



How to Talk to Customers About Wearing a Face Mask!



In Philadelphia, any customer entering your business is required by law to wear a face mask covering their nose and mouth, even if they are vaccinated. Face mask use reduces the spread of COVID-19 and saves lives.

What if a customer enters the store without a face mask?

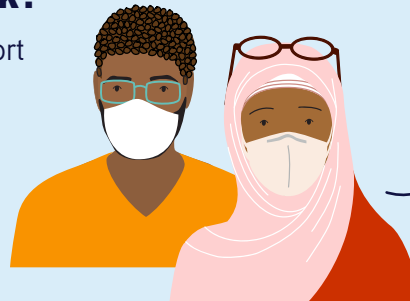
- Ask the customer to put on a mask, or at least cover their nose and mouth with a scarf, bandana, clothing, etc.
- Businesses may deny entry or refuse service to a customer not wearing a face mask, unless they are exempt (for example, if they have a disability that does not allow them to wear a mask).



HELLO! BEFORE I HELP YOU, CAN YOU PLEASE COVER YOUR NOSE AND MOUTH?

What if a customer refuses to wear a face mask?

- You could make a second request, ask a fellow employee to support you, or ask a manager or supervisor to speak to the customer.
- Offer to take their order and request they wait outside until their order is ready.
- Make a general announcement reminding all customers of the mask requirement.



HI, I'M THE MANAGER! BEFORE MY EMPLOYEE CAN ASSIST YOU, WE NEED YOU TO PUT ON A FACE MASK OR COVERING.

What if you have to interact with an unmasked customer?

- Protect yourself by wearing a mask and maintaining six feet of distance.
- Never approach a customer in an aggressive manner. Keep your voice and body language calm, avoid excessive hand gestures, and don't corner the customer.
- You can refuse the customer service or choose to serve them while carefully observing safety protocols like wearing a mask yourself, maintaining six feet of distance, and washing your hands and using hand sanitizer afterwards.



WELCOME! BEFORE I TAKE YOUR ORDER, I NEED YOU TO COVER YOUR NOSE AND MOUTH. THANKS!