



CUSTOMER SALES AND SERVICE COUNTERS

These design guidelines are to be used by architects, project managers, interior designers and others involved in retrofits/remodels and new construction projects. These guidelines are based on California Building Code 2020 for Sales and Service Counters with an accessible parallel approach, national recommendations from ANSI/HFES 100-2007 (Human Factors Engineering of Computer Workstations) and in accordance with the Campus Ergonomics Strategy for Computer Workstations <http://www.uhs.berkeley.edu/facstaff/ergonomics/ergoatwork.shtml>. At the beginning of the design process contact the UC Berkeley Campus Ergonomist, at 510-643-2540, to invite them to meetings where the customer sales and service counters designs are being discussed.

Application of Guidelines:

Customer sales and service counters are transaction-based work areas where information is shared and/or transactions occur between people on both sides of a counter. The design of the space must allow for accessibility for customers while incorporating critical workstation design elements to keep staff safe. Customer sales and service counters are often the focal point when entering a building or department and additional aesthetic criteria may apply.

These guidelines focus on designing a parallel approach to incorporate accessibility, flexibility, adjustability, safety and lifetime cost savings for all UC Berkeley and community users. When incorporating full height adjustable workstations for employees they must lower the height of the workstation to match that of the counter when there is a perceptible disability or other obvious need for the accessible sales and service counter.

These guidelines apply to:

Main customer sales and service counters with floor to ceiling walls, Cookson doors, windows or more open, which have workstations for multiple staff and frequent interactions with customers (i.e. RSF membership/passport office, Parking and Transportation; University Health Services clinical check in areas).

Smaller customer sales and service counters (often in an open space with lower cubicle wall design), which have assigned workstations for 1-2 staff and are used less frequently than larger customer service counters (i.e. Tang Center front reception counter or a specific department).

A. Seated/Standing Workstations at Accessible Sales and Service Counter

1. **STAFF DESK HEIGHT:**

Preferred Requirements:

- Height-adjustable workstation with height range of 22-48 inches
- Modesty panel on front of workstation facing customer for privacy when desk is raised above the sales and service counter height is encouraged
- L-shaped height-adjustable workstation, with the computer monitor, keyboard and mouse on the desk positioned in the corner
- Computer equipment placed directly on top of the desktop. Keyboard trays should not be used.
- Task chair should have a seat height range of 15-22 inches [Ergonomics Requirements for Task Chairs at UC](#)

Minimum Requirements:

- If work surface height must be fixed, set at a height of 34 inches with an unobstructed 33 inch floor-to-under-counter height
 - Note: This option does not provide height adjustability and can increase the employee's risk of injury
- L-shaped workstation with the computer monitor, keyboard and mouse placed in the corner or rectangular shape can be used
- Adjustable stool with height range of 25-30 inches with a foot ring and a taller footrest as needed [Ergonomics Requirements for Tall Task Stools at UC](#)

2. **STAFF DESK - DEPTH:**

Requirements:

- 18" depth in the area where customer interactions occur
- At least 24" depth for the computer monitor (corner placement is ideal for this)
- Under-counter storage units can be attached to the work surface but should allow for full height adjustability of the table. If the storage units are mobile they should not exceed 21 inches in height for the adjustable table.
- Mount cash register drawers underneath work surface, where possible
- Printer placement to reduce frequent need to get on/off tall stool

3. STAFF DESK - WIDTH:

Requirements:

- Minimum unobstructed horizontal knee space clearance of 30 inches under computer workstation and under customer sales and service counter
- Minimum width of 30 inches on work surface for placement of keyboard and mouse
- Adequate desk width for all other frequently-used work tools, including telephone, supplies and office equipment

4. ACCESSIBLE CUSTOMER SALES AND SERVICE COUNTER

Requirements:

- Design for parallel access, where possible
- Directly in front of employee's work area
- Design/mount so counter does not overhang into employee's work area
- Minimum length: 36 inch length, unless window itself is shorter
- Height: 34 inches, floor to top of counter
- Maximum depth: 9 inches

Tall Seated/Standing Workstations at Customer Sales and Service Counter:

1. STAFF DESK HEIGHT:

Preferred Requirements: (same as seated/standing workstations above except for the following differences)

- Height-adjustable workstation with height range of 32-48 inches
- Adjustable stool with seat height range of 25 to 30 inches and foot ring
[Ergonomics Requirements for Tall Task Stools at UC](#)

Minimum Requirements:

- If work surface must be fixed, set at height of 36 inches with an unobstructed 35 inch floor to under-counter height
- Adjustable stool with seat height range of 25 to 30 inches and foot ring
[Ergonomics Requirements for Tall Task Stools at UC](#)



2. STAFF DESK - DEPTH:

Requirements: (same as seated/standing workstations above)

3. STAFF DESK - WIDTH:

Requirements: (same as seated/standing workstations above)

4. CUSTOMER SALES AND SERVICE COUNTER

Requirements:

- Directly in front of employee's work area
- Design/mount so counter does not overhang into employee's work area
- Minimum length: 36 inch length, unless window itself is shorter
- Minimum height: 34 inches, floor to top of counter
- Maximum height: 40 inches, floor to top of counter
- Maximum depth: 9 inches (same as provided for Accessible counter)