



Hospitality and Catering

Bar service and cellar work

Lesson 5

Improve your knowledge and skills of working in a bar learning about all aspects of bar service and cellar work.





Difficult customers

Alcohol can be a trigger for people's behaviour. It can lead to drunkenness which can turn to violence and other risk taking behaviours like drug taking.





Dealing with threatening behaviour

Keep calm and use a clam voice – if you overreact you can make things worse.





Dealing with threatening behaviour

Keep your body language open and friendly – if you overreact you too can look ready for a fight.





Dealing with threatening behaviour

Politely refusing to serve drinks with an explanation.

Politely asking people to leave with an explanation.





Limit to authority

As a barperson you are legally limited to how you act. Always ask for help from trained staff.





Ask for help

In bars there are many ways you can ask for help with difficult customers:

- Supervisor/manager
- Door security staff
- Panic buttons





Revision Activity 5

**How should you deal
with someone using
threatening behaviour?**