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Yes to paper menus!

There was a strong response to our recent [article](#) about digital vs. paper menus. All those who commented expressed a negative opinion of restaurants only offering digital menus – the kind you use to scan the QR code on your Smartphone.

Debbie wrote that paper menus should always be an option and that if they're not available, she considers that practice both "ageist and discriminatory toward those without a cell phone." **Andrea** agrees. She said she "despises" digital menus and feels it's an "exclusionary practice."

Robert noted that restaurants that rely solely on digital menus are exhibiting "ageist" behavior. But there's one more personal issue. "Just being given a QR brings an awkwardness I do not need when I am at a restaurant," he said.

Natasha mentioned that "restaurants should still offer a paper version," even if a QR code is on the table. **Joanne** added that, while there's a cost associated with printing menus, it is small compared to the loss of potential business and goodwill. "Printed menus don't have to be expensive," she said. "It's easy for restaurants to print menus from their website. Also, restaurants should have menus in their windows for people to review – especially those without computers or Smartphones."

Restaurants only offering digital menus will find that some of our readers will take their business elsewhere. **Mary** would "choose not to dine at restaurants without printed menus" because the screens with digital menus are so small, she could end up choosing the wrong item. Another issue is that it takes more time scrolling back and forth on the phone's menu compared to a printed one.

Terrence says he no longer goes to a particular local restaurant "because they were annoyed when I asked for a paper menu." He recommends Calo's as having great paper menus. (Edgewater Mexican Cafe and Pizzeria Aroma are other such restaurants.) **Bob** says, "It will take people like me walking out and not coming back to stop (digital menus)."

Celia said she hates digital menus and pointed out they are difficult for refugees -- many of whom do not have cell phones. **Jill** said digital menus are her "current greatest pet peeve!" and points out the trend isn't limited to just restaurants. She mentioned, for example, that a new membership card for a gym could only be put onto her phone. "I didn't grow up attached to a phone," she said, "and I find it annoying to be required to carry and keep track of an expensive phone just to live my life!"

Conrad mentioned that some QR codes may not even be safe. Criminals are placing their own QR codes over real ones. Fake codes can become transmitters of malware and spyware on your smartphone. [Read more](#).

We appreciate everyone's input and hope you'll share your views about menus with restaurant owners.

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