

Direct Seafood Sales: Interacting with Customers

If you or your crew are participating in directly selling your seafood to consumers, here are some suggested Best Handling Practices:

Remember: proper precautions are very important for crew and customer health and safety!



Wash hands frequently.



Wear gloves.

Minimize barehanded contact with bags and food containers.

Change gloves often (if possible, after every pick-up or drop-off). Always dispose of gloves properly in the trash.



Use a facemask.

Make sure it covers both your nose and mouth to be effective.



Clean and sanitize frequently touched surfaces like tables, plastic crates, and containers.

Pick-up Procedures:

- Ask customers ahead of time if they have any symptoms or are ill. If they are sick, ask them to send someone else to pick up their order.
- Ask customers to bring their own sanitized coolers or containers.
- **Wear gloves and a facemask.** If possible, wash/sanitize hands and change gloves after every pick-up.
- Stagger pick-ups to avoid large groups. **Only one customer at a time is preferable.**
- Practice social/physical distancing at all times, keeping **at least 6 feet apart from others.**
- Customers can place their coolers on the ground with payment (or even better, in the trunk of their car) and you ALONE handle and load the seafood.
- Consider using an online payment service (Venmo, PayPal, etc.) instead of cash or check.



Delivery/Drop-off Procedures:

- Ask customer to leave a sanitized cooler outside.
- Ask customer to leave payment in the cooler if payment hasn't occurred online (Venmo, PayPal, etc.).
- Delivery person should wear gloves and a facemask. Wash/sanitize hands after every delivery.