

Communicating with Guests Checklist

Review Date: _____

Reviewed By: _____

No.	Inspection Item	Present	Needs Correction	Date Corrected
1	Are all forms and information sheets that will be posted on the website, used as a handout, or sent to guests, reviewed to ensure the information is current and complete?			
2	If a group is coming, have they been contacted to find out how many people will be coming (including how many adults and children), if they have any special needs, and/or if they are looking for any special information or events?			
3	If you are aware that a group is coming, have you sent them this information? <ul style="list-style-type: none"> • Information about "What to expect from the visit" • List of rules • Apparel/Clothing recommendations • Appropriate child-to-adult ratios for adequate supervision • List of items to bring • List of items not to bring • Medical/Informed Consent forms • A request to be notified of visitors with special needs • A copy of the farm's Emergency Response Plan 			
4	Do you have information available for guests (when contact prior to the visit is not possible) in one or more of the following formats? Internet: Include information about your operation that is printable as a handout or form. This should include all information listed in question 3. Handouts: The same information is available in handouts at the operation site and/or on signs that are posted around the operation, for guests who do not have internet access or in the event the operation does not have a website.			
5	Are signs posted near specific hazards to remind visitors of the hazard?			
6	Do you do a site walk-through before guests arrive to ensure that all signs are appropriately placed, in good condition and clearly readable?			
7	If possible, do employees take a few minutes when guests arrive to communicate health and safety information, perform a visitor orientation, and explain the location of restrooms and hand washing stations?			
8	Are all employees trained in health and safety information and reminded on a regular basis that they need to model safe behavior?			
9	As guests leave, are they asked about specific safety concerns they may have or for other feedback?			
10	Once guests leave, is a tour done to ensure signs remain in good repair, there are no new hazards and all debris is picked up?			

Resources that can be used to address these checklist items are available at www.safefarmtourism.org/Resources.

These resources include signs, policies, forms, logs, and other items.