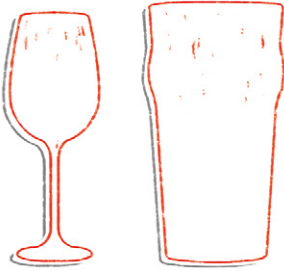


# FASTFACTS

FOR PUB  
AND BAR  
OWNERS



**1**

**56%** of pub or bar customers have avoided returning because of dirty glasses

**2**

**13%** have refused to pay or left the pub or bar after being served a drink in a dirty glass

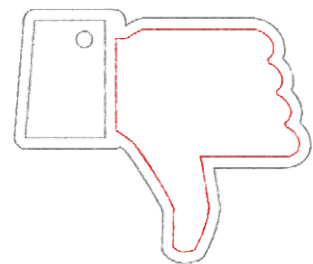


**3**

**36%** of customers have complained to bar staff about dirty or smelly glasses

**4**

**20%** get annoyed by bar staff failing to serve customers because they are busy loading or unloading the dishwasher



**5**

**17%** of customers have posted on social media after a negative experience in a pub or bar