

# Dealing with Customers-WORKPLACE VIOLENCE

## The Unruly Customer

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### Make the Workplace Safer

- ✓ Everyone should be trained on what to do with an unruly customer or client.
- ✓ Robberies, irate customers, and other acts of violence should be addressed and everyone should have a plan for how to deal with them.

#### **DID YOU KNOW?**

The leading cause of death in the workplace is homicide.

### Follow Safe Work Practices

- ✓ Always be aware of your surroundings.
- ✓ When dealing with unruly customers, keep your cool; if you feel you cannot handle the situation, bring someone else in who may be able to calm things down.
- ✓ Never escalate the situation; raising your voice, yelling or screaming above an unruly customer never helps the situation.
- ✓ Try to calm down and be rational with the customer.
- ✓ If you feel threatened back off from the customer.
- ✓ Bottom line, you are the professional and must act like it.
- ✓ Immediately contact your Supervisor if you feel you have a situation you cannot handle.

## Workplace Violence

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### Make the Workplace Safer:

- ✓ Every employee should know their responsibilities in an emergency situation.
- ✓ In your head, practice various emergency responses; plan and strategize so that you can safely deal with a variety of emergencies.

### Follow Safe Work Practices:

- ✓ Workplace violence includes acts of violence against an employee and can be from another employee or a customer.
- ✓ Keep calm during workplace violence and follow the instructions of your supervisor.
- ✓ Most forms of workplace violence have their roots in some type of harassment such as bullying.
- ✓ When evacuating an area, assist any employees or customers who may need help.
- ✓ When dealing with money, vary your routine (such as money counting or bank drops).
- ✓ Never count money in the open in front of other employees or customers.
- ✓ When leaving the business at night, have a co-worker walk with you and always try and stay in a well-lit area.
- ✓ If you feel something is not right, notify your Supervisor immediately
- ✓ If you feel you are being harassed, follow your company's Unlawful Harassment policy and report the incident to your supervisor or manager.

