



Meeting the needs of disabled customers - quick tips

Quick tips:

- Never assume the existence or absence of a disability.
- How can I help you? Always ask the customer how you can best assist them.
- Remember, to meet the customer's needs you may need to do things differently, but the standard of service you provide should be the same.
- Be aware of accessible facilities and equipment available, such as ramps and hearing loops.
- Be prepared to offer and spend extra time with someone who might need it.

You can find out more about meeting the needs of disabled customers in our Welcoming Disabled Customers guide.

Visit our resources page at businessdisabilityforum.org.uk or call +44-(0)20-7403-3020.



Business Disability Forum are committed to ensuring that all products and services are as accessible as possible to everyone. If you wish to discuss anything regarding accessibility, please contact us.