

SOP: Identifying and Documenting Customer Allergies During Reservation/Ordering

Purpose

To identify and accurately document customer allergies during the reservation and ordering processes, thereby safeguarding customer health and minimizing allergy-related risks through clear and consistent practices.

Scope

Applies to all staff involved in taking reservations, orders, food preparation, and food service.

Definitions

- **Allergy:** An adverse immune response to a specific food or ingredient.
- **Documentation:** Accurate recording of customer allergy information in the reservation/order system.

Responsibilities

- **Front-of-House Staff (FOH):** Inquire about allergies, document them, and communicate appropriately.
- **Kitchen Staff (BOH):** Review documented allergies and prepare food accordingly.
- **Manager/Supervisor:** Ensure staff are trained and protocols followed.

Procedure

1. Allergy Inquiry

- During reservations (phone, online, in-person), **ask every customer:** "Do you or anyone in your party have any food allergies or dietary restrictions we should be aware of?"
- Upon table seating and ordering, **reconfirm allergies:** "Are there any allergies we should know about before you order?"

2. Allergy Documentation

- Record all reported allergies in the reservation or ordering system under the customer's profile or current order.
- Use precise terminology (e.g., "peanut allergy," "gluten intolerance").
- If verbal, repeat allergy information back to the customer to confirm accuracy.
- Tag or flag orders in the POS (Point of Sale) system for kitchen visibility.

3. Communication Protocols

- Inform all relevant kitchen and service staff of documented allergies before food preparation begins.
- Ensure allergy information is clearly marked on printed or digital kitchen tickets.
- Use standardized allergy tags/stickers if applicable.
- Never assume previous documentation; always confirm with the customer and staff.

4. Staff Training

- All FOH and BOH staff must receive regular training on allergy protocols, cross-contact prevention, and emergency procedures.
- Training records maintained by management.

5. Allergy Verification

- Before serving, double-check the order against documented allergies.
- Staff delivering food must verify with the customer: "This is the [dish] prepared without [allergen], as noted."
- Encourage customers to inform staff of any additional needs or concerns upon serving.

6. Emergency Response

- In case of a suspected allergic reaction, follow the emergency response SOP (call emergency services, provide assistance, notify management).

Documentation & Records

- Maintain allergy logs as per company policy.
- Training attendance sheets filed by management.
- POS system records for tracing and review of allergy-related incidents.

Review and Compliance

- This SOP is to be reviewed annually or after any incident.
- Non-compliance may result in disciplinary action.

Version History

Version	Date	Description	Author
1.0	2024-06-10	Initial SOP created	[Manager Name]