

## ***The customer wishes to know if a meal or other food is suitable for them***

### ***1. Seek further clarification from the customer***

- a. Are they allergic or intolerant to that food OR is it for another reason, e.g. dietary or religious reasons or simply they may not like the taste.
- b. Which specific ingredient(s) do they want to avoid.
- c. Don't guess about the ingredients

### ***2. Refer the query to the manager or a senior member of staff***

- a. The designated person to deal with allergy related requests is:

\_\_\_\_\_

- b. If unavailable, please contact:

\_\_\_\_\_

### ***3. The person dealing with the query/request will need to find out:***

- a. Does the food in question contain the ingredient(s) the customer has asked about.
- b. The chef can advise on the ingredients that were already in it or subsequently added to it.
- c. Ingredient information should be kept available for the customer if they request this.

### ***4. Where to find ingredients information***

- a. If the product is bought-in and sold in its original package:  
*show the label to the customer.*
- b. If you use bought-in pre-packed products as ingredients:  
*information will be on the packaging or on the documentation delivered with the food. This can be shown to the customer.*
- c. If you use fresh ingredients:  
*know these and show the recipe to the customer.*

### ***5. If the food contains the ingredient which must be avoided***

- a. Tell the customer. ALWAYS BE TRUTHFUL. Remember, you can always recommend a safe alternative.

### ***6. If the food does not contain the ingredient to be avoided***

- a. Inform the customer.
- b. Consider the possibility that it could have been contaminated during the preparation, perhaps by sharing a spoon or knife or cutting board. Again inform the customer.

### ***7. The customer makes the final decision***

- a. Once the information on the food, its ingredients and the possibility of cross-contamination has been provided, assessed and given to the customer, the customer must make the final decision whether or not to purchase the food.