

# Tips to improve the dining experience for customers who are blind or have low vision

## Communication



1. Check if they'd like a description of the room layout, for example 'to the left of you is the bathroom'. Cover anything that could be a barrier inside or outside the restaurant.
2. When it's time for the bill, mention where it's been placed and ask if they would like the cost read out to them.
3. Always talk directly to the customer with the vision condition, rather than turning to their sighted guest to respond on their behalf. This is particularly important when greeting the customer and taking their order.
4. Check if the customer would like the menu read out.

## Seating



1. Keep the layout simple and see if the guest would like any non-essential items removed such as lit candles, extra plates etc.
2. If you're moving anything on the table, tell the customer.
3. Describe any items on the table and where they can be found. For example, 'in the top right hand corner is your water glass' or 'at 3 o'clock is the steak, your potatoes are at 9 o'clock'.

## Table



1. Suggest a well-lit table or a table near a window. For some people with low vision, light is a useful way to see things a bit better.
2. If a guest has a dog guide, consider choosing a table away from the main thoroughfares to avoid staff and patrons stepping on the dog.