

Ways to De Escalate Face Covering Conflicts

8.13.20

The CDC recommends the use of face coverings to help slow the spread of COVID-19. As we rollback the initial contactless model and welcome guests back into store for ordering and contactless pick-up, **Panda's policy is to require face coverings to enter the store** for guest and associate safety, and in compliance with CDC recommendations. Guest may use a face mask, including but not limited to homemade cloth face masks. If a guest does not have a mask, offer the guest a mask.

How to handle guests and delivery partners without a face covering:

1. Stay Calm and Professional

Do not be provocative or respond in anger, rather, be in control and measured. Establish verbal contact only when necessary to calm the individual

2. Inform

Let the guest or delivery partner know that we must refuse service to those without a face covering to comply with the law. You may offer a mask if the guest does not have one.

Sample Panda response:

- "I'm sorry we cannot allow guests in store without a face covering based on the CDC recommendation for the safety of everyone in the store."

3. Offer Positive Options and Invite Them Back

Explain options for ordering or picking up Panda if the guest or delivery partner cannot get a face covering. Options include online ordering, delivery or drive thru (if available)

Sample Panda response:

- "There are other ways to order Panda, including our app or through our delivery partners" or "You can order from our drive thru."
- "Thank you for understanding."

How to handle upset or angry guests and delivery partners due to our face covering policy:

1. Continue to Stay Calm and Professional

Do not be provocative or respond in anger rather, be in control and measured. Establish verbal contact only when necessary to calm the individual

2. Seek to Understand

Listen closely to what the person is saying

3. Continue Social Distancing

Respect the 6 feet social distancing of the individual; do not touch them, get close or block their exit

4. Offer Positive Options

Explain options for ordering or picking up Panda if the guest or delivery partner cannot get a face covering. Options include online ordering, delivery or drive thru (if available)

5. Document Incident

Write down description of person, make and model of car, and license plate (if safe to do so)

6. Call 911

Call for help if you are engaged in a threatening conversation and/or feel discomfort or fear for personal/guests' safety

EXAMPLE LANGUAGE:

De-Escalation Technique	Use Guest's name actively to help build rapport
Identify Yourself	<i>"Hi Jane, my name is _____. How can I help you today?"</i>
Hear Them Out	Let them speak and practice your active listening skills!
Paraphrase	<i>"I understand. What I hear is that..... Did I get that right? Again, I apologize for the inconvenience Jane."</i>
Explain your Position and Make a Request	<i>"As the manager of this location, I can assist you..." "For your everyone's safety and at the recommendation of the CDC, we request you wear a mask while inside the restaurant"</i>
Positive Options	<i>"There are other ways to order Panda, including our app or through our delivery partners" "You can order from our drive thru." "One thing I can do is to take your order and if you could kindly wait outside and I'll bring it to you when its ready"</i>
Negative Options	<i>"Unfortunately, if you're not wearing a face covering, we will not be able to serve you at this time and I'd prefer not to do that."</i>
Last chance	<i>"Are you sure you aren't willing to work with me to help resolve this issue?"</i>
Call 9-1-1	-- At any time if you feel endangered, call 9-1-1 for help