

Drinks Service Process

To ensure we are effectively managing the risks associated with allergens, and that we serve our customers the correct drink(s) that accurately align to their specific order, the following process must be followed at all times where a customer orders any drink(s) that contain cow's milk or an alternative to cow's milk. This drinks service process is to be considered as an allergen requirement. Even if the customer does not state that they have an allergy, the customer should be engaged at the point of order to determine if they have any allergies and / or food intolerances.

1. At the point of order, **ask the customer if they have any allergies or food intolerances**. It's important to remember that colleagues are not to advise the customer on the products that may be suitable for their specific food allergy and/or food intolerance. It's the responsibility of the customer to specify their own drinks order.
2. When taking the customer's drink(s) order, it is important that the customer is made aware that they need to consider all components of the drink(s), including syrups or base powders, such as hot chocolate mixes, and therefore any food allergens that are contained or that may be contained in the drink. The person taking the order must direct the customer to the allergen information and any required adjustments must be communicated by the customer to the server.
3. On receipt of the customer's drink(s) order **the details of the order, including the type of milk or alternatives to milk, and any other ingredient additions or omissions, must be communicated clearly** from the colleague taking the order to the colleague making the drink(s) and the colleague serving the customer's drink(s).
4. If a customer **asks the server for their 'usual' drink**, for example if they are a regular customer, **the colleague taking the order must clarify clearly with the customer their specific drink** order. On receipt of the customer's drink order the details of the order, including the type of milk or alternative to milk and any other ingredient additions or omissions, must be communicated clearly from the colleague taking the order to the colleague making the drink and the colleague serving the customer's drink.
5. The colleague preparing the drink(s) must follow the exact requirements of the customer's specific drink(s) order, ensuring the drink(s) are free from any allergens communicated by the customer.
6. Once the customer's drink(s) have been prepared, **the server must verbally communicate each drink to the customer to ensure that it aligns with the customer's requirements, stating the milk or alternative to milk type first**, for example:
 - Soya flat white
 - Cow's milk flat white
 - Coconut Latte
 - Cows' milk Latte
 - Oat Latte
 - Almond Cappuccino
 - Black Americano

Note: This list is for representative purposes only and is therefore not exhaustive.

7. **The server should seek confirmation from the customer that the drinks order is correct and accurately reflects the drink(s) the customer has ordered.**
8. If the customer confirms their order is correct, the colleague can serve the customer their drink(s).
9. If the customer communicates **any of the drinks that have been made and offered at service are incorrect and do not align to what they ordered, the drink(s) must not be handed over to the customer**, and they must be disposed of immediately.
10. If the drinks order is incorrect, apologise to the customer for any inconvenience, confirm their drink(s) order, and follow the process again.

If the colleague taking the drink(s) order, making the drink(s) or serving the customer their order is not absolutely sure of the order at point of service, or has any concerns that the drinks order is not accurate, the colleague should not serve the customer until they have sought the guidance, advice and support of their line manager.