

HOSPITALITY CHECKLIST



Physical Accessibility

- Ensure venue access without steps/bumps.
 - If venue entry incorporates steps, install handrails and have a moveable ramp available.
 - Ensure your spaces are wheelchair accessible:
 - Check table height and width for wheelchair accessibility.
 - Ensure adequate spacing between tables, and high-traffic areas (such as to toilets).
- HINT: when planning layout, have a wheelchair user visit your space to trial.
- Provide a fully accessible toilet, suitable for wheelchair use.
 - Offer a portable Eftpos machine for payment at the table.
 - Be aware that some disabilities affect a person's ability to cut food in to consumable piece. Train staff to offer the option of having a dish sliced in the kitchen.

Communication

- Speak directly and give personal assistance to the customer, not their support person.
- Demonstrate focus and patience towards customers with a disability, who may require extra time to order their meal, or require special assistance throughout the process.
- Consider having a photo/pictorial menu version for non-verbal customers, so they may still independently select their choice by pointing. A digital tablet with photos would be ideal, as this can be regularly updated.
- Offer a "tap & go" payment option for ease of use.

Sensory

- Offer a sensory space/spot (in the quiet and convenient part of the venue) with a comfortable chair or sofa nearby to a table, which can be booked together.
- Train staff to lower music significantly if they notice a person in the venue struggling with sound. The stereo can easily be turned-up again when appropriate.
- Ensure there are no flickering or flashing lights.
- Consider offering a regular 'sensory hour' where people and families with sensory disorders may dine in a low-light, music-free environment, and children and adults with sensory issues are offered priority service.
- Have a small 'sensory play pack' available to loan to customers.