

Food Allergies and Intolerances

If a Customer Says They Have a Food Allergy or Intolerance

- Take it seriously. Food allergies can be life threatening. Food intolerances can cause serious digestive symptoms.
- Be ready to discuss ingredients and food preparation with the customer.
- Communicate the food allergy or intolerance to the kitchen staff.
- Let the customer know when you are unsure if a menu item contains the food.
- 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 Allergen or Intolerance-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