

Handling Hecklers

ARE WE ALL YELLING NOW?

There is no one correct way to manage surly guests. It is often best to ignore those bar patrons who are clearly just seeking attention. People who think it's funny to yell out wrong answers or "clever" comments will often tire out or get shamed by the other patrons who are trying to play or just enjoy their evening. If it doesn't stop, ask the individual in a calm tone to stop yelling things so others can enjoy the trivia night, then continue. **Addressing them directly, off-mic, between questions and face-to-face will frequently diffuse the situation and remind them that you're a human person just trying to do your job.** Perhaps point out that you don't yell at them when they're at work! Invite them to play along and always (try to) take the high road in graciousness. Only engage a heckler on the mic if you feel confident about being able to shut them down quickly; you don't want to get sucked into a shouting match in front of the whole bar.

If you feel unsafe approaching the person, don't do it. Let a manager or bartender know you feel uncomfortable talking to this person and they should handle the situation. It is also in their best interest to make other players happy by keeping the peace!

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