

Great hotels guests love

This programme introduces staff to food allergies, how to prevent allergic reactions, and what to do if a guest has an allergic reaction to food.

10 MINUTE SAFETY TRAINER

Target Audience
 All Staff



Questions, Comments & Suggestions
 Contact Risk Management Training at
risktraining@ihg.com

FOOD ALLERGY

Severe allergic reactions to foods are becoming more common. Occasionally, allergic reactions can be life threatening. All foods can cause an allergic reaction but those most commonly associated with severe reactions are celery, cereals containing gluten, crustaceans, eggs, fish, lupin, milk, molluscs, mustard, nuts, peanuts, sesame seeds, soya and sulphur dioxide.

What can hotels do?

- ◆ General Managers must ensure that there is always a nominated person on duty, who knows, or can find out, the ingredients of all dishes.
- ◆ Managers should encourage serving staff to make enquiries to that member of staff whenever a customer requests information on the content of a dish.

What the Restaurant needs to know

- ◆ If a customer claims to have a life-threatening food allergy (anaphylaxis), take the customer seriously. Find out which member of staff has access to accurate information about ingredients and approach that person for the information.
- ◆ If there is any doubt about whether a food is free of a certain ingredient admit to the customer that you are unsure.
- ◆ If on examining a meal, the customer realises that it contains a food to which they are allergic and asks you to replace it, remember it is not enough to simply remove the food item from the plate and return it to the customer.
- ◆ Tiny traces of any food to which a customer is allergic that remain may be enough to cause a severe allergic reaction.

Specific points for Chefs

- ◆ Remember that cooking in unrefined groundnut oil (peanut oil) may leave traces of nut protein in the food being cooked and trigger an allergic reaction
- ◆ Any oil that has previously been used to cook products containing nuts may contain minute traces of nut protein
- ◆ If you are preparing food for someone with a food allergy, beware of transferring food from one dish to another
- ◆ Remember that salad oil may be derived from nut oil
- ◆ Hands, utensils, cutlery and work surfaces must be washed scrupulously after handling foods containing nuts
- ◆ Avoid the indiscriminate use of nuts, for example, as a garnish, unless this is an essential part of the dish

What to do in an emergency

Sometimes it can be hard to tell if someone is having an allergic reaction. Even if you're not sure what the problem is, if someone is finding it hard to breathe, if their lips or mouth are swollen, or if they collapse, call the emergency services immediately:

- ◆ Tell the emergency services that a customer has collapsed and that you believe that they are suffering from anaphylaxis.
- ◆ Give the address of the hotel clearly so that the ambulance crew will know exactly where to come.
- ◆ Send someone to stand at the hotel entrance to direct the ambulance crew to the patient.
- ◆ Ask if there is a doctor in the hotel who can provide assistance whilst waiting for the ambulance to arrive.
- ◆ Staff trained in first aid should make a point of learning what to do if someone in the hotel suffers anaphylaxis.

1. Life threatening allergies, known as “anaphylaxis”, are of great concern to the food industry.

- A. True
- B. False

2. It takes a large amount of a particular food to cause anaphylaxis.

- A. True
- B. False

3. There are only 14 foods that can cause an allergic reaction.

- A. True
- B. False

4. It is not necessary to take a customer’s claim to be allergic to food seriously.

- A. True
- B. False

5. If on examining a meal, the customer realises that it contains a food to which they are allergic, it is enough to simply remove the food from the plate and return it to the customer.

- A. True
- B. False

6. Oil that has previously been used to cook products containing nuts may contain traces of nuts.

- A. True
- B. False

7. When preparing food for someone with a food allergy, beware of transferring food from one dish to another.

- A. True
- B. False

8. Hands, utensils, cutlery and work surfaces must be washed scrupulously after handling foods containing nuts.

- A. True
- B. False

9. The symptoms of an allergic reaction to food includes difficulty in breathing, swollen lips or mouth, and/or collapse.

- A. True
- B. False

10. Staff trained in first aid should make a point of learning what to do if someone in the hotel suffers anaphylaxis.

- A. True
- B. False

When you have completed this quiz, turn it in to your supervisor.

Name: _____

Date: _____

1. **(A)** True.
2. **(B)** False. Even a small amount of an allergic food can cause anaphylaxis.
3. **(B)** False. All foods can cause an allergic reaction, but the 14 foods listed are the most common.
4. **(B)** False. Always take a customer's claim to be allergic to food seriously.
5. **(B)** False. It is not enough to simply remove the nuts from the plate. Even a trace amount of a nut that may be left on the plate can cause an allergic reaction.
6. **(A)** True.
7. **(A)** True.
8. **(A)** True.
9. **(A)** True.
10. **(A)** True.

Date

Hotel

Training Facilitator

I agree to observe and follow the working practises described to me in this training. I understand that if I have any further questions regarding this programme or any safety issue, I should ask my supervisor.

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