

May 2023

Rochester Parks and Recreation Handling Disruptive Behavior

Customer Service & Friendliness

As an employee of the City of Rochester, you are considered a public servant. Someone is always watching what you are doing and how you are doing it. Remember to be friendly and engaging to all patrons.

Greet everyone who comes into your area with a smile and “hello.” Do not be overbearing, but always offer your help.

From time to time, you will have to deal with irate patrons. Remember, stay calm, do your best to NOT TAKE IT PERSONAL. Do not be rude or condescending. Treat everyone you deal with fairly and in a consistent manner. Keep your supervisor informed.

Handling Suggestions & Concerns

You will receive suggestions and concerns on a variety of topics.

- Be polite during the exchange (even though your feathers may get ruffled). Maintain your composure.
- Always maintain a safe distance.
- Listen attentively, without interrupting.
- Repeat the patron’s suggestion or concern back to them to let them know you understand.
- Thank the patron for bringing the matter to your attention.
- Inform the patron that a suggestion box is located near the front desk.
- Report the suggestion/concern to your supervisor.
- If the concern alerts you to a dangerous situation, such as a broken piece of equipment, alert your supervisor ASAP. If your supervisor is unavailable, contact the Director of Parks and Recreation.

Handling Disruptive Behavior

- Approach the patron in a calm manner. Maintain proper distancing in order to appear non-confrontational.
- Greet the patron and advise of regulations in an even tone of voice without making accusations.
- Inform patron of safety reasons for rule infraction in question and ask that the patron stop the behavior.
- If needed and if possible, assist patrons with their needs in order to gain compliance through a customer service approach.
- If the disruptive behavior continues, contact Rochester Police and notify your supervisor ASAP.
- If patron appears erratic, do not approach. Contact Rochester Police and allow them to handle the situation.

Education

A significant part of our job in parks and recreation is to educate the public. When employees observe violations, staff should educate the public on policies and procedures, as well as laws and regulations that affect the activity in question. Parks and Recreation staff are authorized to enforce rules and regulations. Staff should request that violators cease illegal behaviors, or violations of policies and procedures. Staff have the authority to ask patrons to leave the premises, upon approval of their supervisor. If the violator refuses to comply with requests, employees should call 9-1-1. Rochester Police Department will be dispatched and address the situation.