



HANDLING ALLERGIES AT THE TABLE

Food allergy is an immune system reaction that occurs soon after eating a certain food. Even a tiny amount of the allergy-causing food can trigger signs and symptoms such as digestive problems, hives or swollen airways. In some people, a food allergy can cause severe symptoms or even a life-threatening reaction known as anaphylaxis.

AFTER TAKING A TABLE'S ORDER, ALL SERVERS SHOULD ASK GUESTS IF THEY HAVE ANY DIETARY RESTRICTIONS OR ALLERGIES WE SHOULD BE AWARE OF

Each location will have menu descriptions with all allergens noted. These descriptions will be updated seasonally and can be found on premise for reference.

If a guest informs you that they have an allergy, it must be handled in the following way:

1. The server who is taking the order must **write down** the allergy information. The server informs the guest that they will inform a manager/chef to make sure everything they ordered is free of the allergen and make sure cross contact is prevented.

The server and manager must now handle ALL steps of service for this guest to ensure their entire experience (drink service, bread service, dessert/coffee service) is free of any potential allergens.

2. The server communicates the allergy with the manager and then the manager relays the information to the chef. **The server asks the guest if they would like to speak to the manager or chef.**

--- FIRE Appetizer ---

1 Melanzane
Seat 1

1 Cantocolori
Allergies
Dairy Allergy
NO CHEESE

--- HOLD Entree ---

1 Cacio Pepe
Seat 1

1 Pomodoro
Seat 2
Allergies
Dairy Allergy
*NO CHEESE OR
BUTTER*

3. Once the manager and chef check the order and declare it to be safe from the allergen, the server rings in the order – noting the guest with the allergy on each dish that that guest orders. The word ***allergy*** should be clear as well as a memo stating the specific allergy (ie: *tree nuts and shellfish*)

4. The chef should inform his team of the allergy and which dish(es) it involves. **All equipment** used to make that guest's order as well as prep areas should be washed and sanitized before being used for preparation. The employee preparing the dish with allergen must wash their hands to avoid the risk of cross contact
5. The dish for the guest with the allergy should be marked by the kitchen runners (with a small piece of blue tape – *to be removed before it leaves the kitchen*).
6. The dish should be taken to the guest ONLY by the chef or the manager or the server who took the order. The manager/chef should repeat the allergies to the guest to re-assure the guest again that it is safe and all precautions were taken.
7. The rest of the table's dishes should follow, after the allergy-free dish was landed.

The most common food allergy signs and symptoms include:

- Tingling or itching in the mouth
- Hives, itching or eczema
- Swelling of the lips, face, tongue and throat or other parts of the body
- Wheezing, nasal congestion or trouble breathing
- Abdominal pain, diarrhea, nausea or vomiting
- Dizziness, lightheadedness or fainting

COMMON ALLERGENS AND THEIR LARGER CATEGORIZATION

Allium: <ul style="list-style-type: none"> bulbous plants Chives Garlic Leek Onion Scallion Shallot 	Stonefruit (Drupes): a fleshy fruit with thin skin and a central stone containing the seed <ul style="list-style-type: none"> Almonds Apricots Blackberries Cherries Coconut Lychee Mango Nectarines Peaches Pecans Plums Raspberries Walnuts 	Legumes: edible seeds within a shell Anasazi Beans <ul style="list-style-type: none"> Black Beans Black-Eyed Peas Carob Nut Fava Beans Garbanzo Beans (aka Chickpeas) Green Peas Kidney Beans Lentils Lima Beans Peanut Snap Peas Snow Peas Soy Beans Soy Nut Split Peas 	Nightshades: plants that release chemicals to protect themselves <ul style="list-style-type: none"> Capsicum (Peppers) Eggplant Goji Berry Gooseberry Paprika Potatoes (Not sweet potatoes) Tamarios Tomatillos Tomatoes 	Finned Fish: have fins of webs of skin supported by bony or horny spines <ul style="list-style-type: none"> Anchovies Bass Catfish Cod Halibut Herring Perch Salmon Snapper Sole Trout Tuna & more
Grains WITHOUT Gluten: <ul style="list-style-type: none"> Amaranth Buckwheat Corn Flax Millet Oats* Quinoa Rice Sorghum Teff 	Tree Nuts: hard shelled nuts <ul style="list-style-type: none"> Acorns Brazil Nut Cashew Nut Chestnut Hazelnut Hickory Nut Macadamia Nut Pine Nut Pistachio Nut 	Shellfish (Bi Valves / Mollusks): have a soft, unsegmented body and most kinds have an external shell <ul style="list-style-type: none"> Abalone Calamari Clams Cuttlefish Cockles Mussels Octopi Oysters Scallops Snails Squid 	Pregnant: Every woman has different reactions to foods but every women should be treated in the same seriousness. <ul style="list-style-type: none"> Caffeine Caviar / Roe Cured Seafood Offal Raw Meats / Seafood Seafood high In Mercury Unpasteurized Dairy 	High In Mercury: Generally seafood that feeds on the ocean's floor contract higher levels of mercury <ul style="list-style-type: none"> Shellfish... (Crustaceans) Mackeral Tile Fish Tuna Swordfish
Grains WITH Gluten: <ul style="list-style-type: none"> Barley Bulgur Durum Faro Kamut Oats* Semolina Spelt Rye 	Shellfish (Crustaceans): have a soft, segmented body and have an external shell <ul style="list-style-type: none"> Crab Crawfish Langoustine Lobster Shrimp 	Edible Fungi: <ul style="list-style-type: none"> Mushrooms Truffles 	MAJOR ALLERGENS: <ul style="list-style-type: none"> Nuts/Peanuts Gluten Soy Sesame Eggs Dairy Fish/Shellfish Celery Mustard SO² Lupin 	



I have received the SA Hospitality Group Guide to Handling Allergies and understand the steps that must be taken when a guest informs me or my colleagues that they have a food allergy.

I will follow the steps outlined to minimize risk to the guest and minimize cross contact.

Name: _____ Date: _____

Signature: _____