**MMI Sample Response – CRITICAL THINKING – PEOPLE PERSPECTIVES**

**SITUATION** **(prompt shown on screen before actors begin)**

You work at a grocery store and accidentally leave the cooler open – all of the food has gone bad. What do you do?

**STUDENT**

I am going to assume that this is a fairly large store and so the cooler would impact the store significantly. This is a very serious situation. There are a few different perspectives that I can consider: the employer/owner’s perspective, the other employees and the community, and my own personal perspective.

I would definitely inform my manager right away about my mistake so that no other employee is blamed, and so that no customer accidentally purchases the food that has gone bad. If I don’t tell, someone else or all employees could face consequences, and it was my mistake that I need to own up to.

I would also inform the employees that I see, so that the issue is known, and we can minimize any further accidents like the one I made, and so that other employees take more care to make sure the door is closed.

The money lost to the store and the owner from not being able to sell the spoiled food is one thing, but there could be other losses from this mistake too.Customers who wanted items in that cooler could get upset about stock and permanently decide to go elsewhere for their shopping. I know, if I come clean I will be facing a financial loss as well. Even though personally I could lose a pay cheque (or more) if I’m asked to pay to replace the food, I would hope that my honesty would help me keep my job. I could also receive a poor performance review that impacts a potential raise or never be able to rely on this position for a strong reference in the future, but I have to do what’s right.

I need to inform my manager because the store could get a bad reputation in the community for being out of stock of certain items, or if the food they sold made someone sick. The manager and I could figure out a plan to put the items on order quickly to avoid being out of them for too long. Additionally if this was a small town, or rural or northern community, this store could be the only source of food within a reasonable distance. And word will spread quickly about tainted food or poor service. My mistake could really have impacted families and the elderly that may not have transportation anywhere else to buy meat or the frozen items they were looking for. I would feel really bad about this and look into contacting frequent customers that may be in this situation, and offering to deliver groceries to help out until the store is re-stocked.

I’ve worked in a small retail store before and so I really understand what theft or losses like this can do to a small business. If I wasn’t fired, I would offer to run a training session for other employees, just like the ones I had about high priority processes in the small store I used to work at. I would put up signs to help everyone remember to fully shut the cooler door, or even talk to the manager about installing a door alarm if the cooler door is left open too long. I know this would cost money, but maybe if I put some of my salary towards it, I would be able to keep my job.

So, in summary, I would inform my manager, and take measures to inform other employees, as well as work towards a plan with my manager to fix the problem of the spoiled food items immediately, as well as preventatively.