*Safe Work Practices*   
Dealing with Abusive Guests

**Hazards:** Aggressive or verbally abusive guests may cause physical or emotional harm

**Equipment:** N/A

**Personal protective equipment:** N/A

**Training required:** Conflict resolution

**Legal requirements:** N/A

# Safe work practices

* Gather as much information as possible before confronting the situation.
* Make sure you have support from co-workers and supervisors.
* Stay a safe distance from the abusive or aggressive guest.

Apply the R.E.A.D model:

* **R**ecognize how the guest feels — put yourself in his or her shoes.
* **E**xpress your understanding of how the guest feels.
* **A**ct in a manner that fits the guests’ needs.
* **D**etermine if the guest needs further action on your part. Do you need to follow up?

Reference: *Preventing Violence, Robbery, and Theft* (WorkSafeBC publication SB03), pages 16–18