

HOW TO PASS A SERVE LEGAL CUSTOMER EXPERIENCE ALLERGEN AUDIT

Understanding the Allergen Audit Process

- 1. Front-of-House Awareness:** Train front-of-house employees to be vigilant and responsive to customer allergies. Emphasise the need for clear communication and empathy.
- 2. Allergen Information:** Ensure employees are well-versed in allergen information. Confirm that menus prominently display allergen information.
- 3. Train Employees:** Ensure all employees are well-trained in allergen awareness. Conduct regular training sessions to keep everyone updated.
- 4. Communication Protocols:** Implement effective communication channels between kitchen and service employees about ingredients and cross contamination. Encourage customers to share their allergen concerns.

Preparing for the Allergen Audit

- 5. Employee Training Verification:** Confirm front-of-house staff have undergone allergen awareness training. Review training records to ensure comprehensive coverage.
- 6. Allergen Communication:** Ensure visible signage indicating the availability of allergen information. Confirm that employees can effectively communicate allergen details to customers.
- 7. Customer Interaction Protocols:** Reinforce protocols for dealing with customers with allergies. Ensure employees are familiar with procedures for accommodating allergy-related requests.

During the Allergen Audit

- 8. Handling Allergy Enquiries:** Observe employees' responses to simulated allergy enquiries. Assess how effectively employees communicate allergen information to the customer.
- 9. Confirming Allergen Information:** Evaluate employees' ability to confirm allergen details with accuracy. Assess whether employees proactively seek additional information to address customer concerns.
- 10. Empathy and Assistance:** Assess employees' level of empathy and willingness to assist customers with allergies. Observe if employees offer suitable alternatives or accommodations of needs when necessary.