

Allergen order checklist

For front of house (Chapter 9). Print it, laminate it, keep one at every till. Any change to the order goes back through the same steps.

The conversation (server)

- ☐ Ask everyone, before the order: "Does anyone have any allergen requirements?" (the FSA's wording)
- ☐ Listen and write it down: the exact allergen. "Nuts"? Ask: peanuts, tree nuts, or both? Which ones?
- ☐ Check the allergen matrix with the guest and read across the row. Never answer from memory.
- ☐ Say every C and every M in plain words, including what you can't rule out.
- ☐ Check the guest has enough to decide. The guest decides, with the facts.
- ☐ Repeat it back: the dish, the allergen, the seat.
- ☐ Flag it on the ticket and name the allergen. Tell the kitchen and wait for "heard".
- ☐ Name it at the table: "Here's the ... with no ..."

Not sure? Don't guess. Ask the allergen lead. If we can't be sure, we say "I can't be sure, so I can't recommend it."

Every allergen order: the checks

	Check	Who
☐	Every table asked about allergen requirements	Server
☐	Allergen and seat number written down	Server
☐	Matrix row read, C and M said out loud	Server
☐	Order repeated back to the guest	Server
☐	Allergy flag on the ticket	Server or till
☐	Kitchen says "heard" and the allergen	Kitchen
☐	Cooked apart, with clean kit	Kitchen
☐	Plate checked against the ticket	Pass
☐	Carried alone and named at the table	Runner
☐	Phone and delivery orders labelled in the bag	Whoever packs it

Allergen lead this shift

Date

Shift