A Quick Look at Professionalism

Anytime you are working in customer service, the number 1 priority is keeping the customer happy. Generally, in food service this means making sure their order is fulfilled to their specifications.

Sometimes a mistake can be easily resurrected. However, if a customer has allergies, and has informed the waiter/waitress and a mistake still occurs, this is not likely.

A few years ago, in Quebec a customer attempted to charge a waiter with criminal negligence for serving him salmon after he stated he had allergies to this dish. <https://www.cbc.ca/news/canada/montreal/sherbrooke-waiter-arrested-salmon-allergic-customer-1.3707052>. There are numerous media accounts of what happened feel free to look at a few more.

\*\*I would like to know your thoughts on this situation. Who was at fault? How could the situation have been avoided? Did the waiter do his due diligence? Is professionalism lacking in this situation? Is it lacking in the entire food service industry? Should the waiter be charged? Should he lose his job? Finally, what should have occurred before the meal was served/eaten?