🍳 Kitchen:

Thinking on Your Feet

(Problem → Solution → Communication)

🔄 Be Solution Focused

Things go wrong — supplies run out, accidents happen. The goal is to **move forward quickly** with what you have, instead of getting stuck on what's missing.

✅ Simple Swap Examples

- 🍎 No apples for pie → use cherries (or another fruit).
- 🥐 Croissants moldy → serve chicken salad on regular bread.
- 🍲 Soup spilled → offer another available soup OR a simple alternative (sandwich, salad, etc.).
- 🥩 Meat not thawed → substitute with another protein that's ready (chicken, beef, turkey).

👉 Always choose the **closest substitute** that keeps the meal balanced.

🗣️ Communicating the Change

DO say:

- ✅ "I'm sorry, we had to make a short-notice change to today's menu."
- ✅ "Thank you for understanding — we made a quick switch, and I hope you enjoy it."
- ✅ "Please let me know if there's something else I can do for you."

DON'T say:

- 🚫 "Whoever was in the kitchen yesterday forgot…"
- 🚫 "We ran out because someone didn't order right."
- 🚫 "It's not my fault."

👉 Keep it **professional, calm, and resident-centered.**

🎯 Key Reminders

- ✅ Focus on the solution, not the mistake.
- ✅ Communicate changes with **respect and ownership.**
- ✅ Residents notice your tone as much as the food.
- ✅ A positive, confident delivery makes the change easier for residents to accept.

Remember: Problems happen — what matters is how quickly you adapt and how respectfully you communicate. A strong kitchen team keeps things moving smoothly, even when plans change.