

SOP Template: Handling Special Requests and Dietary Requirements

This SOP details **handling special requests and dietary requirements**, covering the identification, documentation, and management of specific customer needs, dietary restrictions, allergy considerations, and preference accommodations. It ensures clear communication among staff, accurate order processing, and compliance with health and safety standards to provide a safe and satisfying experience for all clients.

1. Purpose

To ensure all customer special requests and dietary requirements are properly identified, documented, communicated, and accommodated in compliance with health, safety, and service excellence standards.

2. Scope

This SOP applies to all front-of-house and back-of-house staff involved in the customer service, order taking, preparation, and serving of food and beverages.

3. Responsibilities

- **Frontline Staff:** Identify and record special requests or dietary requirements at the point of order.
- **Supervisors/Managers:** Ensure requests are communicated and fulfilled according to SOP.
- **Kitchen Staff:** Review, prepare, and verify orders per requirements.
- **All Staff:** Maintain awareness and training regarding allergies and cross-contamination prevention.

4. Procedures

4.1 Identification

- Ask each customer during ordering if there are any dietary restrictions, allergies, or special requests.
- Provide information on menu items and ingredients if requested.
- Clarify severity of allergies or requirements as needed.

4.2 Documentation

- Accurately note all special requests and dietary requirements in the order system and on paper (if applicable).
- Label allergies and critical needs with clear and easily identified codes or markers (e.g., 'ALLERGY - NUTS').

4.3 Communication

- Immediately inform the kitchen and relevant staff of special requirements.
- Repeat back requirements to customer for confirmation.
- Flag orders both visually and electronically as needed.

4.4 Preparation & Service

- Follow protocols for separate preparation areas/equipment for severe allergies (as per food safety policy).
- Use pre-designated allergen-free ingredients only.
- Label completed dishes with customer's name and specific dietary requirement.
- Deliver the meal to the customer with verbal confirmation of request met.

5. Emergency Procedures

- If a customer experiences an allergic reaction, immediately call emergency services.
- Follow first aid protocols and inform management.
- Document the incident for review and improvement.

6. Training

- Conduct regular training on dietary restrictions, allergen awareness, and SOP compliance.
- Review and test staff knowledge annually or as menu changes occur.

7. Records

- Retain documentation of requests, incidents, and training sessions as per company policy.

8. Review

- Review and update this SOP annually or upon significant incident/operational change.

Appendix: Quick Reference Table

| Step | Description | Responsible |
|----------------|---|-----------------|
| Identification | Ask and confirm customer requirements/allergies | Frontline Staff |
| Documentation | Record in order system and label orders | Frontline Staff |
| Communication | Notify kitchen and confirm with customer | All Staff |
| Preparation | Prepare separately, label, and serve | Kitchen Staff |
| Emergency | Activate emergency protocol if reaction occurs | All Staff |