Submitted by: Kathleen Menegozzi, kathleen@jackspizzanh.com  
Company/Organization: Jack's Pizza  
Type of Organization: For profit business  
Number of Employees: 17 

Category: Workplace

Challenge or Opportunity: Since late February/early March when COVID first became a clearcut emergency, we've noticed a severe increase in customer aggression towards our workers.

Approach or Solution: 1. Contracted the services of an anonymous misconduct reporting app (https://www.not-me.com/) & provided app access to all employees.  
3. Coordinated worker focused social media strategy. 

Impact: 1. Increased understanding and quantification of the worsening challenge of customer aggression and the immediate need to provide more training and development to our frontline restaurant employees.  
2. Increased confidence, awareness and understanding of communication anxiety, needs and drivers.  
3. Values aligned social media.