



Standard Operating Procedure (SOP)

Title: FOH – Guest Allergies & Dietary Restrictions
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1. Objective

The objective of this SOP is to establish a clear process for identifying, noting, and communicating guest allergies or dietary restrictions to the kitchen and ensuring the safe preparation and service of food, thereby safeguarding guest health and enhancing their dining experience.

2. Scope

This SOP applies to all front of house food and beverage staff, including servers, waitstaff, and kitchen staff at Tamborine Mountain Glades, who are responsible for taking orders, preparing food, and serving guests.

3. Responsibilities

- **Servers/Waitstaff:** Responsible for identifying and noting guest allergies or dietary restrictions, communicating them accurately to the kitchen, and ensuring that the food served meets the guest's needs.
- **Kitchen Staff:** Responsible for preparing food according to the communicated allergies or dietary restrictions and taking precautions to prevent cross-contamination.
- **Food and Beverage Manager:** Oversees the process to ensure that all staff adhere to the SOP and that guest safety is maintained.

4. Procedure

4.1 Identifying Guest Allergies or Dietary Restrictions

1. Initial Inquiry:

- When taking a guest's order, always ask if they have any food allergies or dietary restrictions that the kitchen should be aware of. Use a phrase like, "Do you have any food allergies or dietary restrictions we should know about?"
- If the guest has a known allergy or dietary restriction, politely ask for specifics to understand the exact needs.

2. Clarification:

- Clarify the nature of the allergy or dietary restriction with the guest to understand the severity (e.g., intolerance vs. anaphylactic allergy) and any specific requirements (e.g., no cross-contamination, no specific ingredients).
- If a guest is unsure about certain ingredients, offer to consult with the kitchen before they place their order.

3. Documentation:



- Note the allergy or dietary restriction clearly on the order pad or digital system. Use clear, specific language, such as “Allergy: No peanuts” or “Dietary Restriction: Gluten-free.”
- If using a digital system, ensure that the allergy or dietary restriction is prominently displayed on the order.

4.2 Noting and Communicating Allergies or Dietary Restrictions

1. Order Entry:

- Enter the guest’s order into the point-of-sale (POS) system immediately, ensuring that the allergy or dietary restriction is clearly noted using designated modifiers or notes.
- Double-check the order entry for accuracy, particularly the details of the allergy or restriction.

2. Verbal Communication:

- Verbally communicate the allergy or dietary restriction to the kitchen staff when submitting the order. Ensure that the kitchen team acknowledges the request and understands the severity of the allergy or restriction.
- For severe allergies, confirm with the chef or kitchen supervisor that they are aware and will take the necessary precautions.

3. Use of Allergy Alerts:

- If the POS system has an allergy alert function, use it to highlight the order for the kitchen. Ensure that this alert is visible on all kitchen display systems or printed tickets.

4.3 Ensuring Safe Food Preparation

1. Kitchen Precautions:

- Kitchen staff must follow strict procedures to prevent cross-contamination. This includes using clean utensils, cutting boards, and cooking surfaces, and washing hands before handling allergen-free food.
- For severe allergies, consider preparing the dish in a separate area or at a different time from other dishes to further minimize risk.

2. Ingredient Verification:

- Verify all ingredients used in the dish to ensure they meet the guest’s dietary restrictions. If there is any uncertainty about an ingredient, consult with the chef or management before proceeding.
- Use verified allergen-free products when preparing dishes for guests with allergies, and avoid substituting ingredients without approval.

3. Final Check:

- Before serving, conduct a final check to ensure that the dish has been prepared according to the guest’s specifications. Verify that all precautions have been taken and that the dish is free of the specified allergens or restricted ingredients.
- If the dish is modified to meet the guest’s dietary needs, clearly label the dish as such to avoid confusion during service.

4.4 Safe Service to Guests

1. Serving the Dish:



- When serving the dish, clearly communicate to the guest that the meal has been prepared according to their dietary restrictions or allergies. Use a phrase like, “This is your gluten-free pasta, prepared without any cross-contamination.”
- Ensure that the correct dish is served to the right guest, especially when serving multiple guests with different dietary needs at the same table.

2. **Follow-Up:**

- Check back with the guest after they begin their meal to ensure that they are satisfied and that the dish meets their expectations.
- If the guest expresses any concerns or if the dish does not meet their needs, address the issue immediately and offer to remake the dish if necessary.

3. **Continuous Monitoring:**

- Throughout the meal, remain attentive to the guest’s needs, ensuring that any additional food or drink items adhere to their dietary restrictions or allergies.
- For guests with severe allergies, be particularly vigilant in preventing any cross-contact with allergens throughout their dining experience.

4.5 Post-Service Documentation and Feedback

1. **Updating Guest Profiles:**

- After service, update the guest’s profile in the POS system with their allergy or dietary restriction information for future reference. This ensures that their needs are noted for any subsequent visits.
- Include details such as the specific allergen, the level of sensitivity, and any particular requests or preferences.

2. **Incident Reporting:**

- In the rare event of an allergic reaction or issue related to dietary restrictions, follow the emergency procedures immediately and report the incident to management.
- Document the incident in detail, including the steps taken to address the situation and prevent future occurrences.

3. **Review and Continuous Improvement:**

- Regularly review feedback from guests with allergies or dietary restrictions to improve the process and address any gaps in service.
- Participate in ongoing training to stay updated on best practices for managing food allergies and dietary restrictions.

5. General Policies

1. **Guest Safety:**

- Prioritize guest safety by adhering strictly to procedures for managing food allergies and dietary restrictions. The health and well-being of guests must always come first.
- Avoid taking risks with ingredients or preparation methods that could compromise a guest’s safety.

2. **Confidentiality:**

- Handle guest information, including allergy and dietary restriction details, with confidentiality and care. Share this information only with staff directly involved in food preparation and service.



- Ensure that guest preferences and restrictions are recorded accurately and securely in the POS system.

3. Professionalism:

- Maintain a professional and empathetic demeanor when discussing allergies or dietary restrictions with guests. Show understanding and a commitment to meeting their needs.
- Communicate clearly and respectfully with kitchen staff to ensure all dietary restrictions are understood and followed.

6. Training and Review

1. Ongoing Training:

- Participate in regular training sessions on managing food allergies, dietary restrictions, and preventing cross-contamination.
- Ensure that all staff are knowledgeable about common allergens and understand the importance of following this SOP.

2. Review and Improvement:

- Regularly review the procedures for managing food allergies and dietary restrictions to identify areas for improvement.
- Implement changes as needed to enhance safety and guest satisfaction.