Preventing Hot Beverage Burns

ALWAYS:

- Ensure lid is properly secured and double check it before handing it to the customer
- Train employees to hold the cup just below the lid during hand-off so customers will grab the cup from the bottom
- Capture preparation and hand-off on video

NEVER:

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

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