

INDUSTRY-SPECIFIC DE-ESCALATION SCENARIO

Hotels & Other Short-term Accommodation

Example Scenario

A late-night check-in cannot be found in the reservation system and guests get visibly frustrated with the Overnight Front Desk Clerk because the hotel has no vacancy.

Proactive Prevention Tasks

- Implement an effective online reservation system
- Keep one room as spare for a situation like this
- Cultivate positive relationships with other hotels in the area that you can call in this situation
- Train workers in challenging guest interactions
- Develop work alone safety procedures to ensure lone worker safety (see Work Alone Resources below for more information)
- Post signage supporting respectful behaviour towards staff

De-escalation Techniques

- Actively listen to guest frustrations and be empathetic
- Offer alternatives such as staying in the spare room or another hotel (call and ask about vacancy for them)
- Set boundaries for unwanted behaviour
- Focus on solutions and don't dwell on the problem or try to assign blame
- Put a note on their file so other workers are aware of the situation
- Know when to escalate the situation and ask for managerial assistance

Effective Incident Response

If the guest's behaviour continues to escalate:

- Ensure personal and other guest safety
- Report situation to the manager
- Enforce applicable consequences such as asking them to leave or not providing a stay
- Complete incident report
- Debrief the situation with workers involved
- Identify and implement corrective actions

For more information and online resources visit [go2HR's Violence Prevention Webpage](#), or contact our health and safety team [online](#) or by calling 604-633-9787 for further support.