

North Carolina. Now serving smoke-free air.

How to Talk to Customers about NC's Smoke-free Restaurants and Bars Law.

What should I do if a customer lights up?

Most smokers want to follow the rules and want to know when they are allowed or not allowed to smoke.

You can effectively communicate the law to customers who may not know about the law. Using gentle, positive, but clear messages will go a long way towards relieving stress and avoiding bad feelings.



What to Say:

“State law no longer allows smoking inside here. I’m sorry, but you’ll have to step outside to smoke.”

“The new smoke-free law prohibits smoking indoors. Thank you for your cooperation.”

“We are under a smoke-free law now; I need to ask you to put out your cigarette.”

How to Say:

Speak respectfully.

Direct the smoker to the nearest place he/she can smoke.

If a smoker refuses to comply, use common sense.

Let the manager on duty handle it. If necessary, use your normal protocol for removing a disruptive customer from your premises. You may contact local law enforcement to report the customer.

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North Carolina Restaurant
and Lodging Association

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