

MENU DECLARATION POLICY

All menus must contain the following wording, in a conspicuous position and easily legible. (Print size must be at least the same as for other menu wording).

For those with special dietary requirements or allergies who may wish to know about the food ingredients used, please ask for the manager

GUIDANCE FOR SERVING TEAM MEMBERS

- ✓ If a customer claims to have a life-threatening food allergy (anaphylaxis), take the customer seriously.
- ✓ Seek advice from the “nominated person” about ingredients.
- ✓ If there is any doubt about whether a food is free of a certain ingredient, such as nuts, admit to the customer that you are unsure.
- ✓ If, on examining his meal, a customer realises it contains nuts and asks you to replace it, remember it is not enough simply to pick the nuts from the plate and return it to the customer. Tiny traces that remain may be enough to cause a severe allergic reaction.
- ✓ Ensure that nuts could not be transferred to adjacent foods during service/display.

WHAT TO DO IN AN EMERGENCY

If an allergic customer becomes ill, it is likely that the person – or someone with them – will state that he/she is suffering an allergic reaction. They may also use the word anaphylaxis. This is the action plan to follow:

Immediately send someone to dial for emergency paramedics and give the following information:

This is an emergency. A customer has collapsed and we believe he/she is suffering from anaphylaxis

Give the address and postcode of your location – clear enough so that the ambulance crew will know exactly where to come.

Someone at the entrance should direct the ambulance crew to the patient.

Any staff trained in first aid should make a point of learning what to do if someone suffers anaphylaxis.



+ (993 12) 21 12 86
info@alpis.biz
UIET Business Center (7th floor)
A. Niyazov 174, Ashgabat, Turkmenistan
www.alpis.biz

FOOD ALLERGY POLICY & GUIDELINES

MOST COMMON FOOD ALLERGENS



SYMPTOMS

The common symptoms are as follows:

- ✓ Swelling of throat and mouth
- ✓ Difficulty in swallowing or speaking
- ✓ Difficulty in breathing – due to severe asthma or throat swelling
- ✓ “Hives” anywhere on the body
- ✓ Flushing of the skin
- ✓ Abdominal cramps, nausea and vomiting
- ✓ Sudden feeling of weakness (drop in blood pressure)
- ✓ Collapse and unconsciousness

TYPE OF FOOD ALLERGENS COMMONLY IDENTIFIED:

- ✓ Cereals containing Gluten (wheat, rye, barley, oats etc)
- ✓ Crustaceans (lobster, crab, prawns and langoustine)
- ✓ Fish (all species of fish and fish products)
- ✓ Eggs (hens as well as other birds)
- ✓ Peanuts
- ✓ Soybean (Soya or soy)
- ✓ Milk (cows, goats, buffalo etc)
- ✓ Nuts (hazelnuts, walnuts, brazil nuts, almond, cashew, pecan, pistachio, macadamia, Queensland nut, chestnuts and pine nuts)
- ✓ Celery (stick celery and celeriac)
- ✓ Mustard (seeds, flour and oils)
- ✓ Sesame seed (including oils).
- ✓ Sulphur dioxide and sulphites above 10mg/ kg or 10 mg/ litre expressed as SO₂

PLEASE TELL A STAFF MEMBER IF YOU SUFFER FROM A FOOD ALLERGY!

INTRODUCTION

Food allergy has become a prime concern of Alp Catering. More and more guests/client who comes in to dine in the premises/cafeteria have concerns over Food Allergy. To handle such guests/clients, Alp Catering has created awareness training program on Food Allergy and how best they could handle these special guest/client.

SCOPE:

This policy is applicable to all F & B team members including those who prepares and serve food to the guests (kitchen and service staff).

WHAT IS FOOD ALLERGY?

It's when a body's negative reaction to a particular type of food protein (allergens) introduced into the body and mistakenly treats that food as dangerous and harmful to you later develops reaction.



WHAT WE MUST DO

- ✓ Consider if we use known allergens in our menus or not
- ✓ Ensure there is always a nominated person on duty who knows, or can find out, the ingredients of all dishes
- ✓ Make sure all staff (including part time and casual staff) is aware of serious allergies.
- ✓ Advise serving staff to make all enquiries to that nominated person.
- ✓ If a dish is meant to contain nuts, make sure this is reflected in the menu: e.g. nut and carrot salad.

REMEMBER

- ✓ Cooking in unrefined groundnut oil (peanut oil) may leave traces of nut protein.
- ✓ Oil that has previously been used to cook products containing nuts may contain minute traces of nut proteins.
- ✓ If you are preparing food for someone with a severe allergy, beware of transferring food from one dish to another.
- ✓ Salad oil may be derived from nut oil
- ✓ Hands, utensils, cutlery and work surfaces should be washed scrupulously after handling foods containing potent allergens.
- ✓ Where foods containing allergens are de-bagged or de-boxed, they should, if possible, be placed in dedicated lidded and labelled containers and made easily identifiable. Such containers should not be used for storage of any other raw materials.

