

SOP Template: Communication of Allergy Information to Kitchen and Service Staff

This SOP details the **communication of allergy information to kitchen and service staff**, ensuring accurate and timely sharing of allergen details between customers, kitchen personnel, and front-of-house teams. It covers protocols for identifying allergens, documenting allergy alerts, training staff on allergen awareness, and verifying the correct preparation and serving of allergen-free meals. The aim is to prevent allergic reactions and safeguard customer health through effective communication and strict adherence to allergy management procedures.

1. Purpose

To provide a standardized process for the communication of allergy information, ensuring customer safety and minimizing risks of allergic reactions due to misinformation or cross-contamination.

2. Scope

This procedure applies to all front-of-house (FOH) and back-of-house (BOH) staff, including servers, cooks, kitchen managers, and supervisors in the foodservice establishment.

3. Responsibilities

Role	Responsibilities
Front-of-House Staff	<ul style="list-style-type: none">Identify and record customer allergy information.Clearly communicate allergy details to kitchen staff.Ensure allergen alerts are attached to all relevant orders.Confirm allergen-free meals with the kitchen prior to serving.
Kitchen Staff	<ul style="list-style-type: none">Review allergy alerts prior to preparing orders.Take steps to avoid cross-contamination.Confirm allergen-free meal preparation upon completion.
Managers/Supervisors	<ul style="list-style-type: none">Ensure staff are adequately trained in allergen awareness.Conduct regular audits of allergy procedures.Update allergy information resources as needed.

4. Procedure

- Allergy Identification**
 - Upon arrival, ask customers if there are any dietary restrictions or allergies.
 - Prominently record any allergies on the order (POS system/ticket).
- Communication to Kitchen**
 - Verbally notify kitchen staff of all allergy-related orders.
 - Visually mark allergy alert on printed or digital order tickets.
- Preparation and Verification**
 - Kitchen staff must verify allergy status before preparation.
 - Use separate utensils, tools, and preparation areas as required.
 - Upon completion, double-check the dish for correct allergen controls.
- Meal Service**
 - FOH staff must confirm with kitchen that the meal is allergen-free.
 - Serve the meal directly to the customer with verbal confirmation of allergy control.
- Documentation**
 - Document all allergy alerts in a log for tracking and auditing.
 - Report any incidents or near-misses immediately to management.

5. Staff Training

- All staff must complete annual allergen awareness training.
- New hires must undergo training prior to handling food orders.
- Update training following changes in menu or allergen procedures.

6. Review and Verification

Management shall conduct periodic audits to ensure compliance with SOP. Incidents or changes in menu will trigger immediate review of this SOP.

7. References

- Allergen information chart (menu-specific)
- Local and national food safety standards
- Company food allergy policy

8. Revision History

Date	Description of Change	Author
2024-06-15	Initial SOP template prepared	Admin