

Welcoming Business

Our Business is for Everyone

Welcoming Business Check List

Make it easy for someone to find you

Clear external signs	<input type="checkbox"/>
Entrance is easy to see	<input type="checkbox"/>
Wide clear path leading to doorway	<input type="checkbox"/>
Good lighting in doorway	<input type="checkbox"/>

Make it easy to get in

No obstructions in doorway	<input type="checkbox"/>
Main entrance must be free of steps more than 5mm high	<input type="checkbox"/>
Ramp - do you have ramps rather than steps in your business.	<input type="checkbox"/>
Main entrance must be at least 800mm wide	<input type="checkbox"/>
Doors are automatic	<input type="checkbox"/>
Doors are lightweight	<input type="checkbox"/>
Height of manual door handles 900-1100mm	<input type="checkbox"/>

Make it easy to get around

Aisles are at least 1000mm wide	<input type="checkbox"/>
Aisles provide a clear path of travel and independent movement	<input type="checkbox"/>
Product information displays are easy to read with large, clear fonts and high colour contrast	<input type="checkbox"/>
Adequate space between and around furniture to manoeuvre	<input type="checkbox"/>
Popular products are within reach on shelves	<input type="checkbox"/>
The floor is free from trip hazards and non-slip	<input type="checkbox"/>

Make it easy to stay longer

Seating with arms and back rest available	<input type="checkbox"/>
Adequate and even lighting	<input type="checkbox"/>

Excessive noise and loud music is minimised	<input type="checkbox"/>
Where toilets are provided, one toilet cubical must be an accessible toilet	<input type="checkbox"/>
Staff are welcoming, friendly and knowledgeable	<input type="checkbox"/>
Staff have received relevant customer training	<input type="checkbox"/>

Make it easy to make a purchase

EFTPOS machines are on a long cord or cordless	<input type="checkbox"/>
"hearing loop" available at counter	<input type="checkbox"/>
Lower counter provided (750-800mm)	<input type="checkbox"/>
Communication board available at counter - pen & paper	<input type="checkbox"/>
Magnifying glass is available	<input type="checkbox"/>

SELF - Check List

Customer Service

Staff are welcoming and friendly	<input type="checkbox"/>
Always face the customer	<input type="checkbox"/>
Always address the customer directly	<input type="checkbox"/>
Staff listen carefully to customer's requests	<input type="checkbox"/>
Staff speak clearly and check for understanding	<input type="checkbox"/>
Staff are patient and allow the customer to take their time	<input type="checkbox"/>
Use your normal tone of voice and volume	<input type="checkbox"/>
Never pat or distract an assistance animal	<input type="checkbox"/>



THINK, SPEND, SUPPORT LOCAL!

