

INDUSTRY-SPECIFIC DE-ESCALATION SCENARIO

Restaurants

Example Scenario

A group of guests are angry due to longer than usual wait times for a table; they are becoming disrespectful to the restaurant host.

Proactive Prevention Tasks

- Implement an effective waitlist procedure
- Train workers on assessing accurate wait times
- Communicate with guests as early as possible if/when wait times change
- Train workers in challenging guest interactions
- Post signage supporting respectful behavior towards staff

De-escalation Techniques

- Actively listen to guest frustrations and be empathetic
- Offer alternatives such as sitting at the bar for a drink, if available
- Set boundaries for unwanted behavior
- Know when to escalate the situation and ask for managerial assistance

Effective Incident Response

If the guest's behavior continues to escalate:

- Ensure personal and other guest safety
- Report situation to manager (early)
- Enforce applicable consequences such as asking the group to leave as their behavior will not be tolerated
- 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.