

HOW TO **DEAL** WITH **DIFFICULT** CUSTOMERS

Some people feel strongly about COVID-19 rules.

If customers are aggressive or intimidating, your safety and the safety of your workers is the top priority.

Don't put yourself in harms way.

DO

- **Stay calm** and speak in a clear voice
- **Listen** to the customer and be patient
- **Nominate someone** (such as the manager on site) to handle complaints

Then the nominated person can:

- **Remind the customer** that the rules have been put in place so you can safely reopen, and you must follow them or risk being shut down
- **Explain** that they must comply or leave the premises
- **Ask for help** — call in colleagues and managers to assist
- **Alert** security or contact Victoria Police if the situation escalates
- **Retreat** to a safe location if you feel threatened

DON'T

- **Argue** — try to contain and limit any hostility
- **Raise your voice** — even if the customer is yelling at you, don't yell back
- **Put your safety at risk** — go to a safe place if you need to

