



Torquay Bowling Club Safety Procedure - TBCSP # 3

Dealing With Aggressive Customers

Job Hazard Analysis - JHA

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Approved by: Club Manager	Approved and accepted at Board meeting on 15/5/2025 – See minutes	

Description – This safety procedure is specific to all employees, club members and anyone engaged in the Torquay Bowls Club Bar/Bistro and is to be followed at all times when having to deal with aggressive customers.

Strategies, technique, calmness and maturity is uppermost when having to deal with aggressive customers. This is a taught skill and takes a steady and measured ability to master under varying and difficult situations.

Many customer service employees get it wrong, so working as a team with a good plan can de-escalate an aggressive situation. This can successfully resolve the situation or you may need to get the correct personal or outside assistance as required.

The personal cost to employees can be traumatic so depending on your ability to get assistance quickly and or post event assistance is vital. Never be afraid to seek help after the event should you require that.

Task	Potential Hazards	Potential Consequences Without controls	Hazard Controls	Controlled Consequences
Dealing with an aggressive, abusive or verbally threatening customer	Assault leading to physical or psychological injury	High Potential for a serious injury	<ul style="list-style-type: none"> • Remain at an arm's length distance • Remain calm and don't get more involved than you need to. • Hold a hand up in the stop position • Stay calm and speak clearly, "I need you to stop" • Don't raise your voice and speak slowly and calmly • Seek other staff to stand with you • Look for any weapons, clench fists. • Try to judge if they are intoxicated or mentally disturbed and act as if you understand their issue but don't necessarily agree with them 	Medium
Dealing with verbal and physical threats, act of violence or death threats	Assault leading to physical or psychological injury	High Potential for a serious injury	<ul style="list-style-type: none"> • Look for the trigger point to call police. Have them called and let the aggressor know that police are on their way <p>The club procedure is if either you are physically threatened or property is damaged or you are not gaining control of the situation then police must be called. This is the trigger point.</p> <ul style="list-style-type: none"> • Stand back with your support employees and try to hold the situation without it escalating more until police arrive 	Medium
Aggressor leaves the premises	Low	Low	<ul style="list-style-type: none"> • Be aware of their location outside the premises if you can observe that • Keep an eye out to see if they are going to return • If re-entering then that is a trigger to call police again 	Low

Receiving Police	Reduced as Police will control the situation	Low	<ul style="list-style-type: none"> • Let the police do their job. Step back • Don't allow the aggressor to hear you telling the police what they did • Speak quietly and calmly to the police if asked • By this stage the manager if on duty will do all communication to police 	Low
Post incident	psychological Injury	Medium	<ul style="list-style-type: none"> • If you are stressed or disturbed and not sure how to deal with this past incident then it is most important to share your feelings with your manager. • Don't go home with unresolved feelings • Should you after arriving home become unduly distressed then call your manager for advice 	Low

Strategies in dealing with aggressive customers: -

- Remain calm, speak quietly and slowly.
- Let them know that what is happening is not good and needs to stop.
- Stand back at an arms distance.
- Get back up staff to support you.
- Never move forward onto the aggressor.
- Speak slowly hold your hand up in the stop position and clearly make your request.
- Get the manager if available.
- If the aggressor has friends try to have them remove the aggressor.
- If they are making physical threats to you or their anger is out of control, that is illegal and is the trigger point to call police. Do not delay the call to police as you can always call them back and cancel if required.