



## **Bring Your Own Cup (BYOC) Campaign - 2026**

### **Staff Training Sheet**

*Encouraging our customers to reuse & reduce waste one cup at a time.*

#### **Why This Matters**

We're proud to support Plymouth's BYOC campaign with Sustainable Plymouth, reducing waste from single-use coffee cups. It's good for the planet, local coffee shops, and the community. Signing on and displaying campaign signage lets customers know participating cafés welcome reusable cups and shows how to help—by bringing clean, size-compatible cups.

#### **Your Role**

As a team member, you're the face of this initiative. A friendly attitude and clear communication help customers feel confident bringing their own cup.

#### **What to Say?**

When a customer brings a reusable cup: "Thanks for bringing your own cup!"

If a customer asks about the program: "We're part of a Sustainable Plymouth campaign to cut down on single-use cups."

#### **Guidance Regarding Handling Reusable Cups**

- **Only accept clean cups:** If the cup looks or smells dirty, politely decline and explain we can only accept clean reusable cups. Remind the customer to keep their lid or reusable straws, if they have them.
- **Size check:** Ask if they know the size. If not, use your best judgment. If it's larger than your biggest size, fill only to the largest drink amount.
- **Pour safely:** Never make the drink directly in the customer's cup. Always prepare it separately and pour it in.
- **Avoid contact:** Never let the customer's cup touch spouts, pitchers, or other equipment.
- **Do not bring customer cups into the kitchen or back room.**

Questions? Contact [SustainablePlymouth@gmail.com](mailto:SustainablePlymouth@gmail.com)





## **Bring Your Own Cup (BYOC) Campaign - 2026**

**FAQs** *Encouraging our customers to reuse & reduce waste one cup at a time.*

### **When is Sustainable Plymouth's 2026 Bring Your Own Cup (BYOC) Campaign taking place?**

The campaign kicks off **April 1st (Earth Month)** and runs through the end of May, but our hope is that it inspires lasting habits and participation beyond the month.

### **Are we allowed to accept personal cups under the health code?**

Yes! Under the Massachusetts food code, it is permitted to accept customer-provided cups as long as:

- The cup is clean
- You avoid cross-contamination (e.g., no touching the rim or inside)
- Customers reusable cups are not to be brought into the kitchen or back-of-house prep spaces.

### **How do we know customers' reusable cups are clean?**

Customers should bring in visibly clean cups; that's the standard. Staff are never required to rinse or touch the inside of a cup.

### **What if a customer brings in a cup that appears dirty or otherwise inappropriate?**

You always have the right to refuse a container that isn't clean or safe. A polite, standard response might be: *"I'm sorry, but we can't accept that cup today. Would you like it in one of our regular containers?"*

### **What if we write drink orders on cups?**

Easy workarounds include sticky notes, order slips, or verbal order memory. While we hope many customers choose to participate, it likely won't be everyone, so it shouldn't disrupt your usual flow too much.

### **Can our establishment continue promoting the BYOC Campaign after May 30th?**

Yes, and we'd love that! The goal of the campaign is to create long-term change. If your establishment chooses to keep accepting reusables as a regular part of your business, we'll continue to highlight your business on our website, social media and interactive map.

Questions? Contact [SustainablePlymouth@gmail.com](mailto:SustainablePlymouth@gmail.com)





## **Bring Your Own Cup (BYOC) Campaign - 2026**

*Want to learn more?*

### **Why It Matters**

- **Environmental Impact:** Over 50 billion single-use coffee cups are thrown away in the U.S. every year. Most aren't recyclable and end up in landfills, incinerators, or our environment.
- **Health:** Disposable cups are lined with plastics that can leach chemicals into hot drinks.
- **Community Goodwill:** Customers appreciate businesses that align with their values.
- **Cost Savings:** Fewer single-use cups ordered means lower supply costs.

### **How It Works**

1. Customers bring their own clean cup.
2. Coffee shop staff fill it like any other order.
3. Businesses may choose to give a discount OR simply allow BYOC and advertise it with signage.

### **Benefits for Businesses**

- Reduce costs for purchasing cups and lids.
- Attract eco-conscious customers and build loyalty.
- Free promotion from the campaign through social media and local press.

Questions? Contact [SustainablePlymouth@gmail.com](mailto:SustainablePlymouth@gmail.com)

