

# SOP Template: Allergy and Dietary Requirement Inquiry Protocol

This SOP defines the **allergy and dietary requirement inquiry protocol**, ensuring accurate identification and documentation of individuals' food allergies, intolerances, and dietary preferences. It outlines the steps for effective communication between staff and clients, proper record-keeping practices, and measures to prevent cross-contamination. The aim is to enhance food safety, accommodate diverse dietary needs, and minimize health risks associated with adverse food reactions in all food service environments.

## 1. Purpose

To establish a standardized procedure for identifying, documenting, and managing food allergies, intolerances, and dietary requirements to ensure client safety and regulatory compliance.

## 2. Scope

This protocol applies to all staff involved in the ordering, preparation, and service of food and beverages at all company-operated food service areas.

## 3. Responsibilities

- **Staff:** Must adhere to inquiry procedures, communicate clearly with clients, and document all relevant information.
- **Supervisors/Managers:** Ensure implementation of this SOP, staff training, and proper record-keeping.
- **Food Preparation Personnel:** Follow documented dietary requirements and prevent cross-contamination.

## 4. Procedure

1. **Inquiry**
  - Ask all individuals if they have any food allergies, intolerances, or specific dietary requirements at the first point of contact (ordering/reservation).
  - Use open, non-judgmental language. Example: "Do you have any allergies, intolerances, or dietary requirements we should be aware of?"
2. **Documentation**
  - Record all disclosed allergies and dietary requirements accurately on the appropriate form or digital system.
  - Include client name, date, specific allergens/requirements, and any relevant emergency action plans.
3. **Communication**
  - Clearly communicate any disclosed allergies or requirements to all relevant staff.
  - Highlight critical allergies or requirements (e.g., severe nut allergy) as urgent and non-negotiable.
4. **Preparation and Service**
  - Follow allergen handling and segregation protocols in food preparation and service areas.
  - Use separate utensils, surfaces, and storage for allergen-free meals when necessary.
5. **Review and Confirmation**
  - Upon service, verbally confirm allergy and dietary information with the client to ensure accuracy.

## 5. Record Keeping

- All records must be stored securely in accordance with privacy policies and retained for the required period.
- Access is restricted to authorized personnel only.

## 6. Cross-Contamination Prevention

- Follow strict handwashing, cleaning, and sanitizing protocols.
- Label and separate allergen-free foods at all stages of storage and service.
- Regularly train all staff on food allergy awareness and emergency response procedures.

## 7. Emergency Actions

- In the event of suspected allergic reaction, follow the documented emergency action plan immediately.
- Contact emergency services if required and inform management.
- Document the incident and actions taken.

## 8. Appendix: Inquiry Record Template

Client Name	Date	Allergy/Intolerance/Dietary Requirement	Details/Notes	Recorded By	Confirmed (Y/N)

## 9. Revision & Review

- This SOP will be reviewed annually or after any incident involving an allergic or dietary reaction.
- Document all revisions, including date and name of reviewer.