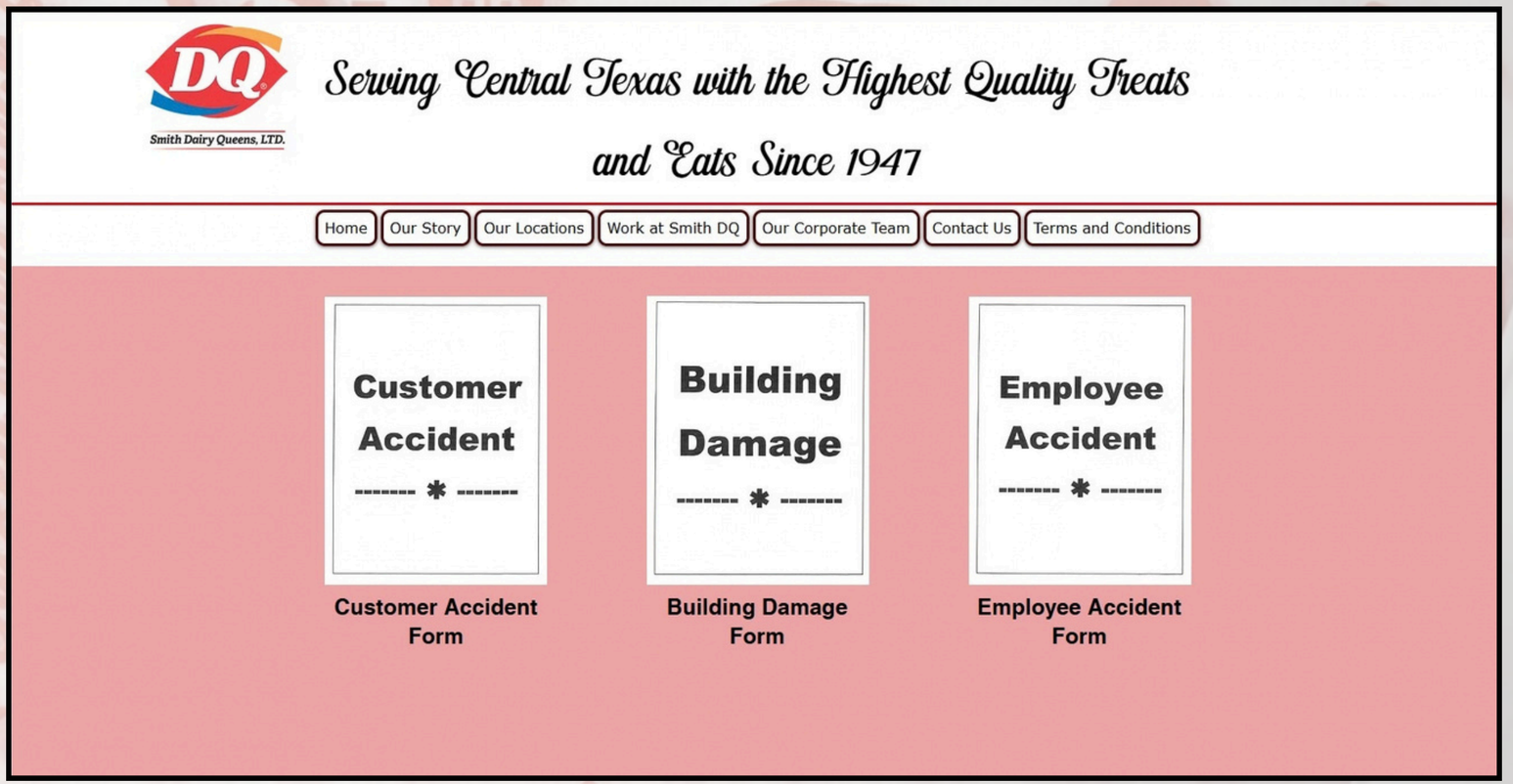
- Employee info
- Description of injury
- How it happened
- Equipment involved
- Photos
- Witnesses
- Manager signature



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Section 4

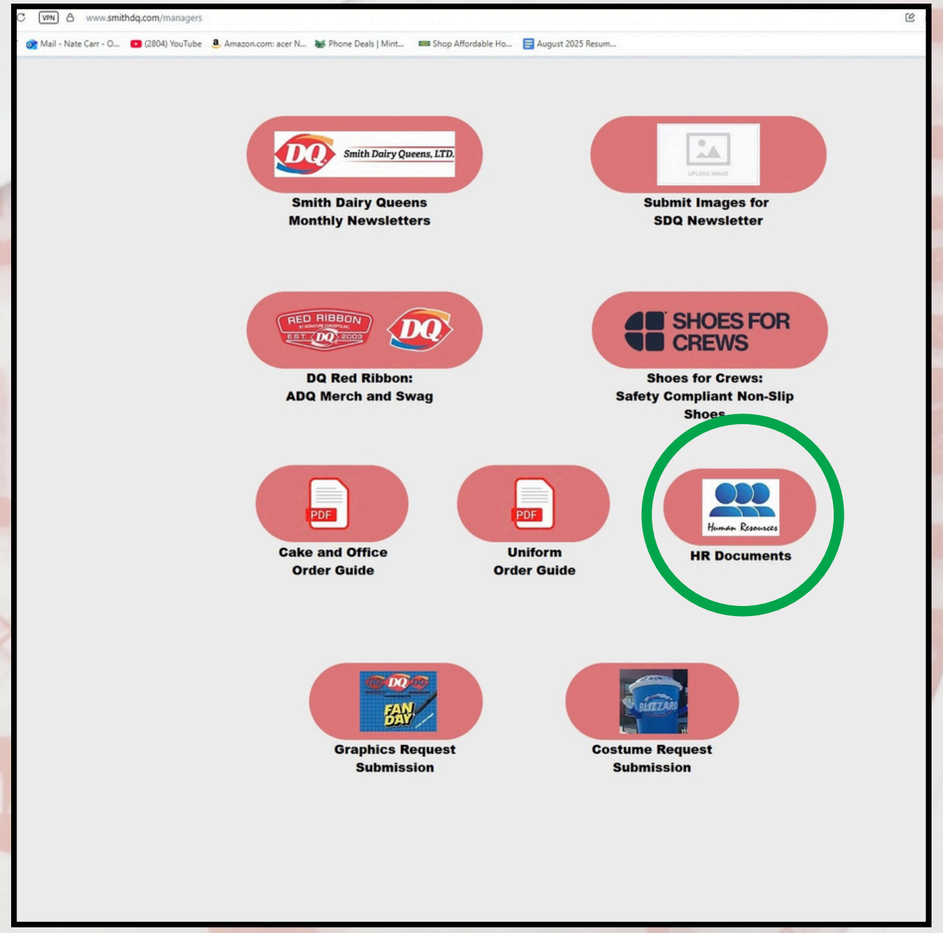
Accessing the Forms



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Where to Find All Forms

- smithdq.com/managers → HR icon
- Customer Accident Form
- Building Damage Report
- Employee Accident Form



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Section 5

Scenario Practice

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Group Scenarios

- **Scenario A**: Guest slips in lobby
- **Scenario B**: Employee burns hand
- **Scenario C**: Car hits drive-thru wall

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Section 6

Leadership Expectations

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Your Standards as a Manager

- Respond Immediately
- Document Accurately
- Communicate Quickly
- Protect Guests, Employees, and the Store

“Excellence is built on preparation.”

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Thank you, everyone for your attending, participating and giving this training your all!

Does anyone have any questions?

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