

HOW TO DEAL WITH DIFFICULT CUSTOMERS

Some people feel strongly about COVIDSafe Settings.

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

Don't put yourself in harm's 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 operate under the current settings, 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

