



committed to making your workplace safer

THIS SERVICE STINKS!
GET ME THE MANAGER!
INCOMPETENT!

I DEMAND THAT YOU LISTEN TO ME NOW!
I'M VERY UNHAPPY!
USELESS...

TAKING ABUSE

It's **NOT** part of the job

I'VE HAD ENOUGH!
I DON'T HAVE ALL DAY...

Verbal abuse or threatening behaviour from customers.

Don't just 'get used to it' - report it.

If you suffer abuse at the hands of an angry customer, make sure you refer to a senior colleague if available, or another experienced colleague who will intervene. If nothing gets done, contact your local Accord rep or call Accord HQ **0118 934 1808**.

www.accord-myunion.org