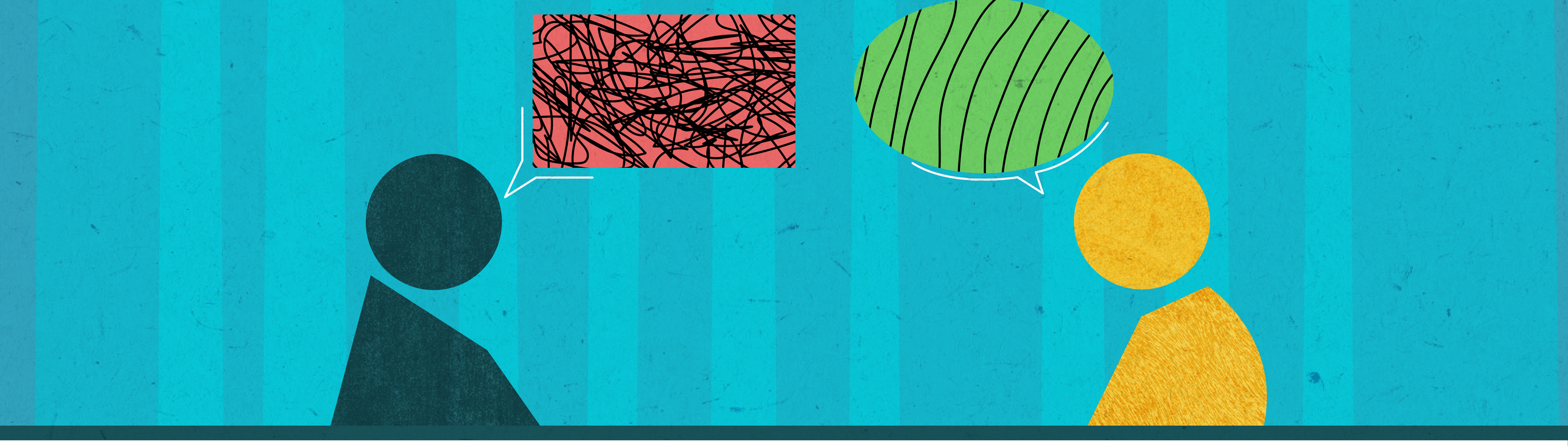
CONFLICT DE-ESCALATION IN HOSPITALITY & FOODSERVICE ENVIRONMENTS



FRIDAY, AUGUST 26 | 2 – 3 PM ET

In today's environment, hospitality and foodservice managers continue to be put to the test in managing occasional unacceptable behavior by guests. We must support frontline team members during internal conflicts and navigate customer expectations related to race, gender, politics, and other societal touch points. Such conflicts can be mitigated with proven intervention techniques that protect employees, serve customers, and improve business results.

Join MFHA and the PAX Group, LLC, to learn how to apply the PEACE Model to prepare for, de-escalate, and resolve conflict between customers and staff. Using psychological insights and practical expertise, the principles of the PEACE Model increase staff well-being, restaurant performance, and organizational resilience.



FEATURED GUEST:

Phil Andrew
Principal, PAC Group, LLC

Phil Andrew has been building great teams and navigating complex relationships for more than 30 years, including 21 years as a special agent with the FBI where he specialized in crisis management, violence prevention, counterterrorism, and hostage negotiation.



HOST:

Gerry Fernandez
Founder & President, MFHA

Gerry A. Fernandez engages audiences with "straight talk" about cultural fluency and business-building insights. With more than 40 years of experience in the foodservice & hospitality industry, Gerry has become a trusted advisor to business leaders nationwide on DEI strategies.

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