

September 11, 2015

Unique Situation: Client Doesn't Like Side Dish

The Situation:

You are a new chef and have a client that you have cooked for on three different occasions. After cooking for him, you called a few days later to see if everything was satisfactory. The last time you called, he had no complaints and everything was fine. But when you called again to schedule another cooking day, he said he didn't like two of the side dishes. He said he ate them, but he didn't want them again. Each time you have cooked for him you have told him that you will replace anything that he cannot eat.

The Question:

Since the client ate the sides and was not mad, yet at the same time wasn't thrilled, what would you do to mend the problem? Should you cook some extra side dishes for him at his next service? Or should you prepare an extra entrée that he loves? Or should you just leave it alone and make sure you do not make those particular side dishes again?

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.

