

FOOD ALLERGEN TIPS FOR HOSPITALITY TEAMS

1 UNDERSTAND FOOD HYPERSENSITIVITY

The broader term food hypersensitivity is being used more often now, this includes:

- Food allergy
- Food intolerance
- Coeliac disease

To communicate confidently with customers, you must understand their differences and symptoms.



3 KNOW WHAT'S IN YOUR FOOD

- ✓ Know the 14 named UK allergens
- ✓ Check labels every time, ingredients can change without warning
- ✓ Watch for hidden allergens (sauces, spice mixes, toppings)
- ✓ If you decant food, copy full ingredient and allergen details
- ✓ Never guess: check the packaging, allergen matrix, or ask.



2 UNDERSTAND THE RISK

One mistake can cause a severe or life-threatening reaction.

What you do behind the scenes matters.

Effective allergen controls can save lives.



4 PREVENT CROSS-CONTACT

Allergens spread like glitter.

They transfer via:

- Surfaces
- Utensils & equipment
- Hands & gloves
- Shared oil, cooking liquids etc.

Control it:

- ✓ Two-stage clean (detergent then sanitise)
- ✓ Wash hands between every task
- ✓ Change gloves between tasks
- ✓ Use clean or separate equipment
- ✓ Store food safely
- ✓ Clean up spillages immediately



5 WHEN PREPARING AN ALLERGY ORDER

Follow this process every time:

- 🔍 Recheck all labels
- ↓
- 💬 If there's a risk, stop and inform
- ↓
- 🧴 Two-stage clean the prep area
- ↓
- 🧼 Wash hands thoroughly
- ↓
- 🧺 Use clean or separate equipment
- ↓
- 👕 Wear a clean or disposable apron

6 IF SOMETHING GOES WRONG

- ✗ Don't scrape it off
- ✗ Don't wipe and re-serve
- ✗ Don't guess
- ✓ Start again with clean equipment and ingredients
- ✓ Communicate clearly
- ✓ Ensure the correct meal reaches the correct customer

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