




SKIP THE STUFF – FOOD SERVICE STAFF GUIDE

Thank you for making this transition and helping the environment!

Effective March 1, unless a customer specifically asks for them, food service providers are prohibited from distributing single-use, disposable food and beverage accessories during take-out or delivery, for all in person, phone and online orders. (ordinance O-24-36)

Automatic distribution	
Allowed	Not Allowed (Except Upon Request)
<ul style="list-style-type: none">• Single-use containers carrying the meal or beverage.• Drink cup sleeves• Portion cups used to supply small amounts of sauces, dressings, flavorings that accompany the meal (like guacamole, salsa) often filled at the establishment. 	<p>Single Use Accessories:</p> <ul style="list-style-type: none">• Utensils, chopsticks• Straws• Napkins• Beverage stirrers and beverage splash sticks• Sealed condiment packs (like packets of ketchup, mustard, soy sauce, etc.)• Separate bags containing any of the above• Extra containers and drink cup sleeves beyond those containing the meal or beverage

PLEASE NOTE: DOUBLE CHECK YOUR ONLINE ORDERS TO NOTICE IF CUSTOMERS REQUESTED SINGLE-USE ACCESSORIES OR NOT.



EMPLOYEE GUIDE: Frequently Asked Questions

Are we allowed to ask the customer what single-use items they need? No. The above items may only be distributed IF a customer MAKES A REQUEST. Food service staff should no longer ask customers what they need.

What if a customer has a disability or impairment making it difficult for them to ask for single-use items? In this case, you may proactively ask the customer if they need a single use item.

Can we keep single-use items at a self-service station for customers to take? Yes.

What about drinks that we sell that contain a straw as part of the manufacturer's packaging? In that case, you may distribute those items as is. You do not need to wait for a customer request if the single-use item is part of the manufacturer's packaging of a beverage.

How do we handle telephone orders? Similar to in-person orders, you may only distribute single-use items if a customer explicitly requests them. You may not ask them what they need.

How do we handle online orders through our website? If you have not done so already, you will need to implement an option for customers to request these items when they place an online order, ensuring the default setting is set to not include single-use items. Please be careful to notice the customer's choice when fulfilling orders.

Digital Banner: Please email mtcenv@gmail.com and we can send you digital banners (.png) to post on your website check-out page. The banner alerts customers to the new ordinance/process.



How do we handle online orders through a third-party delivery service app? Many third-party delivery services apps give customers an opt-in choice for single use items. Please be careful to notice the customer's choice when fulfilling orders.

Where do I send customers if they have questions about the ordinance? You can have them visit www.mtcenv.org/skipthestuff OR scan this QR code:

