

Food Allergies

If a Customer Says They Have a Food Allergy

- Take it seriously. Allergic reactions can be life-threatening.
- Be ready to discuss ingredients and food preparation with the customer.
- Communicate the allergy to the kitchen staff.
- Let the customer know when you are unsure if a menu item contains the food allergen.
- Always let the customer make their own informed decision.



Prevent Cross-Contact

- Keep allergen-containing foods separate from other foods.
- Avoid shortcuts, such as picking nuts out of a salad. Even a tiny amount of an allergen can cause a severe and potentially life-threatening reaction.
- Consider all sources of cross-contact, such as shared surfaces, fryer oils, and cooking splatter.



Before Preparing Allergy-free Foods

- Wash, rinse, and sanitize, or change: utensils, cutting boards, and food-contact surfaces.
- Wash your hands and change gloves.



If a customer has an allergic reaction, call 9-1-1