

Food and Beverage



Purple Tuesday is about improving the customer experience for disabled people and their families. The Purple Pound is worth an estimated £249 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.

