

What Can Go Wrong: Restaurants & Food Services

1. A food vendor sprayed meat with water then flash-froze it, and also stuffed whole fish with crushed ice, before delivery to add weight to the shipment. They billed by the pound because the contract calls for reimbursement by weight.
2. A milk vendor filled each 8 oz. container with only 7½ oz. of milk. When they did fill the carton with 8 oz., they watered down the milk.
3. An employee maintained a catering business on the side, and instructed their employer's food vendor to drop off extra product at their home. The employer was billed for the full delivery.
4. Executives from a national food distributor ignored reports from their labs indicating their product was contaminated with known pathogens, and failed to notify their customers or recall their shipments. Numerous consumers became hospitalized after consuming the product.
5. Once the customer left the restaurant with their coffee, they punched a hole in the coffee cup with their finger, intentionally burning themselves. They returned inside, claiming they were provided a leaky cup and demanded compensation for the burns.
6. Fast food restaurant cashiers established a bartering agreement with a restaurant across the street. Every day at lunchtime, they swapped hamburgers and fries for boxes of donuts. Neither side rung up a sale.
7. A cashier consistently under-rings customer orders, particularly when the customer paid with cash. The cashier reduced the quantity ordered, or omitted an item that is difficult to track (such as a beverage), although the customer still paid in full. During the shift, the cashier pocketed removed the excess cash from the drawer.
8. A major beef supplier included traces of horsemeat in their products.
9. A wine supplier mixed old wine with newer vintages, and relabeled the cheaper bottles with labels of more expensive vintages. The supplier salted each case with some newer vintages while charging a premium price for the entire case.

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10. A local produce supplier bribed a buyer at a nationwide food distributor to have his products placed into a major grocery chain. The produce contained unacceptable levels of mold, and the buyer looked the other way because of the bribe.
11. A seafood supplier intentionally mislabeled cheap fish and sold the meat as higher-priced fish (e.g., labeling tilapia as grouper).
12. Cashiers brought a stack of coupons from home to the store. When a customer did not use a coupon and paid full cash price, the cashier later scanned a coupon and applied the discount to the sale, then later removed the excess cash from the register.
13. The bartender kept tabs open on group customers' business credit cards, and charged extra drinks and food to the card.
14. The manager collected credit card numbers from customers and sold the card numbers to a local cartel.