

IN FOOD SERVICE



1. KNOW WHAT'S IN YOUR FOOD

Upon request, you must provide accurate information when a customer asks about allergens in the food you are serving.

A menu matrix can help you keep ingredient information up to date.

2. BE 100% TRUTHFUL

Ensure you are very clear on what food allergens are in the food the customer with food allergy has ordered and answer their questions honestly.



3. PREPARE FOOD SAFELY

Develop a process for preparing foods safely for customers with food allergy and ensure it is followed.

Train staff about food allergen management.

Food for customers with food allergy should be prepared by staff who have completed training in preparing food for people with food allergy and are aware of cross contamination risk.

4. UNDERSTAND THE CONSEQUENCES

For a customer with food allergy, even a small amount (traces) of the food they are allergic to, can cause an allergic reaction including severe allergic reactions (anaphylaxis).

Ensure staff are aware of their obligation to provide accurate allergen information about the food you serve.



Free online training: www.foodallergytraining.org.au

