

be **Safe**: Preventing Burns

Preventing Hot Beverage Burns

ALWAYS:

- ◆ Ensure lid is properly secured and double check it before handing it to the customer
- ◆ Ensure a safe and proper hand-off to the customer
- ◆ Include a verbal announcement, **"It's hot, please be careful."**
- ◆ Capture preparation and handoff on video

NEVER:

- ◆ Pick up or carry the cup over the lid
- ◆ Hand hot beverages to minors
- ◆ Fill cup directly from the brewer

