

Column1	Column2	Column3	
Questions	Number	Percentage	
Total businesses to survey	40		
Total surveyed	36		
Response rate	90.0%		
Summary of Survey Questions:			
	number	percentage	
1. What was your experience of implementing a smoking ban on the outdoor tables at your business? Was it:			
a) very difficult	0	0.0%	
b) difficult	5	13.9%	
c) neutral	9	25.0%	
d) relatively easy	7	19.4%	
e) easy	15	41.7%	
Why do you think this was so?			
a) a lot of smokers in the area	8	22.2%	
b) Manly is a very health conscious area	17	47.2%	
c) good council signage	8	22.2%	
not sure	3	8.3%	
2. What steps did your business take to introduce the smoke-free area?			
a) signage	33	91.7%	
b) explanations when patrons were seating	12	33.3%	
c) signage on menus	1	2.8%	
d) other activites (please list)	6	16.7%	
3. What was the initial response to the smoking ban from your customers?			
majority positive/accepting response	18	50.0%	
negative response	8	22.2%	
mixed response	6	16.7%	
no response -ban already established/accepted	4	11.1%	
4. If there were challenges in the initial introduction phase, what were they?			
no challenges	24	66.7%	

customers disrespectful or not understanding	9	25.0%	
other	3	8.3%	
5. How do you explain the smoking ban to your customers?			
council regulation/law	26	72.2%	
non-smoking premises (own ban as well as councils)	4	11.1%	
health/environment reasons	3	8.3%	
haven't needed to explain it	3	8.3%	
6. How do your customers feel about the smoking ban now that all cafes and restaurants using Council land are smoke-free?			
a) hate them	0	0.0%	
b) don't like them	3	8.3%	
c) neutral	9	25.0%	
d) like them	18	50.0%	
e) very happy	6	16.7%	
7. What do customers say when you tell them that they can't smoke in the alfresco dining area?			
mostly positive/accepting response	28	77.8%	
negative response	4	11.1%	
haven't had to tell anyone	4	11.1%	
8. What effect has the smoking ban had on your business?			
a) None at all.	24	66.7%	
b) Some effect – for a short time when the bans were first introduced.	6	16.7%	
c) Ongoing effect. Can you explain why you feel this is so?	5	13.9%	
not sure	1	2.8%	
9. What advice would you give to other café or restaurant proprietors planning to introduce smoke-free alfresco dining:			
			see appendices for list of answers
a) In publicising a change in Council policy?			
b) In answering patrons questions?			
10. Is there anywhere on your premises where smoking is still permitted – ie non-Council land/Strata land?			
a) No.	31	86.1%	

b) Yes - Where on the premises/property can people smoke?	5	13.9%	
11. Where do you send smokers to smoke?			
don't send them anywhere	10	27.8%	
to waterfront/beach	7	19.4%	
designated smoking area on premises	4	11.1%	
off premises - not specific location	7	19.4%	
off premises to other specific location (e.g. carpark, laneway, bench seats in square)	7	19.4%	
[no answer]	1	2.8%	
12. Is there anything the Council could do to support your smoke-free alfresco area?	see individual responses in data sheet		
13. Any further comments?	see individual responses in data sheet		