

Guidance Notes for Allergies and Food Intolerances

- Inform your manager if you have been asked to provide a meal for a customer who has an allergy or food intolerance.
- If you are required to provide meals to customers who have an allergy or food intolerant then please **REFER TO THE SECTION ON ALLERGIES IN THE FOOD SAFETY MANUAL**
- Treat Food allergies and food intolerances similar – Avoid cross-contamination, hands, cutlery, work surfaces, storage of brought in items, cooking utensils, serving utensils, the food itself etc.
- Inform staff of food prepared for any special diets, including new staff.
- Make sure all staff including new staff is aware of serious allergies and food intolerances.
- Place the information of any customer with food allergy or food intolerance in a prominent position in case of staff absences, mobile staff, and temporary cooks.
- Keep to the ingredients of the recipe. Tell the customer what exactly is in the food; if you don't know don't guess.
- Liaise with the school and display the procedure should someone fall ill who has a food allergy or food intolerance

