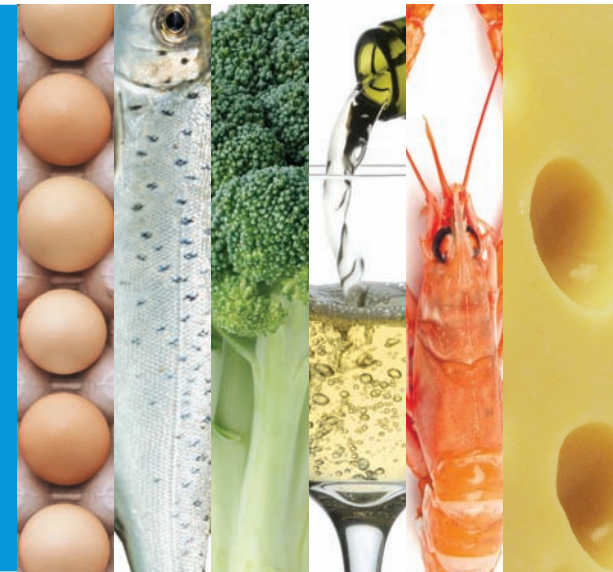


Food Allergy & Intolerance

Procedure for dealing with a query from a customer who wishes to know if a meal or other food is suitable for them.



- 1 Seek further clarification from the customer.
- 2 Don't guess about the ingredients.
- 3 Refer the query to the manager or a nominated member of staff.
- 4 Does the food contain the ingredient(s) the customer has asked about?
- 5 Check the labels, packaging and recipes.
- 6 Consider the possibility of cross-contamination.
- 7 Always be truthful – you can recommend a safe alternative.
- 8 Inform the customer so they can decide what to order.

