

STANDARD OPERATING PROCEDURE (SOP)

ALLERGY FREE MEAL SERVICE

PURPOSE: Provide restaurant patrons with accurate information about food ingredients so they can make informed decisions when ordering. Incorrect or incomplete information puts these guests at risk for an allergic reaction.

The goal is to reduce and/or eliminate allergic reactions through prevention, education, awareness, communication, and emergency response.

SCOPE: This procedure applies to food service staff such as: wait staff, hostesses, bussers, bartenders, cocktail servers, and anyone who contacts food and beverages and food contact surfaces.

DEFINITIONS:

1. ALLERGEN means
 - a. Milk, egg, wheat, soybeans, peanuts, fish (such as bass, flounder, or cod), crustacean shellfish (such as crab, lobster, or shrimp), tree nuts (such as almonds, pecans, or walnuts), and sesame.
 - b. A food ingredient that contains protein derived from a food listed above.
2. CROSS-CONTAMINATION means the passing of bacteria, microorganisms, or other harmful substances indirectly from one surface to another through improper or unsanitary equipment, procedures, or products.
3. CROSS-CONTACT occurs when one food comes into contact with another food and their proteins mix. As a result, each food then contains small amounts of the other food, often invisible to us. Such contact may be either direct (e.g., placing cheese on a hamburger) or indirect via hands or utensils.

INSTRUCTIONS:

Pre-service training

1. All staff must receive training from Person in Charge (PIC) PRIOR TO interacting with guests.
2. Staff shall receive training regarding:
 - a. The procedures in this SOP.
 - b. The nine major food allergens.
 - c. The signs/symptoms of an allergic reaction.
3. Follow Southern Nevada Health District regulations.

Order Taking

1. When guests inform the staff that they have a food allergy, intolerance, or sensitivity, immediately activate the procedure for handling the special order.
2. Notify the PIC or designated person (such as managers, chefs, or key employees) that there is a guest with a food allergy, intolerance, or sensitivity.
3. Provide the guest with information about the ingredients in the menu selections.
 - a. Identify for and inform the guest of the menu selections that contain or may contain the specific allergen(s) of concern.
 - b. Inform the guest whether the food establishment can prepare the allergen-free meal.
4. Make a written notation on the guest ticket. Flag it with something very visible such as a bold-colored line or special instructions written at the top of the ticket. See facility-specific instructions regarding methods of submitting orders to the kitchen.

Allergy-Free Meal Service SOP

Service to Guest

1. Once the special allergen-free meal is prepared and ready for service, verify that the meal is allergen free with kitchen staff. The special meal should not be removed from the kitchen/service window by anyone other than the designated person.
2. When the meal is served to the guest, ensure no cross-contact occurs during transportation.
 - a. Wash hands before touching the allergen-free special order.
 - b. Do not place on same tray as other food items.
 - c. Refrain from using equipment that has not been properly designated for use with allergen-free meal preparation (such as cheese graters, peppermills, tongs, etc.)
3. Verify with the guest that the meal meets their needs before serving.

Emergency Response

1. If the guest appears to be suffering from an adverse reaction, immediately call emergency medical services (911).
2. Notify the PIC.
3. Remain with the guest until medical services arrives.
4. Document any self-treatment (such as an EpiPen) conducted by the guest or others.

RESPONSIBILITIES:

PIC or designated employee will ensure all staff are trained and following this SOP. This may be done using allergy drills or quizzing of staff.

DATE IMPLEMENTED: _____ **APPROVED BY:** _____