

10 tips for handling ALLERGEN REQUESTS with confidence

1 PUT YOURSELF IN THE CUSTOMER'S SHOES

A food allergy isn't just a preference, it's a medical necessity. Show empathy and make customers feel safe and welcome.

2 BUILD YOUR ALLERGEN AWARENESS FRONT OF HOUSE

Everyone should know how to handle allergen requests, find allergen information, and explain dishes, adaptations, and cross-contact risks.

3 KNOW THE PROCESS IN YOUR BUSINESS

Understand how allergen requests are managed in your business. Follow it, if unsure, ask.

4 ASK EARLY AND CLEARLY

Ask about allergies when customers book, arrive, or order. A simple question like *"Are there any food allergies/intolerances we should be aware of?"* helps them feel safe and supported.

5 NEVER GUESS OR ASSUME

If you're not 100% sure, check the allergen matrix, labels, or ask a manager or chef. Always confirm and give accurate information.

6 COMMUNICATE CLEARLY WITH THE KITCHEN

Pass on allergen information accurately, promptly, and clearly. Double-check the message is received. If it's missed, the whole process can break down.

7 MAKE SURE THE RIGHT MEAL GETS TO THE RIGHT CUSTOMER

Double-check the plate, confirm verbally, and deliver allergen-free meals separately. Use coloured plates, flags, or labels to identify them easily.

8 BODY LANGUAGE MATTERS

Stay calm, professional, and reassuring. Avoid eye-rolling or looking dismissive.

9 WHAT YOU SAY AND HOW YOU SAY IT ALSO REALLY MATTERS

Be professional, respectful, and empathetic so customers feel safe and supported.

10 KNOW WHAT TO DO IN AN EMERGENCY

If a customer shows signs of an allergic reaction (i.e. anaphylaxis) make sure you know what to do.

