

SOP: Identifying and Documenting Customer Food Allergies

During Reservation or Order

This SOP details the process for **identifying and documenting customer food allergies** during reservation or order to ensure safe dining experiences. It covers collecting allergy information accurately, communicating dietary restrictions to kitchen staff, updating order systems promptly, and verifying allergy data before food preparation. Implementing this procedure helps prevent allergic reactions, protects customer health, and maintains compliance with food safety regulations.

1. Purpose

To ensure the safety of customers by accurately collecting, documenting, and communicating food allergy information at the time of reservation or order.

2. Scope

This procedure applies to all staff involved in reservation management, order taking (in-person, phone, or online), kitchen operation, and food service.

3. Responsibilities

Role	Responsibility
Front-of-House Staff	Ask customers about allergies, document details, communicate with kitchen.
Reservation/Order Takers	Enter allergy information in the reservation or order system.
Kitchen Staff	Review allergy notifications; prepare and handle food accordingly.
Managers	Ensure staff compliance and provide food allergy handling training.

4. Procedure

- During Reservation or Order Taking:**
 - Politely ask the customer: *"Do you or anyone in your party have any food allergies or dietary restrictions we should be aware of?"*
 - If **yes**, record the exact allergen(s) mentioned (e.g., peanuts, shellfish, gluten).
 - Confirm severity (e.g., risk of anaphylaxis vs. mild intolerance).
 - Repeat the allergy information back to the customer for confirmation.
- Documentation:**
 - Enter allergy details clearly into the reservation or order system (digital or written).
 - Flag the order/ticket as "ALLERGY" in a noticeable manner.
- Communication with Kitchen/Service Team:**
 - Promptly inform relevant kitchen and service staff of the allergy and any special instructions.
 - If possible, print or write "ALLERGY" and allergen(s) on order tickets.
- Order Verification:**
 - Before preparation, verify allergy info with the kitchen staff.
 - During service, confirm the allergy-friendly order with the customer before serving.
- System Update and Record Keeping:**
 - Ensure allergy information stays linked to the order throughout.
 - Document the process in daily logs where required (for audit/compliance).

5. Key Points

- **Never guess or assume about a customer's allergies.**
- **Double-check all allergy alerts with both customer and kitchen staff.**
- Use clear labeling in all systems and communications regarding allergies.
- Maintain confidentiality of customer medical information.

6. Training and Review

- All staff must be trained on this SOP before handling reservations or orders.
- Review and update staff on changes to allergy procedures annually or as required.

7. Compliance

- Follow all applicable food safety and allergy legislation.
- Document incidents and follow up on allergy-related feedback or complaints.

8. Revision History

Date	Revision	Description
2024-06-12	1.0	Initial SOP Template Created