

Hot Beverage Safety

Coffee, tea, hot chocolate, and other hot beverages are usually served at temperatures greater than 160°F (71°C). Liquid at this temperature can cause third degree burns on contact with human skin. The following steps can be taken to reduce the potential for burns when serving hot beverages.

General

- Regulate the temperature of hot beverages.
- Monitor brewing and holding temperatures.
- Protect customers from spills when pouring beverages.
- Use cups, mugs, or other containers that are appropriate for hot beverages.
- Do not overfill containers.
- Promptly assist customers if beverage spills do occur.

Take Away Service

- Locate beverage dispensers behind service counters out of customer reach.
- Place lids on take-out beverage containers before giving them to customers.
- Place filled containers directly on the service counter; don't hand them directly to customers.
- Provide trays or other carriers for multiple cups to avoid stacking.
- When serving children, make sure they can carry the containers easily.

Table Service

- Inspect the serving pitcher for defects before bringing it to the table.
- Place the cup to be filled on a table or tray before pouring the beverage; never pour hot beverages while the customer is holding the cup.
- Do not reach over people to pour.
- Do not set filled cups on the edge of the table in front of a customer.
- Never place hot beverages within reach of children.

Self-service Beverage Stations

- Inspect pots and carafes for loose handles, cracks, or other defects.
- Set beverage holding and dispensing equipment away from counter edges.
- Provide lids for customer use.
- Clean up leaks and spills to reduce accident potential.
- Remind customers of the hazards of hot beverages.

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