

## PREPARING AHEAD

Have the Allergen Information Folder available



## TRAINING CONTENT

The **Manager/Chef/Cook** or **Supervisor** should be the person to deliver the pre-service brief. This will ensure that the team are aware of the content of the menu and they are aware of any medical dietary requirements being catered for.

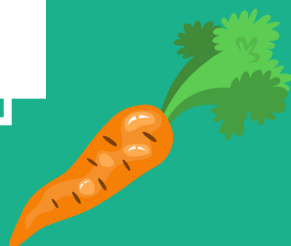
### The pre-service brief should include:

- What is on the menu for the day
- Identify allergens present in each dish
- Identify customers or pupils who require a medical diet

## HOSPITALITY (WHERE APPLICABLE)

- At the point of booking, the organiser should have informed us of any medical dietary requirements. Check that you have this information and ask if unsure.
- Each product should be labelled and clearly identified to the customer.
- Any food for customers who are known to us with an allergy must be prepared, labelled and kept separate to avoid cross-contamination.
- Allergen signage must be prominently on display and the up to date Allergen Reports for each product must be available and readily accessible for our customers.

These clear messages should be delivered to ensure the team are ready for service.



## ACT ON ALLERGENS

### WEEK 4 - CUSTOMER JOURNEY

## INTRODUCTION

In this module you will learn why it is important to spend time as a team at a **pre-service brief before every service**.

The Pre-service brief sets the stage for all service delivery, including all food being served from our lunch halls, refectories, restaurants, coffee shops and any hospitality services. This is our opportunity to set down **firm boundaries** on how allergens will be managed effectively.

The Pre-service brief should be delivered to all colleagues to ensure they understand what is on the menu for that service and are prepared to support any medical dietary requirements.

## COFFEE SHOPS (WHERE APPLICABLE)

- Bought in retail items will have the allergens on the packaging
- Our standard processes for reducing the risk of cross-contamination must be applied, particularly when preparing drinks and making homemade products for sale.
- Check that signage reminding customers to 'Ask about Allergens' is prominently on display. Remember, the biggest risk in our Coffee Shops is that we rely on the customer to tell us if they have an allergy.
- Up to date Allergen Reports must be available and readily accessible for the customer too.

Before any service, an **allergy champion** should be assigned and a final check should take place to ensure that the correct allergen reports are available for the menu that day.



## Our Teams must also be reminded of the process with regards to dealing with customers with an allergy or intolerance:

- **Never** verbally communicate any allergen information to a customer or pupil - you should provide the allergen reports to a responsible adult for them to check
- **Always** double check manual allergen reports
- Manual allergen reports to be used in the event of a product substitution or if a recipe is being created from scratch in house.
- It is **illegal if allergen reports** are **not present** for any dishes you are serving that day
- **Always** ask your manager if unsure

## MEDICAL DIETS IN PRIMARY SCHOOLS

- Schools must have an identification system in place for all pupils following a Chartwells medical diet menu.
- The Chartwells endorsed identification system is lanyards but schools may have other approved systems in place.
- Identification posters should be displayed behind the service counter for all pupils following a medical diet menu.
- Everyone in the team must be familiar with the medical diet identification system in place and look out for pupils with medical diets at service times.
- Double-check a pupil's medical diet menu before serving to ensure you are serving the correct dish.



## INTERACTIVE ACTIVITY

- Split the team into groups of 3 and ask them to role play the delivery of a pre-service brief.
- One colleague in each group should take the role of the Manager/ Chef/Cook/Supervisor who will brief the team.

### EACH PERSON SHOULD THEN FEEDBACK TO THE TEAM

- What did you learn?
- How did it go?
- What would you do differently next time?



## SUMMARY

Today we have explained the importance of the delivery of the pre-service brief and how to ensure each customer receives the correct food that is safe for them to eat.

All colleagues must be aware of the content of the menu and the process to manage medical dietary requirements and reduce the risks of allergic reactions across any service that we offer.



## QUICK FIRE QUIZ

Quiz the team on the below questions.

Correct answers below are shown below.

1. WHO LEADS THE PRE-SERVICE BRIEF?

Manager/Chef/Cook/Supervisor

2. WHAT MUST THE PRE-SERVICE BRIEF INCLUDE?:

- Allergens present in the dishes available.
- Any known pupils or customers with medical dietary requirements
- What pupils or customers with medical dietary requirements can safely eat or should be served.
- Where to find the allergen information folder containing the allergen reports.

3. HOW OFTEN SHOULD THE ALLERGEN FOLDER BE REVIEWED?

Daily

4. TRUE OR FALSE: SCHOOLS MUST HAVE AN IDENTIFICATION SYSTEM, SUCH AS LANYARDS, IN PLACE FOR ALL PUPILS FOLLOWING CHARTWELLS MEDICAL DIET MENUS

TRUE. Discuss the identification system for your unit with your team, if this applies