


**⚠ WARNING**

Hot beverage spills can cause severe burns! Handle with care.



# HANDLING HOT BEVERAGES SAFELY

Spills of hot coffee, tea, cocoa, water, or soup can cause serious burns that result in injury, hospitalization, medical bills, and lost wages.

## PREVENT SPILLS

Our goal is to protect our customers, employees, and business.



COUNTER	TABLE SIDE	DRIVE-THRU WINDOW
<ul style="list-style-type: none"> <li>• Always serve hot beverages with lids securely attached.</li> <li>• Always hold the bottom half of cups. Never carry cups with your hand placed over the top.</li> <li>• Place beverages down on countertops for customers to pick up themselves. Never slide cups across counters and do not place directly in a customer's hands.</li> </ul>	<ul style="list-style-type: none"> <li>• Set the cup down on the table. Do not slide cups across tables or place directly in a customer's hands.</li> <li>• Refill cups only when they are set down on the table. Do not let customers hold cups on the table or in mid-air when refilling.</li> <li>• Always pour with carafe facing away from customers to avoid splashes or spills.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare hot drinks with requested condiments and present to customers with the lid securely attached.</li> <li>• Always hold the bottom half of cups. Never carry cups with your hand placed over the top.</li> <li>• Place cups securely in hot drink carrier tray or caddy for the customer to pick up themselves. Avoid hand-to-hand transfer of hot beverages if possible.</li> </ul>

**Careful! This drink is hot!**

- Keep all hot drinks out of children's reach.
- Warn all customers before serving: "This drink is very hot. Handle with care!"

## HELP

If a hot beverage spills on someone, offer direct help and call for emergency medical assistance if needed. Call a manager as soon as possible.

**Can I help or call for help?**



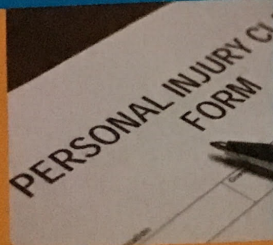
Hot beverage spills can cause second- and third-degree burns in seconds.

1. Stay calm. Offer to help the injured person. Place the burned area under cool water for at least 15 minutes. Do not use ice.
  - If the burn area cannot be placed under the faucet, cover with a clean, cool, wet towel.
  - Advise the injured person to remove hot soaked clothing from the burned area. If possible, provide the customer with privacy and alternative clean, dry clothing or a covering.
2. Ask the injured person if they would like you to call emergency first-aid responders. If yes, call 911 immediately.

## RECORD

**May I have your info?**

Fill out an incident/accident report and gather the following information:



- |   |  |
|---|--|
| <input type="checkbox"/> Name and contact information of the injured person   | <input type="checkbox"/> Description of injury<br><i>(Example: left calf and foot)</i>         |
| <input type="checkbox"/> Location, date and time of incident  | <input type="checkbox"/> Name of server  |
| <input type="checkbox"/> Name and contact information of witnesses  | <input type="checkbox"/> Description of beverage<br><i>(Example: medium cup of hot coffee)</i> |
| <input type="checkbox"/> Description of incident<br><i>(Example: lidded cup dropped and spilled on passenger's foot when pulling vehicle out of drive-thru)</i> | <input type="checkbox"/> Equipment, model, and manufacturer of equipment used to make beverage |
|   | <input type="checkbox"/> Store video of incident   |



Dan Cox & Associates

For more information about the prevention of hot beverage spills and burn lawsuits, please contact [dan@HandlingHotBeverages.com](mailto:dan@HandlingHotBeverages.com), 800-375-3398 or 802-799-2235.

To order more posters or the books *Coffee: Too Hot to Handle or Mishandled? A Comprehensive Guide to the Prevention of Hot Beverage Spills & Burn Lawsuits*, or *Handling Hot Coffee: Preventing Spills, Burns, and Lawsuits*, please visit [www.HandlingHotBeverages.com](http://www.HandlingHotBeverages.com).