

**WORLD
SMOKEFREE
DAY
31 May**



**IT'S ABOUT
WHĀNAU**



A GUIDE TO “Smokefree Conversations”

If you plan to introduce a smokefree policy, the transition is likely to go more smoothly if your staff are on board. It is important that you are clear about the policy, the reasons for the change and their role in upholding the policy.

It is best to set aside some time with your staff to go through the policy and address any questions they might have. For new employees, your smokefree policy should be covered as part of your usual induction process.

The following are suggestions on how to have those *awkward* conversations with customers who smoke and how to approach them in a positive way without risking their custom.

□ General Tips

“Your approach dictates the likely response you’ll receive”

- Be calm and friendly.
- Presume the best. The person may not know about your Smokefree policy.
- Have smokefree signage displayed so that you can refer to this as a visual aid.
- If facing hostility, don’t escalate the situation. Simply walk away.
- If they must smoke - inform them where they may smoke and recommend an area off your premise, away from entrances and pedestrians.

Conversation Starters

If you are welcoming a group of diners:

“Hi there, my name is Susie. Welcome to ... [premise details i.e. location of toilets, evacuation areas...] and our premise is completely smokefree. If you’d like to smoke, we ask that you please refrain. If needed, there is an area off-site that our staff can direct you to.”

If you see a person smoking in a smokefree area:

“Hi there, I’m Joe. Just to let you know that we are a family friendly café/restaurant and this area is smokefree.

“Hi there. Our outdoor dining areas are smokefree. We aim to keep this space smokefree for other customers to help create the ultimate dining experience! If you must smoke, we can direct you to an area off site. Thanks for your understanding.

