You must provide accurate information about ingredients in the dishes on your menu so people can make informed decisions about what to order.

Ensure your team know:

- who will answer guests' questions regarding menu items? Some diners who have food allergies may call ahead to find out about menu options. Designate one staff member to whom such calls should be referred.
- who will be responsible for checking the ingredients used in menu items?
- how should staff members handle an allergic reaction?

Checking ingredients: chefs must read ingredient and allergen info for the products they use every time they prepare a food allergy order, because manufacturers may change ingredients without notice.

Identifying allergens found in unexpected places: e.g cooking oil which is often used for many foods.

- desserts (may incorporate allergy causing ingredients like nuts, use fruits as an alternative)
- sauces (contain many ingredients)
- pastry-covered dishes (prevent the individual from making a visual inspection of the food)
- buffet tables (possibility of cross contact)
- Worcestershire sauce (may contain fish e.g. anchovies/sardines)
- barbecue sauce (may contain allergens like pecans)

Make your menu easy for those with food allergies to understand. Provide as much information as possible about ingredients directly on the menu. e.g Banana cake describe as Banana-Walnut cake.

In addition, you can also include a printed note at the bottom of your menu or on your website including the following. 'For those who have food allergies, please inform your server. We will be happy to discuss any necessary changes'.

Keep printed materials and information on the website up to date.

Avoid cross-contact (mixing a little of the allergy-causing food with otherwise safe food) while preparing and serving the meal e.g. unclean hands/gloves, shared equipment, utensils etc.

Correcting a mistake in meal preparation: the only acceptable correction is to discard the order and remake it. Removing the offending ingredient e.g. scraping nuts off the top of an ice-cream or taking the cheese of a burger is no solution.

If a guest has an allergic reaction do not be afraid to call emergency medical services

Let all your team know about food allergens, give them this document to read, take a copy and pin it up on the notice board.

Here is a list of the most common, what types of foods you will find them in and tips on finding alternatives.

Tree Nuts

These include almonds, walnuts, pecans, hazelnuts, Brazil nuts, cashews, pistachios, pine nuts, macadamia nuts, chestnuts. **Can be found in** sauces, desserts, crackers, bread, ice cream, marzipan, ground almonds, nut oil.

Peanuts

In sauces, cakes, desserts, groundnut oil, peanut flour, peanut butter

Cow's Milk

In yoghurt, cream, cheese, butter, milk powders, foods glazed with milk
TIP: If a recipe allows substitute milk with water, soy milk or in sweet recipes with fruit juice (guests allergic to milk may also be allergic to soy).

Crustacean or Shellfish
Such as shrimp, prawns, crab, lobster, crayfish, shrimp paste
TIP: When required, replace shellfish with a smoked fish that has a strong flavour.

Soybeans
As tofu or beancurd, soya flour and textured soya protein, in some ice cream, sauces, desserts, meat products, vegetarian products
TIP: Use rice flour and canola oil for baked goods.

Eggs
In cakes, mousses, sauces, pasta, quiche, some meat products, mayonnaise, foods brushed with egg
TIP: Substitutes vary by dish, for baking try with mashed banana. For savoury dishes crumbled Tofu works quite well.

Fish
In some salad dressings, pizzas, relishes, fish sauce and some soy and Worcestershire sauces
TIP: Use mayonnaise as a base for dressings and use your own ingredients to create flavours.

Wheat
Foods containing flour, such as bread, pasta, cakes, pastry, meat products, sauces, soups, batter, stock cubes, breadcrumbs, foods dusted with flour
TIP: Those with a wheat allergy can usually eat rice flour, buckwheat flour, cornflour and maize flour.

What is Lactose Intolerance?
Lactose intolerance occurs in individuals who lack the enzyme lactase, which is needed to digest the sugar lactose (found in milk). Common symptoms are diarrhea, wind and general discomfort.
Can eat…
Soy milk, rice milk, dairy free cheeses such as soy cheese, soy yoghurt (note: soy is also an allergen)
Can't eat…
Cow's, Sheep, Goat's (mammals) milk, some cheeses, dairy desserts, ice cream, butter, cheese, yoghurt

What is Gluten intolerance?
Gluten intolerance is caused by the body's inability to break down gluten, a protein in wheat. Celiac disease is an autoimmune disease. Those with Celiac disease must eliminate gluten from their diet.
Can eat…
Rice flour, buckwheat, cornflour, maize flour, flours from nuts/beans/seeds chickpeas, quinoa, and soya
Can't eat…
Gluten-containing flours, including: Wheat, Barley Rye, Oat, Malt, Couscous