

FAIR FOOD FOR ALL!

20%

of Americans have disabilities.

\$490 BILLION

national, annual discretionary income for working-age people with disabilities.

Customer Service Tips

- 1) Treat everyone with respect. They want to spend their money with you!
- 2) Be patient. Time can help all forms of communication.
- 3) Speak directly to the individual, not to a companion, aide, or interpreter.
- 4) Offer assistance if necessary and only extend that assistance when they accept it.
- 5) Do not distract service animals. No petting or feeding; that can undo valuable training and shorten the animal's lifespan.
- 6) Everyone is different. Don't assume they fit any particular pattern because of a disability.

Accessibility Tips

- 1) Be ready to communicate with people who have hearing or visual disabilities. A pen & paper can go a long way for someone who is deaf, and reading out the menu for someone who is blind can help them order.
- 2) Be ready to step out of the truck or cart to serve people who may not be able to reach the service counter.
- 3) Make sure that cords or other utilities do not block accessible paths of travel. If they must, use accessible cable covers.
- 4) Provide fair and equal access to condiments, napkins, silverware, etc.

Reaching Customers with Disabilities

- 1) Large print, braille, and accessible online menus may free up staff from reading a menu out to someone who has a visual disability.
- 2) Adding simple signage offering assistance on request can set your booth apart when customers decide which vendor to visit.

