

# INDUSTRY-SPECIFIC DE-ESCALATION SCENARIO

## Pubs, Bars, & Nightclubs

### Example Scenario

An intoxicated group of individuals has been presenting unwanted behaviour; they are becoming physically irate towards the server because they won't serve them more alcohol.

### Proactive Prevention Tasks

- Practice scenarios so staff know how to avoid overserving
- Provide tasty, non or low alcoholic drinks as alternatives
- Make sure water is served to the table throughout the night
- Suggest different food options to the table throughout the night
- Train workers in challenging guest interactions
- Post signage supporting respectful behaviour towards staff

### De-escalation Techniques

- Be assertive and show confidence while using respectful language
- Set boundaries for unwanted behaviour
- Explain options and consequences while allowing time for decision making
- 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 manager (early)
- Enforce applicable consequences such as security or police removing them from the establishment
- Complete incident report
- Debrief 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.