



# Preparing Your Business, Educating Employees and Dealing With Customers

## Post “No Smoking” Signs

- “No Smoking” signs or the international “No Smoking” symbol must be clearly posted at all entrances in your place of employment where smoking is prohibited.

## Remove Ashtrays and Smoking Receptacles

- All ashtrays and smoking receptacles must be removed from areas where smoking is prohibited. Having these in areas where smoking is prohibited is a violation of the Clean Indoor Air Act.

## Preparing Your Employees

- Educate employees about the Clean Indoor Air Act regulations and inform them of any changes to the workplace that resulted from the regulations.
- Inform employees of their rights and responsibilities when dealing with a smoking customer
- Involve employees in selecting locations and posting of required “No Smoking” signage. Seek employee input in determining a designated or appropriate location for employees who choose to smoke may legally do so.

## Know the Ordinance

- Educate your employees to know the basic facts of the Clean Indoor Air Act and how to respond to customers who have questions or refuse to comply.
- Remind customers that compliance is required by law and that the facility owner or operator is liable for violations.

## Know How to Talk to Customers

- Always be polite
- Some possible phrases to use with customers who wish to smoke are:
  - “I’m sorry, but you’ll have to put out your cigarette or smoke outside. This is in accordance with the Lee’s Summit Clean Indoor Air Act.”
  - “The Lee’s Summit Clean Indoor Air Act requires that no smoking be allowed in public places or the workplace anywhere in Lee’s Summit. We appreciate your cooperation.”
- Employees of bars and restaurants may also want to inform customers of the new smoking regulations upon their arrival or when taking the food/drink order with the following examples:
  - “I just want to remind everyone that this is a smoke-free environment in accordance with Lee’s Summit’s Clean Indoor Air Act.”
  - “I want to thank everyone for not smoking as we are a smoke-free environment. If you want to smoke, we have a designated area outside for your use.”

## Enforcing the Clean Indoor Air Act

- Each employee should know what he/she is responsible to do to be in compliance with the regulations. The following steps can be taken:
  - Politely request that the person smoking refrain from doing so in the prohibited area(s). Offer an outside alternative if available.
  - Unresolved problems should be reported to the owner or manager who has ultimate responsibility. Employees should not be forced to put themselves in any situation that they feel is threatening.
  - Contact the Lee’s Summit Codes Administration Department at 969-1200
  - If a patron insists on smoking, remind them of Lee’s Summit’s Clean Indoor Air Act and politely ask them to step outside if they wish to smoke. If the customer is being belligerent or threatens physical harm, you may want to involve the Lee’s Summit Police Department. Use this solution as a last alternative.

## Other Suggestions

- Provide gum or mints to customers
- Have brochures on hand to give to customers who are resistant. These brochures can be obtained from the Lee’s Summit Codes Administration Department and explain the reason for the regulations and general information about the Clean Indoor Air Act.
- Print small request cards (business card size) to remind patrons of the regulations and to encourage patrons to stop smoking. Present these to violating customers.