

SOP: Handling Special Requests and Allergy Concerns

This SOP details the process for **handling special requests and allergy concerns** to ensure customer safety and satisfaction. It covers identifying and documenting special dietary needs, verifying ingredient information, cross-contamination prevention, communicating effectively with kitchen staff, providing accurate allergen information, and accommodating personalized orders. The goal is to minimize health risks and deliver exceptional service by addressing all customer-specific requirements responsibly and thoroughly.

1. Identification and Documentation

1. Upon guest arrival or order placement, **ask if there are any special dietary needs or allergies**.
2. **Document all requests and allergy concerns** clearly in the order system or on the written order slip.
3. Use established symbols or codes to signify allergy concerns for both the service and kitchen staff.

2. Verification of Ingredient Information

1. **Verify all menu ingredients and possible allergens** in each dish upon request.
2. If uncertain about any ingredient, **consult the chef or refer to ingredient charts** before confirming with the customer.

3. Cross-Contamination Prevention

- Inform kitchen staff immediately of the allergy or special request.
- Ensure **separate utensils, surfaces, and equipment** are used in preparing allergy-sensitive meals.
- Follow cleaning protocols for hands and surfaces between preparing regular and allergen-free meals.

4. Communication Protocol

1. **Clearly inform kitchen and serving staff** of any special requests or allergies.
2. Repeat the customer's request back to them to confirm understanding.
3. Maintain clear labeling on all orders containing special instructions.

5. Providing Allergen Information

1. Supply guests with **current allergen charts or menu guides** on request.
2. If a menu substitution is required, **advise the customer of all ingredients** in the substituted dish.
3. Avoid making assumptions; always confirm with kitchen staff or management if unsure.

6. Accommodating Personalized Orders

- Be flexible and respectful when accommodating special requests within operational capabilities.
- Document all changes or substitutions clearly.
- Double-check the final dish with the kitchen staff before serving.

7. Training and Review

- All staff must receive **regular training** on allergen awareness and safe handling procedures.
- Review and update the SOP annually or following any incident or menu change.

8. Incident Management

- In case of an allergic reaction, **follow emergency protocols immediately** (e.g., call emergency services, provide medical aid).
- Report and document the incident according to company policy.

Reviewed by: _____ **Date:** _____

Next Review Date: _____