

TIP SHEET: BEST PRACTICES

BACKGROUND

When a guide dog team (the guide dog user/guide dog) enters a restaurant, the goal is a successful business transaction where the team leaves as a satisfied customer. To assist in making the transaction a smooth one, the State Board of Guide Dogs for the Blind has compiled some best etiquette practices:

WHAT YOU CAN DO

Host/Hostess

- 1. Access**—Only two questions can be asked of a guide dog user or any other service animal user: 1) Is the animal required because of a disability? 2) What work or task has the animal been trained to perform? No other inquiries about an individual's disability or the dog are permitted. For more information, visit <http://www.ada.gov/regs2010/smallbusiness/smallbusprimer2010.htm>
- 2. Seating**—There is no particular requirement for seating an individual with a guide dog, including proximity to a door or kitchen or table or booth. Guide dogs are trained to be seated in many environments.
- 3. Menu**—When providing a menu to a guide dog handler, offer to assist in reading the menu to him/her. If a braille menu is available, offer it to the guide dog user.

Server

- 1. Placing an Order**—When taking an order from a guide dog user, always address the person, never a sighted person accompanying him or her.
- 2. Delivering Food**—Describe where items are being placed. For example, "I'm placing the water to the right of your hand."
- 3. Bill of Sale**—When delivering the check, read the contents of the bill.

FOR MORE INFORMATION

For more information regarding guide dogs or etiquette, visit www.guidedogboard.ca.gov or contact your local restaurant association. This tip sheet was produced by the State Board of Guide Dogs for the Blind and the California Restaurant Association.



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