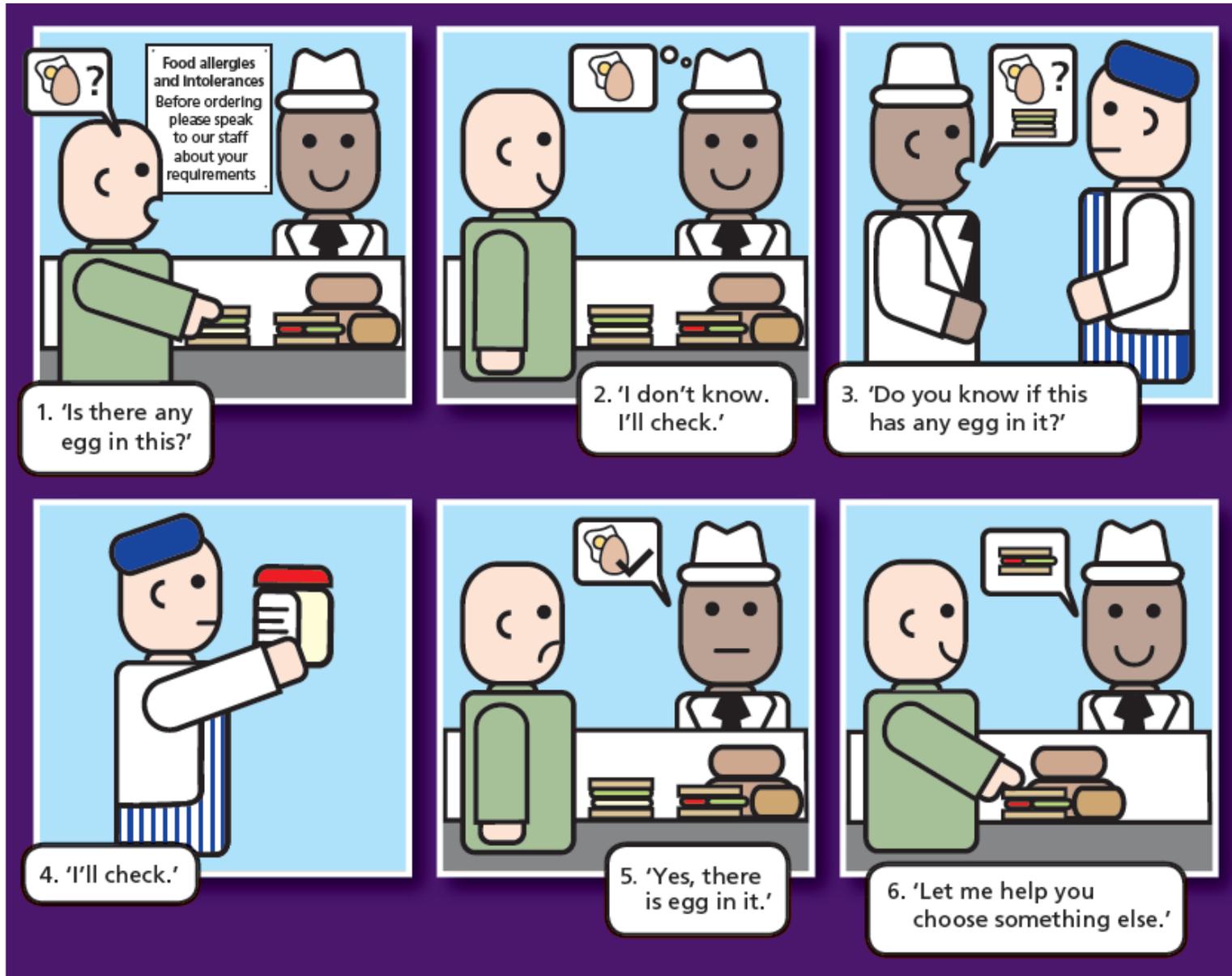


## What to do if a customer asks questions about allergens?



1. If a customer asks if a food contains a particular ingredient always check, don't guess

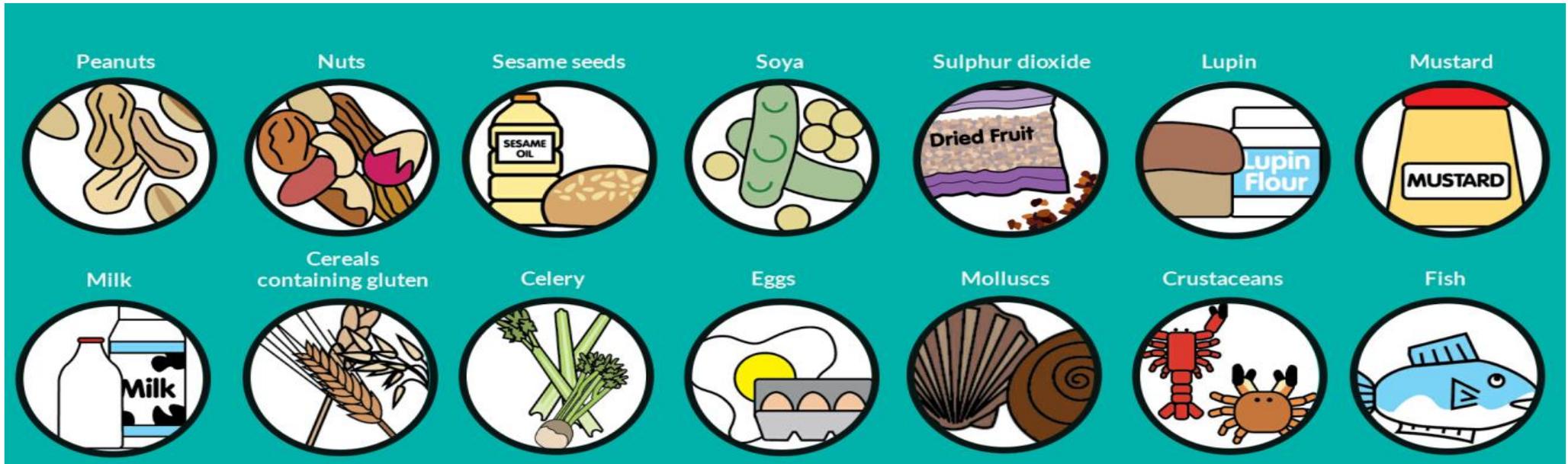
2. When making food keep a record of all the ingredients

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 Three Shells

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

### GLUTEN

- Breakfast options – bacon, beans, mushroom, egg, hash browns, tomato
- Cesar salad ( no croutons)
- Jacket potato with beans
- Jacket potato with cheese
- Jacket potato with tuna mayo
- Chips
- Cheesy chips

#### Desert

- Ice cream in a tub
- Fruit Pot

### EGGS

- Breakfast options – bacon, beans, mushroom, hash browns, toast, fried bread, tomato
- Cesar salad, chicken Cesar salad
- Jacket potato with cheese, beans
- Chips
- Cheesy chips
- Panini with ham, cheese,
- Roll or sandwich with: cheese, ham, bacon, sausage, fish finger
- Fish
- Scampi
- Mini fillets
- Chips
- Veggie nuggets

#### Desert and cakes

- Ice cream
- Fruit Pot
- Teacake

### DAIRY

- All breakfast options
- Sandwich or roll with ham, bacon, sausage, fish finger, tuna mayo
- Panini with ham, tuna mayo
- Jacket potato with beans, tuna mayo
- Fish and chips
- Ham, egg and chips
- Scampi and chips
- Kids – fish fingers, ham egg and chips, sausage and chips, veggie nuggets and chips

#### Desert and cakes

- Tea cake
- Fruit Pot
- Original or fruit flapjack

### 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

## Suggested Menu Choices for Food Bar and Hot Dog Bar

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

### GLUTEN

- Veggie burger (gluten free bun)
- French fries

#### Desert

- Ice cream in a tub

### EGGS

- Fish fingers kids meal
- Chicken goujons
- Chips
- Chicken burger (no mayo)
- Kids burger

### DAIRY

- Kids – fish fingers, veggie nuggets, burger and chips
- Chicken burger and chips
- Hot dog
- Big daddy
- French Fries

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## 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

- Chips
- Cheese
- Beans

#### Chips with dips

- Chips
- Beans
- Cheese
- Garlic mayo
- Mayo
- Very hot chilli sauce
- Nacho cheese sauce
- Burger sauce
- BBQ sauce
- Salsa
- Sweet chilli sauce

### EGGS

#### Chip shop and Pavilion

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

#### Chips with Dips

- Ketchup
- Salsa
- Very hot chilli sauce
- Cheese
- Beans
- Gravy
- Nacho cheese sauce
- Sweet chilli sauce
- Chilli con carne

### DAIRY

#### Chip shop and Pavilion

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

#### Chips with Dips

- Ketchup
- Salsa
- Very hot chilli sauce
- Beans
- Gravy
- Sweet chilli sauce
- Mayo
- Garlic mayo

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## Suggested Menu Choices for Feelgoods

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

### GLUTEN

- Pizza – gluten free base option
- Gluten free pasta with cheese sauce
- Gluten free pasta with tomato sauce
- Cesar Salad (no croutons)
- Chips
- Cheesy chips

#### Desert

- Ice cream in a tub
- Fruit pot

### EGGS

- Cheesy chips
- Garlic bread
- Garlic bread with cheese
- Kids pizza
- Chicken goujons
- Chips

### EGGS

- Ricotta and spinach cannelloni
- BBQ chicken wings
- Margarita pizza
- Ham and pineapple pizza
- Farmhouse pizza
- Pizza fungi
- Canadian pizza
- American pizza
- Carne Festa pizza
- Feelgoods Italia pizza
- Nachos
- Kids pasta with butter
- Kids pasta with tomato sauce
- Kids pasta with cheese sauce
- Kids meatballs

#### Desert

- Ice cream in a tub
- Fruit pot

### DAIRY

- BBQ chicken wings
- Dough Balls
- Nachos – no sour cream or cheese
- Kids pasta with tomato sauce or meatballs
- Hot dog
- Chips
- Pizza with no cheese

#### Desert

- Fruit pot

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## Suggested Menu Choices for Jungle Jive

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

### GLUTEN

- Jacket potato with beans
- Jacket potato with cheese
- Jacket potato with tuna mayo
- Chips

#### Desert

- Ice cream in a tub
- Fruit pot

### EGGS

- Fish fingers kids meal
- Chicken goujons
- Popcorn chicken
- Chips
- Chicken burger (no mayo)
- Kids burger
- Jacket potato with beans
- Jacket potato with cheese
- Jacket potato with chilli con carne
- Chips

#### Desert

- Ice cream
- Fruit pot

### DAIRY

- Kids – fish fingers, veggie nuggets, burger chips
- Chicken burger and chips
- Hot dog
- Chips
- Jacket potato with beans, tuna mayo

#### Desert

- Fruit Pot

### NUTS AND PEANUTS

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