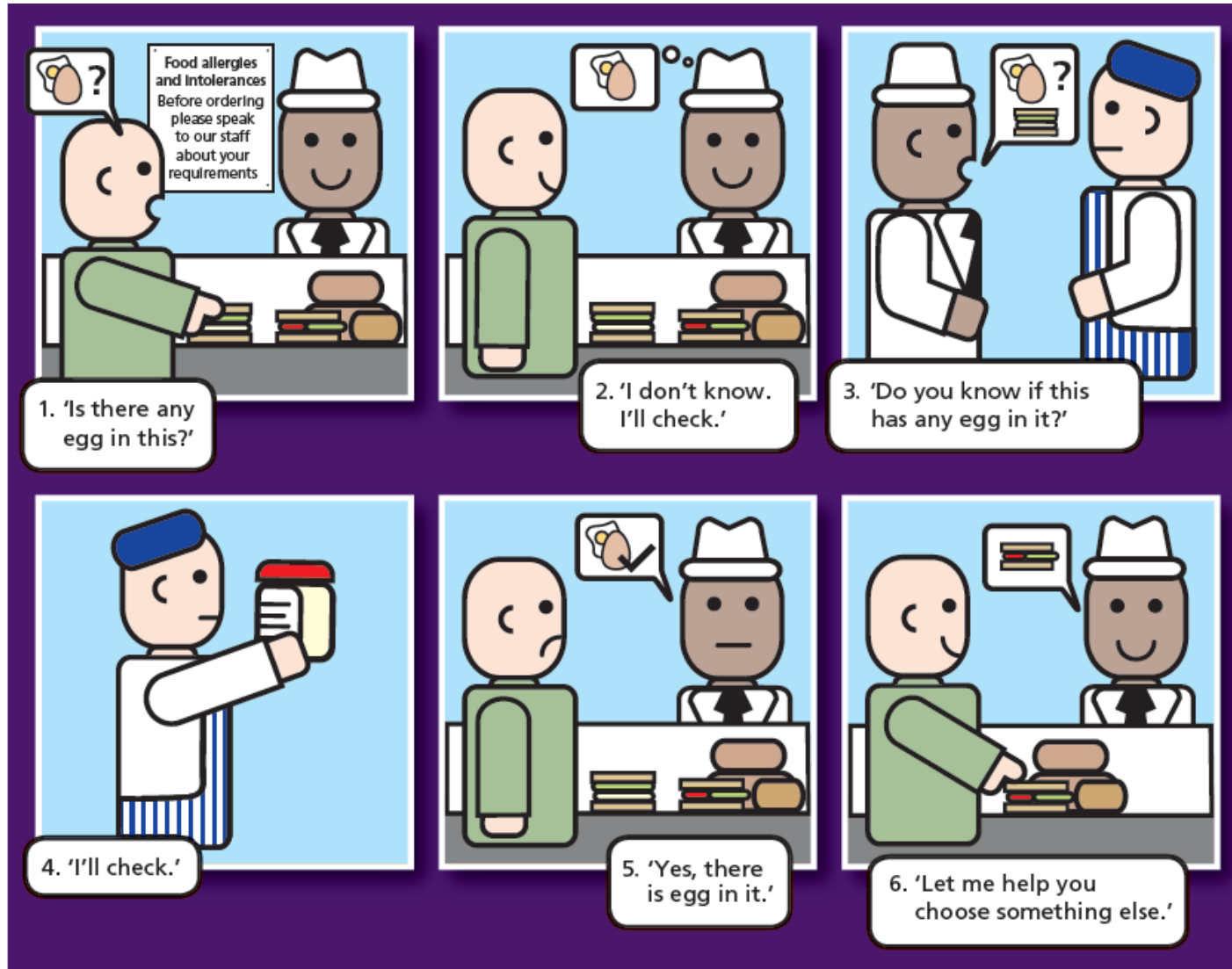
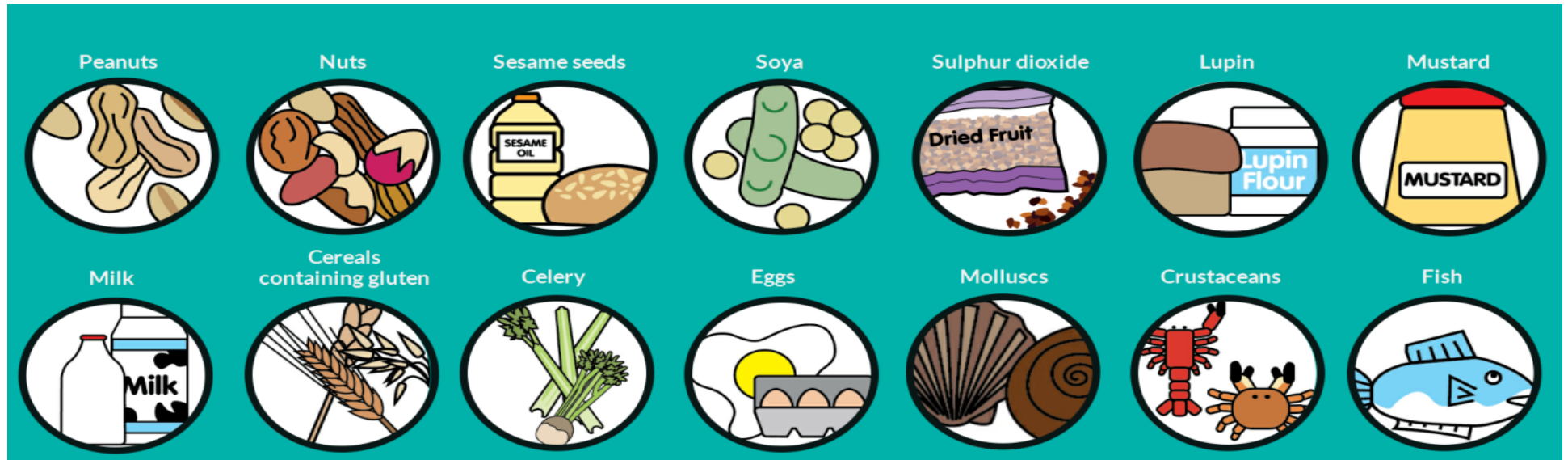


What to do if a customer asks questions about allergens?



1. If a customer asks if a food contains a particular ingredient always check, don't guess
2. When making food keep a record of all the ingredients
3. If you change the ingredients of a food make sure you inform your manager so they can update the ingredients information
4. If a customer asks you to make food that doesn't contain a certain ingredient don't say yes unless you are certain it doesn't contain that ingredient
5. If you are making food for someone with an allergy always make sure your work surfaces and equipment have been thoroughly cleaned. Always wash your hands thoroughly before preparing the food

Common Allergens



What to do if a customer has an allergic reaction?

Signs of Allergic reaction

You may not always know if someone is having an allergic reaction, other serious conditions can have similar symptoms. Warning signs to look for are difficulty breathing, swollen mouth or lips, if they collapse

1. Do not move the customer, you could make them worse, call for a first aider straight away
2. Call 999 immediately and describe the situation, explain that you think it is a serious allergic reaction
3. Ask the customer if they carry an adrenaline pen, if so you may need to help then retrieve it. If the first aider is trained in administering the adrenaline and the customer is struggling offer to assist them
4. Make sure there is someone waiting with the customer whilst someone else waits outside for the ambulance

Suggested Menu Choices for Fish and Chip Shop, Pavilion and Chips with Dips

If a customer has an allergy to any of the below you can suggest the following menu choices as an alternative...

GLUTEN

Chip shop and Pavilion (when fresh oil)

- Chips
- Cheese
- Fish fingers

Chips with dips

- Chips
- Cheese
- Garlic mayo
- Mayo
- Nacho cheese sauce
- Burger sauce
- Beans

EGGS

Chip shop and Pavilion

- Cod
- Chips
- Sausage
- Savaloy
- Fish fingers
- Scampi
- Cheesy chips
- Chicken fillets
- Curry sauce
- Gravy

Chips with Dips

- Ketchup
- Cheese
- Gravy
- Nacho cheese sauce
- Chilli con carne
- Beans

DAIRY

Chip shop and Pavilion

- Cod
- Chips
- Sausage
- Savaloy
- Fish fingers
- Scampi
- Curry sauce
- Gravy

Chips with Dips

- Ketchup
- Gravy
- Mayo
- Garlic mayo
- Beans
- Chilli con carne

NUTS AND PEANUTS

Our menu choices don't contain nuts but we can't guarantee they don't contain traces

Due to some of our products being cooked in the same oil we cannot always guarantee that these will not be free from the following allergens: gluten, eggs, milk, molluscs, sulphur dioxide, crustaceans, fish, soya, mustard. We do use vegetable oil. Speak to a member of staff if you require more information