

## Food and Beverage



Purple Tuesday is about improving the customer experience for disabled people and their families. The Purple Pound is worth an estimated £274 billion to UK businesses but yet access to food and drink related services remains one of the most commonly reported barriers for disabled people.

### Here are some practical tips to support your teams involved in Food and Beverage services:

- 👍 Start a conversation with **'Hello, can I help you'**. If a customer has a visible or hidden disability they can then let you know if they need any additional support. It saves you having to make any assumptions.
- 👍 Make sure the **contact payment devices are at an accessible level** and are removable from their holder. Disabled people like to tap their own payments rather than rely on others.
- 👍 Ensure the **spaces between tables are clear at all times** and that **some seats are removable** so wheelchair users sit easily with family and friends.
- 👍 Ensure the accessible **toilet facilities are accessible** and not used as a secondary store cupboard or cleaning store.
- 👍 **Teach yourself hello and goodbye in sign language.** It makes such a difference to a deaf person, and you might find you want to learn even more useful phrases.
- 👍 When talking to people with autism and/or Asperger's **stick to clear facts rather than providing information that then needs interpreting.** For example, 'we have sandwiches with prawns, chicken and cheese' rather than 'we have a selection of different sandwiches'.

**Making small changes will make a huge difference to the customer experience of disabled people 365 days a year.**

