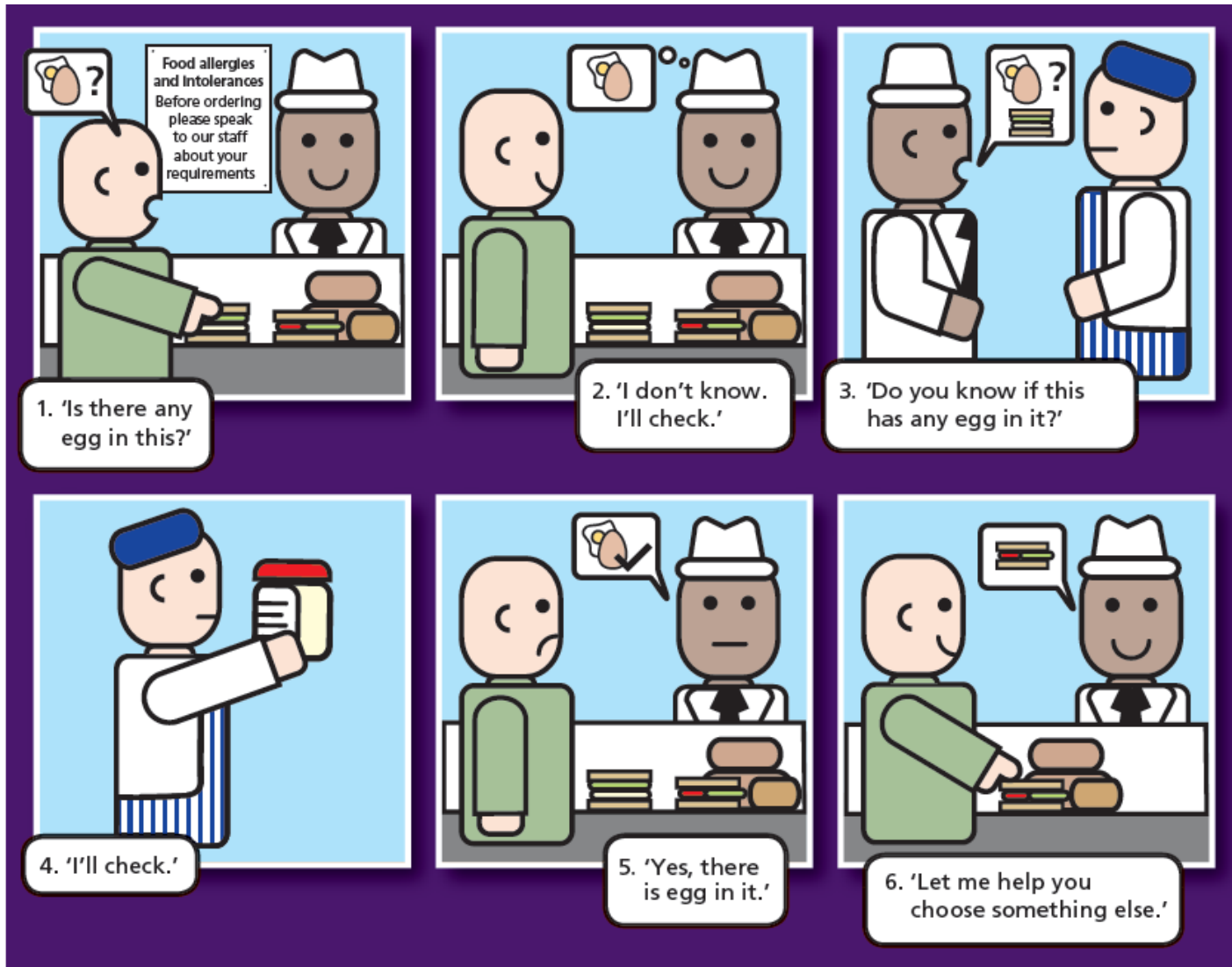
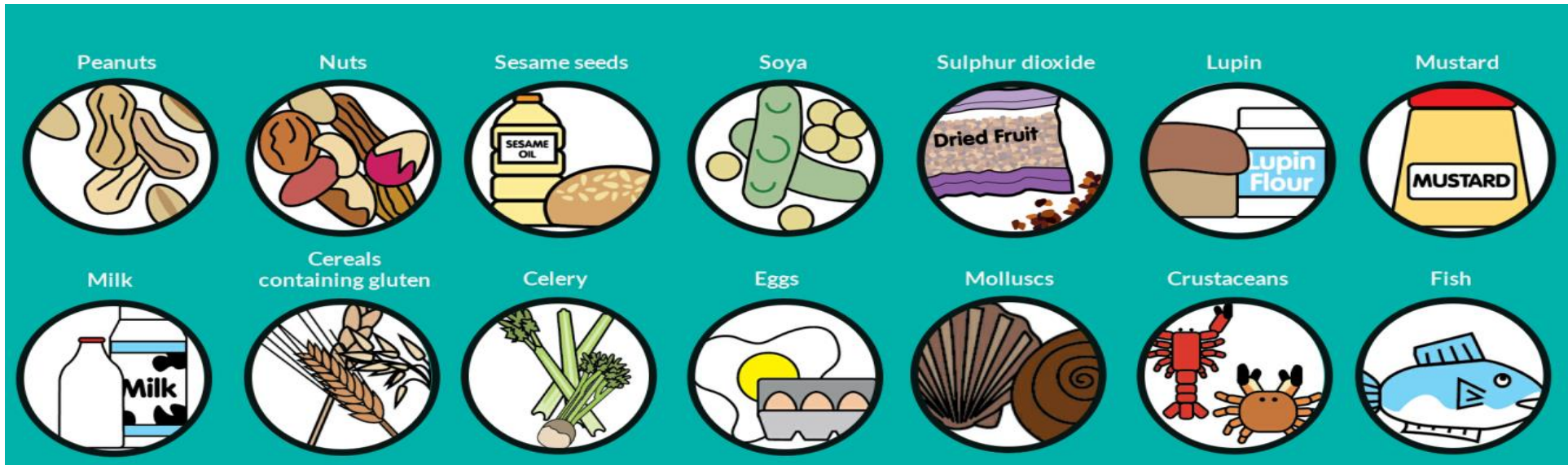


What to do if a customer asks questions about allergens?



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 manger 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 an 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 them 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

- Chips
- Cheese
- Fish fingers

Chips with Dips

- Chips
- Cheese
- Garlic mayonnaise
- Mayonnaise
- 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

- Tomato 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
- Mayonnaise
- Garlic mayonnaise
- Beans
- Chilli con carne

NUTS AND PEANUTS

Our menu choices do not contain nuts but we cannot guarantee they don't contain traces from factory production.

I have changed this phrase on each sheet

We exclusively use vegetable oil for all fryers but cannot guarantee that all products will be free from the following allergens: gluten, eggs, milk, molluscs, sulphur dioxide, crustaceans, fish, soya and mustard, due to some products being cooked in the same fryers. Please speak to a member of staff if you require any more information regarding allergens.

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
- Kids fish finger meal

Desert

- Ice cream in a tub

EGGS

- Fish finger 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 Feelgoods

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

GLUTEN

Sides

- Chips
- Cheesy chips
- Gluten free garlic bread
- Gluten free pizza
- Cauliflower pizza
- Loaded chips

Main Courses

- Gluten free pizza
- Cauliflower pizza

Kids Meals

- Gluten free pizza

EGGS

Sides

- Garlic Bread
- Chips
- Dough Balls
- Chicken Goujons
- BBQ wings
- Onion rings
- Gluten free pizza
- Cauliflower pizza

Main Courses

- Macaroni and cheese
- Four cheese and mushroom farfalle
- Any pizza
- Vegan burger

Kids Meals

- Mac and cheese
- Chicken goujons and chips
- Gluten free pizza

DAIRY

Sides

- Garlic Bread
- Chips
- Chicken Goujons
- BBQ wings
- Onion rings

Main Courses

- Gluten free pizza
- Cauliflower pizza
- Hot dog and chips
- Vegan burger

Kids Meals

- Gluten free pizza
- Hot dog and chips

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Suggested Menu Choices for Adventure Inside

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

GLUTEN

- Hazelnut and cocoa plus par
- Pecan and cranberry plus bar
- Apricot and orange plus bar
- Ice cream sundae
- Tub of ice cream

EGGS

- Chocolate flapjack
- Salted caramel and raisin flapjack
- Mango and coconut flapjack
- Cherry and coconut flapjack
- Millionaires slice
- Malty crunch
- Lemon meringue crunch
- Vegan rocky road
- Sunshine muffin
- Hazelnut and cocoa plus par
- Pecan and cranberry plus bar
- Apricot and orange plus bar
- Ice cream sundae
- King Kone
- Kiddie Kone

DAIRY

- Mango and coconut flapjack
- Vegan rocky road
- Sunshine muffin
- Hazelnut and cocoa plus par
- Pecan and cranberry plus bar
- Apricot and orange plus bar

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Suggested Menu Choices for Sands By The Sea Takeaway

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

GLUTEN

- Chips
- Cheese
- Beans
- Mushy Peas
- Fish Fingers
- Fish Cakes
- Cod (on request)
- Haddock (on request)

EGGS

- Cod
- Haddock
- Chips
- Chicken goujons
- Sausage
- Battered sausage
- Savaloy
- Fish fingers
- Scampi
- Cheesy chips
- Curry sauce
- Gravy
- Beans
- Mushy Peas

DAIRY

- Cod
- Haddock
- Chips
- Sausage
- Battered sausage
- Savaloy
- Fish fingers
- Scampi
- Curry sauce
- Gravy
- Beans
- Mushy peas
- Peas

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Suggested Menu Choices for Sands By The Sea

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

GLUTEN

Light Bites

- Smoked haddock, mozzarella and spring onion cakes
- Loaded chips

Main

- Cod and chips (on request)
- Skate and chips (on request)
- Haddock and chips (on request)
- Jacket potato with beans
- Jacket potato with cheese
- Jacket potato with three bean chilli
- Jacket potato with tuna mayo

EGGS

Light Bites

- Smoked haddock, mozzarella and spring onion cakes
- Loaded chips
- Sweet chill chicken sandwich
- Chicken Goujons

Main

- Cod and chips
- Haddock and chips
- Battered sausage and chips
- Scampi and chips
- Vegan sausage and chips
- Vegan Burger and chips

DAIRY

Light bites

- Onion rings

Main

- Cod and chips
- Haddock and chips
- Battered sausage and chips
- Scampi and chips
- Vegan sausage and chips
- Spicy bean burger
- Jacket potato with beans
- Jacket potato three bean chilli

NUTS AND PEANUTS

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GLUTEN

Children's

- Fish finger Meal

Deserts

- Ice cream sundae
- Knickerbocker glory

Afternoon tea (on Request)

EGGS

Mains Continued

- Jacket potato with cheese
- Jacket potato with beans
- Jacket potato with three bean chilli
- Chicken burger
- Spicy bean burger

Children's

- Fish Finger Meal
- Sausage Meal
- Battered Sausage Meal
- Savaloy Meal
- Chicken Goujons Meal
- Scampi Meal

Deserts

- Ice cream sundae
- Knickerbocker glory

Extras

- Onion rings

DAIRY

Children's

- Fish Finger Meal
- Sausage Meal
- Battered Sausage Meal
- Savaloy Meal
- Scampi Meal

Afternoon tea (on Request)

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Suggested Menu Choices for The Britannia

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

GLUTEN

- Chips
- Mushy Peas
- Fish Fingers
- Fish Cakes
- Cheesy Chips

EGGS

- Cod
- Haddock
- Fish Cakes
- Chips
- Sausage
- Battered sausage
- Savaloy
- Fish fingers
- Scampi
- Cheesy chips
- Chicken Goujons
- Curry sauce
- Gravy
- Mushy Peas

DAIRY

- Cod
- Haddock
- Chips
- Sausage
- Battered sausage
- Savaloy
- Fish fingers
- Scampi
- Curry sauce
- Gravy
- Mushy peas

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Suggested Menu Choices for The Three Shells

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

GLUTEN

- Chips
- Cheesy chips

Kid's meals

- Fish fingers and chips

Desert

- Hazelnut and cocoa plus par
- Pecan and cranberry plus bar
- Apricot and orange plus bar
- Ice cream sundae
- Tub of ice cream

EGGS

- Chips
- Cheesy chips
- Sandwich with: cheese, ham, bacon, sausage, fish finger
- Fish
- Scampi
- Mini fillets
- Chips

Kid's meals

- Sandwich meal
- Mini fillets meal

Desert and cakes

- Flapjacks
- Millionaires slice
- Malty crunch
- Lemon meringue crunch
- Vegan rocky road
- Sunshine muffin
- Plus bars
- Ice cream sundae
- King Kone
- Kiddie Kone

DAIRY

- Sandwich (no butter) with ham, bacon, sausage, egg, fish finger
- Cod and chips
- Veggie nuggets and chips

Kid's meal

- Fish fingers
- Sandwich meal
- Veggie nuggets and chips

Desserts and cakes

- Mango and coconut flapjack
- Vegan rocky road
- Sunshine muffin
- Hazelnut and cocoa plus par
- Pecan and cranberry plus bar
- Apricot and orange plus bar

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Suggested Menu Choices for Dining-Saurs

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

GLUTEN

- French fries
- Jacket potato with beans
- Jacket potato with cheese
- Jacket potato with three bean chilli
- Jacket potato with chilli con carne
- Children's fish finger meal

EGGS

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

DAIRY

- Kids – fish fingers, veggie nuggets, burger and chips
- Chicken burger and chips
- Chips
- Jacket potato with beans
- Jacket potato with three bean chilli

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