



**MICHIGAN RESTAURANT & LODGING  
ASSOCIATION**

**YOU AREN'T SECURITY**

**DE-ESCALATE DIFFICULT GUESTS**

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## **GOALS & OBJECTIVES**

- 1. How owners and managers can prepare their teams**
- 2. How can your team identify an escalating situation with a guest**
- 3. What should your team say to an upset guest**
- 4. Who is the go-to person on shift for conflict with guests**

## **DE- ESCALATION & CONFLICT RESOLUTION**

## **CLOSING**





## **GOALS & OBJECTIVES**

**1. How owners and managers can prepare their teams?**

**Information**

**Situational Awareness**

**Preparation and Planning**





**EMERGENCY PROCEDURES POLICY –  
VIOLENCE PREVENTION POLICY**

**“WHAT KIND OF WORKPLACE VIOLENCE  
COULD HAPPEN AT MY WORK?”**





# **TRAINING AND INFORMATION ARE REQUIRED**

- **COMMUNICATION SKILLS**
  - **WAYS OF PREVENTING OR DIFFUSING VOLATILE SITUATIONS OR AGGRESSIVE BEHAVIOR - \*\* OUR DISCUSSION TODAY!!**
  - **MEDIATION AND CONFLICT RESOLUTION**
  - **BUILDING & EMPLOYEE SECURITY PROCEDURES**
  - **PERSONAL SECURITY MEASURES**
  - **[ACTIVE ASSAILANT TRAINING](#)**
- 



**NO SHIRT – NO SHOES – NO MASK – NO SERVICE**





# **STRESSFUL SITUATIONS**

**NO MAGIC SOLUTIONS BUT  
THESE TIPS MAY HELP**







- **STAY CALM**

- **DON'T TAKE THINGS PERSONALLY**

- **DEMONSTRATE NON-THREATENING BODY LANGUAGE**

- **CREATE A SAFE SETTING**

- **USE POSITIVE COMMUNICATIONS**

- **LISTEN – DO NOT INTERRUPT**





**HOW CAN YOUR TEAM IDENTIFY AN  
ESCALATING SITUATION WITH A GUEST?**





- **DISRUPTIVE BEHAVIORS**

- **BODY LANGUAGE**

- **EXCESSIVE HAND GESTURES**

- **THE “ROOSTER STANCE”**

- **CLINCHED FISTS - RAISED VOICE**





# ANGER

**FACIAL EXPRESSIONS**

**BODY LANGUAGE**

**TONE OF VOICE**

**PHYSIOLOGICAL RESPONSES**

**AGGRESSIVE BEHAVIORS**





**WHAT SHOULD YOUR TEAM SAY TO AN UPSET GUEST?**

**INDICATE SOME CONTROLS ARE LEGAL OR  
INSTITUTIONAL, NOT PERSONAL**

**ANSWER INFORMATIONAL QUESTIONS, EVEN IF THEY ARE RUDE –  
SUCH AS, “WHY DO I HAVE TO WEAR THESE \*\*\*\* MASKS?”**





# **WHAT SHOULD YOU NEVER SAY OR DO**

**DO NOT DEBATE POLICY**

**DO NOT RAISE YOUR VOICE**

**DO NOT INTERRUPT, ARGUE OR TRY TO CONVINC**

**DO NOT ANSWER ABUSIVE QUESTIONS – “WHY ARE YOU SUCH A \*\*\*?”**

**DO NOT POINT FINGERS OR SHRUG YOUR SHOULDERS**





**NEVER INSULT A CUSTOMER**

**NEVER CHALLENGE A CUSTOMER**

**NEVER THREATEN A CUSTOMER**

**ALWAYS GIVE THE CUSTOMER A FACE-SAVING EXIT**





**WHO IS THE GO-TO PERSON ON SHIFT  
FOR CONFLICT WITH GUESTS?**

**THE IDEAL PERSON IS**

**CALM AND COMPASSIONATE**

**PATIENT AND RESPECTFUL**

**COOL-HEADED, FRIENDLY AND GOOD NATURED**

**MUST NOT BE SHORT TEMPERED**







# **DE-ESCALATION AND CONFLICT RESOLUTION**

**AN EFFORT TO DIFFUSE PEOPLE WHO ARE IRRATIONAL,  
ANGRY OR UPSET**

**REASONING WITH A VERY ANGRY PERSON IS NOT POSSIBLE**

**DE-ESCALATION TECHNIQUES ARE NOT OUR NORMAL RESPONSES**





# **A FEW DE-ESCALATION TIPS**

**CONTROL YOUR EMOTIONS**

**NEVER YELL OR PUT HANDS ON SOMEONE**

**KEEP YOUR DISTANCE**

**DON'T ACT THREATENING**


**TRUST YOUR INSTINCTS**



**IF DE-ESCALATING IS NOT WORKING - STOP!**





# **SITUATIONAL AWARENESS**

- **ARE THERE OTHER PEOPLE IN THE ROOM**
  - **WHAT OBJECTS ARE NEAR YOU**
  - **WHAT SPACE IS AROUND YOU**
  - **ARE YOU BLOCKING EXITS OR SPACE**
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- **LOOK AS NON-THREATENING AS POSSIBLE**
  - **MAINTAIN SOME EYE CONTACT**
  - **PLACE HANDS IN FRONT OF YOUR BODY**
  - **MAINTAIN A DISTANCE OF 12 FEET OR MORE**
- 



# **EMOTIONAL ASPECTS OF DE-ESCALATION**

**APPEAR CALM, CENTERED AND SELF-ASSURED**

**BREATHE NORMALLY**

**SPEAK CLEARLY AND SLOWLY**

**BE RESPECTFUL**





# **PHYSICAL ASPECTS OF DE-ESCALATION**

**NEVER TURN YOUR BACK**

**POSITION YOURSELF FOR EASY ACCESS TO THE DOOR**

**MAINTAIN A CALM, ATTENTIVE FACIAL EXPRESSION**

**CASUALLY POSITION YOURSELF BEHIND A BARRIER**





## **A FEW MORE TIPS ABOUT THESE PROCESSES**

- **LISTEN**
  - **GIVE UNDIVIDED ATTENTION**
  - **AVOID OVERREACTING**
  - **CONTROL YOUR TONE AND BODY LANGUAGE**
  - **DON'T USE CLICHÉS**
  - **KEEP YOURSELF AND OTHERS SAFE**
- 



**PROCESS**

**PROXIMITY**

**PREPARE**

**PRACTICE**







# **CLOSING**

**YOU CANNOT CONTROL WHAT  
OTHER PEOPLE SAY OR DO**

**YOU CAN ONLY CONTROL HOW  
YOU REACT**

