

Allergen Management Tips

Communication & Best Practice

Online

DO'S

- Post your allergen menu information online to allow the Allergy Reactor customer to view your offering.
- Have a dedicated page for your allergen customer.
 - State what you can offer.
 - Link to the allergy information menu`
 - Email address for further information
- State how you manage the allergen reactor customer – Allergen Policy.

DON'T

- Make customers sign a disclaimer before accessing information.
- State all your food *could* contain allergens, it shows a lack of care.

Booking

- Always ask if any customers have dietary requirements as standard.
- Take full details.
 - Allergens
 - Contact details
- Speak to the Senior Chef to confirm requirements,
- If multiple allergies, arrange for the chef to call the customer back to discuss options.
- *Do not* over promise and under delivery.
 - Be honest about what you can provide.

Cleaning

- Clean the area to ensure all food debris is removed before sanitiser – pay particular attention to Highchairs, condiments, menu cards and advertising cards, remove as appropriate.

On the day

- Be prepared to have information on the menu pertaining to the specific allergens noted.
- Acknowledge the allergy reactor customer on arrival.
 - Take to one side if they feel self-conscious.
 - Go through the menu and indicate safe dishes.
 - If they ask you double check ingredients, please do and take pictures of labels if appropriate.
- Always write down their order.
- Always read back the order.
- Go into the kitchen and confirm the order with the lead chef.
- When collecting the order check it is the correct dish.
- Where possible, have a flag, sticker, or different plate, to differentiate the dish.
- Avoid anything but plates to serve food on, and NEVER serve food on a WOODEN BOARD /SLATE /BASKET for someone with an allergy, coeliac disease, or intolerance.

In the Kitchen

- Have the Chef speak direct to the allergy reactor.
- Have strict process in place for allergen orders.
 - If possible, prepare in advance.
 - Clean down the preparation area, use double washed equipment.
 - Double check all ingredients before compiling the dish.
 - If unsure or a mistake is made SPEAK OUT, *do not* take risks!
 - Ask the customer what they can eat safely and be creative, you can update their dish as long as you keep them informed.

Customer Follow Up

Talk to the customer after dining and discuss their experience. Is there a way you can improve your service or processes?

Ask for a review if you are keen to attract the FreeFrom Customer.

www.foodallergyaware.co.uk

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