

Standard Operating Procedure (SOP): Guest Allergy and Special Request Handling

This SOP details the process for managing **guest allergy and special request handling** to ensure exceptional customer care and safety. It covers allergy identification, communication protocols between guests and staff, menu accommodations, allergen-free food preparation, cross-contamination prevention, and staff training requirements. The goal is to provide a safe and personalized dining experience by effectively addressing and documenting dietary restrictions and special requests.

1. Purpose

To ensure all guest allergies and special requests are handled promptly, safely, and professionally by all team members.

2. Scope

All front-of-house, back-of-house, and management staff involved in guest service and food preparation.

3. Responsibilities

- **Front-of-House Staff:** Identify and communicate guest allergies/special requests. Record information in guest profile/order.
- **Back-of-House Staff:** Prepare food according to allergy/special request protocols. Prevent cross-contamination.
- **Management:** Train staff and oversee compliance with SOP.

4. Procedure

1. **Allergy & Special Request Identification**
 - Ask each guest about allergies or dietary restrictions when taking orders or reservations.
 - Listen and confirm all details (ingredient sensitivities, preferred alternatives, severity of allergy).
 - Record the allergy/request promptly in the POS and guest file.
2. **Communication Protocols**
 - Inform the manager and kitchen immediately after receiving a request or allergy notice.
 - Repeat details back to the guest for confirmation.
 - Prominently mark allergy/special request on order tickets, kitchen displays, and/or meal labels.
 - Document communications in shift logs if necessary.
3. **Menu Accommodations**
 - Provide allergen information for all menu items upon request.
 - If a dish cannot be safely modified, inform the guest and suggest suitable alternatives.
 - Confirm with the kitchen if unsure about ingredients or preparation.
4. **Allergen-Free Food Preparation**
 - Dedicate sanitized utensils and surfaces for allergen-free meal prep.
 - Label prepared dishes clearly with guest name and allergy details.
 - Double-check all substitutions and prep before service.
5. **Cross-Contamination Prevention**
 - Wash hands and change gloves between tasks involving allergens.
 - Clean workspaces, cookware, and tools before use.
 - Store allergen-free ingredients separately; cover foods when possible.
 - Visually inspect plates before delivery to ensure compliance.
6. **Service and Delivery**
 - Inform the guest again about allergen measures taken at the point of service.
 - Serve allergy/special request plates separately from other orders.
7. **Incident Handling**
 - In case of allergic reaction, follow emergency procedures (call medical services, report to manager, document incident).
 - Debrief and review procedures post-incident for improvements.

5. Documentation

- Record all allergies and special requests in POS/guest profile.
- Maintain a log of allergy-related incidents, guest feedback, and staff training.

6. Staff Training Requirements

- Mandatory allergy awareness training for all staff upon hire and annually thereafter.
- Training includes:
 - Common food allergens and symptoms
 - Effective communication and documentation procedures
 - Proper food handling and cross-contamination prevention
 - Emergency response protocols
- Training completion records to be kept by management.

7. Review and Improvement

- SOP to be reviewed at least annually for updates to food safety regulations and best practices.
- Solicit staff feedback for continuous process improvements.

Note: Failure to comply with these procedures may result in disciplinary action up to and including termination.