

June 25, 2018

Passenger Conflict Avoidance

When is it a good idea to “let it go?”

- It's best to let it go when no rules are being broken. *Trying to control customer's behavior beyond what the rules say will almost always cause problems.*
- It's best to let it go when you can't make it better. *Why make a situation worse? For instance, once you have informed a customer of a rule, why argue with the customer if there is not a safety problem?*
- It's best to let it go when the problem will go away on its own. *Why prolong an event that is soon to be or is already over?*

When is it a bad idea to let it go?

- It's always a bad idea to let safety problems go.
- It's also bad to let things go when it will cause future problems for the customer or for the other operators. *For instance, not bothering to inform customers of rules sets them up for inconvenience & embarrassment & sets up other operators for conflict.*

