



ATTENTION



FOOD ALLERGIES CAN BE A MATTER OF LIFE OR DEATH

An allergic reaction to food can be potentially fatal.

If a customer mentions they have a food allergy, take them seriously.

You could help an allergy sufferer dine safely by following a few simple steps.

You could even SAVE A LIFE!

STEPS TO FOLLOW

- Listen to your customers carefully.
- Check all of the ingredients in the food ordered by the customer, to ensure it does not include their allergen.
- Beware of allergens hidden in foods like sauces, soups, oils and dressings.
- Communicate with the customer and let them know how you can help them dine safely.
- When preparing food for an allergy sufferer start fresh.
- Wash your hands.
- Use clean utensils, pans and dishes.
- Ensure work surfaces have been thoroughly cleaned.
- Make sure the ingredients used have not come into contact with the person's allergen.
- Double check orders before serving to make sure it is allergen free.
- If you make a mistake, start again. Your customer will appreciate safe food, even if service is delayed.

ALLERGENS

People can be allergic to many different foods. Even a tiny amount of an allergen could cause a person to have a serious allergic reaction. The most common food allergens are:

Peanuts, tree nuts, eggs, soy, wheat, milk, fish and shellfish.

A serious allergic reaction can appear within seconds or up to an hour after contact with the allergen. Symptoms can include skin rash, swelling of face/mouth, difficulty breathing, feeling weak/collapse. If you suspect a customer is having an allergic reaction call an ambulance IMMEDIATELY.