

**July 17, 2015**

**Unique Situation: You Broke The Disposal**

***The Situation:***

Help! You have managed to leave a metal measuring spoon in the disposal without knowing about it, and, of course, the disposal tried to crush the spoon and broke. To make matters worse, this is a one-time client who you were hoping would become a once-a-month client (at least that was beginning to be established during the food survey/menu planning stage, until you went and broke their appliance). You immediately told them that you would pay for any necessary repairs or replacement in full, but you are afraid that this accident has ruined any possibility of them becoming long-term clients.

***The Question:***

Would it help if you brought a food “peace offering” when you go to the client’s house with a reimbursement check to replace or repair the garbage disposal? Or is that meager?

The above was a situation or encounter as described by a third party. The Culinary Business Institute added a follow-up question for your consideration. Our response to this question is available in the Personal Chef 1-2-3 training program. For now, your exercise is to answer the question or provide a solution to the situation. In some instances you may not have every bit of information – which may affect your decision. If in doubt, plan for a worst-case scenario. Always consider that resources may not be available, time is working against you and that you need to find an answer that benefits all involved plus keeps the client happy. Sometimes there are more than one correct answer or approach.

