Scenario

Lost Person

A frantic customer comes to you stating that her mother has been lost and she’s afraid that her mother may have left the farm with someone or is in immediate danger. You ask the person to give you details of what their mother was wearing, typing the information into a text message on your phone. You send quick group text to employees present that day at the farm. One texts back quickly to say the lady is up petting the goats. You tell the lady and she is on her way.

* Was this incident handled correctly? What would you have done differently?
* What major correction would you have done differently in this situation?