

August 14, 2015

Unique Situation: The Client Is Bereaved

The Situation:

A regular client of yours, a retired physician, recently purchased a gift certificate. The certificate was for a fellow retired physician, your client's former partner. The gift was actually from all of the partners in their firm and the reason for the certificate was to help the physician's partner while his wife was hospitalized and after her release. However, when the time came for an appointment to develop a menu and schedule a cooking date, the husband postponed the appointment as his wife was once again hospitalized. He indicated she would be released to a rehab center and that he would follow up with you upon her arrival home. Unfortunately, the day came when, instead of her homecoming, you saw the wife's obituary in the daily paper. Of course, you respect the mourning process and plan to not do anything in the immediate future.

The Question:

How should you handle this? Who should you call? Your regular client who purchased the gift certificate or the gift recipient? And after what duration is it appropriate to contact either of them?

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.

