Mask Confrontation ROE (Rules of Engagement)

* Always assume (until proven otherwise) the best (they forgot their mask, left it in the car, usually always wear one, etc.)
* Approach the situation like you like the person
* Always enter these situations bearing a mask for the individual
* Keep your distance (made easier today with social distancing)—think body language
* Be conscious of tone, delivery, volume--- **calm**
* Use of empathy, “I can understand why you feel that way…”
* Use of humor, “I brought you the softest mask in the box…”
* Use of assertiveness, “If you are not masked, we can’t serve you and *we really want* to serve you.”
* Use of redirect, “What brought you in today?”
* Know when to “break off the chase”