



Ocean Friendly To-Go Staff Training Guide

Safely allowing customers to use their own containers for To-Go orders

FIRST STEPS:

1. Designate a **POS button** for “Ocean Friendly To-Go” to distinguish it from a regular To-Go order (for example, “OceanToGo”) - this alerts your kitchen+staff to prepare it on reusables.
2. Designate a **transfer-table** and **display the Ocean Friendly To-Go signage** provided to create a simple and straightforward process for staff+customers to understand.

PLACING ORDERS:

1. To bring awareness that you offer this **new** option, **prompt your customer** when they call “**Did you want to try our new Ocean Friendly To-Go Program where you can bring your own containers?**”
2. If they need further explanation “**We prepare your order on reusable dinnerware as if you were dining-in, and allow you to transfer them upon arrival into your own containers.**”
3. If yes, prompt them to be prepared “**We suggest overestimating container sizes your first few times, and don’t forget your bag!**” In addition, you can say, “Your order requires a *(large)* food container, a *(medium)* soup bowl, and a *(small)* beverage container.”
4. You can also let them know “**We don’t include any extras unless requested.**” (For example, no utensils, sauce packets, napkins, etc.)

PICK-UP:

1. “Hi, thank you so much for placing an Ocean Friendly To-Go order!”
2. “Let me check your order, please wait at our **designated table**” *(or whatever works best for your venue)*.
3. Bring out the food as if this was a dine-in guest (all reusables, including sauces/dressings). *(We suggest bringing them a reusable utensil so they can transfer the items to their containers easier).*
4. “**Please be careful when you are transferring your items**” *(point to the disclaimer signage that you are not liable for spills, mishaps or injuries).*
5. “Thank you for helping us protect the Oceans, we can’t wait to see you next time!”