

ALLERGEN ACCREDITATION

BE ALLERGEN AWARE IN THE KITCHEN!



Daily briefing on allergens in dishes and drinks to all staff. Especially explain unexpected ingredients that people could be allergic to in any new dishes.



Remind staff where they can get the written allergen information from and also where they can get the ingredient information from.



Wash hands between tasks and when handling different ingredients and allergens.



Check stores, fridges & freezers for cross contamination risks.



Clean and sanitize surfaces, utensils and equipment between uses.



Update any allergen information sheets that you may show customers, and check menus to ensure the correct allergens are detailed.



Check the Allergens and Intolerances sign is clearly visible.



Clean and sanitize crockery, cutlery, condiments, menus and any other customer facing items and furniture before service.



Be vigilant during service - spot a problem? Get it sorted. Like Health & Safety it is everybody's responsibility!



Remember to be very helpful and courteous to any customer who asks about allergens, better still ask them when they first come in!



Make sure ingredients that you put into bins and containers are labelled.



If you are asked about another ingredient (not in the top 14), treat this the same as before and be helpful.



If in doubt, ask a colleague, remember not to mislead any customers who are asking you questions. A customer enquiring about an allergenic ingredient will be really impressed with your honesty and courtesy above all else!

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