

Having a Bad Day

Everyone has a bad day. Try to forgive people, and not take things personally. Sometimes it helps to mentally put yourself in their shoes. Most anger comes from fear like “the fear of being late”, “the fear of missing their flight” or “too much stress”.

It may not have anything to do with you, or even be your fault. Sometimes it's rude customers, annoying coworkers, or stuff at home. Never take it out on the customers; customers literally pay for everyone's groceries and housing, and keep you working long term.

People express anger differently: sometimes they go silent, other times they use profanity, throw things like luggage, slam doors or become argumentative. Regardless of the situation, at least make an effort to be friendly, and do the best you can. The customer should never know that you are pissed off.

Resist the urge to complain about other people, or vent to the customer. Customers aren't your friend, or your paid psychologist; they are literally paying you to have a great experience and get somewhere. Keep it positive, and at least make an effort to engage in friendly conversation. You don't have to talk the whole time, just put them at ease by not being completely silent. Treat everyone with dignity, even people who are difficult.

Never throw luggage, slam doors, or stay in the car to avoid helping with bags.

Never use profanity, blame anyone you're angry at, or engage in argumentative conversation.

At the very least don't give them any additional ammunition to use against you or the company.