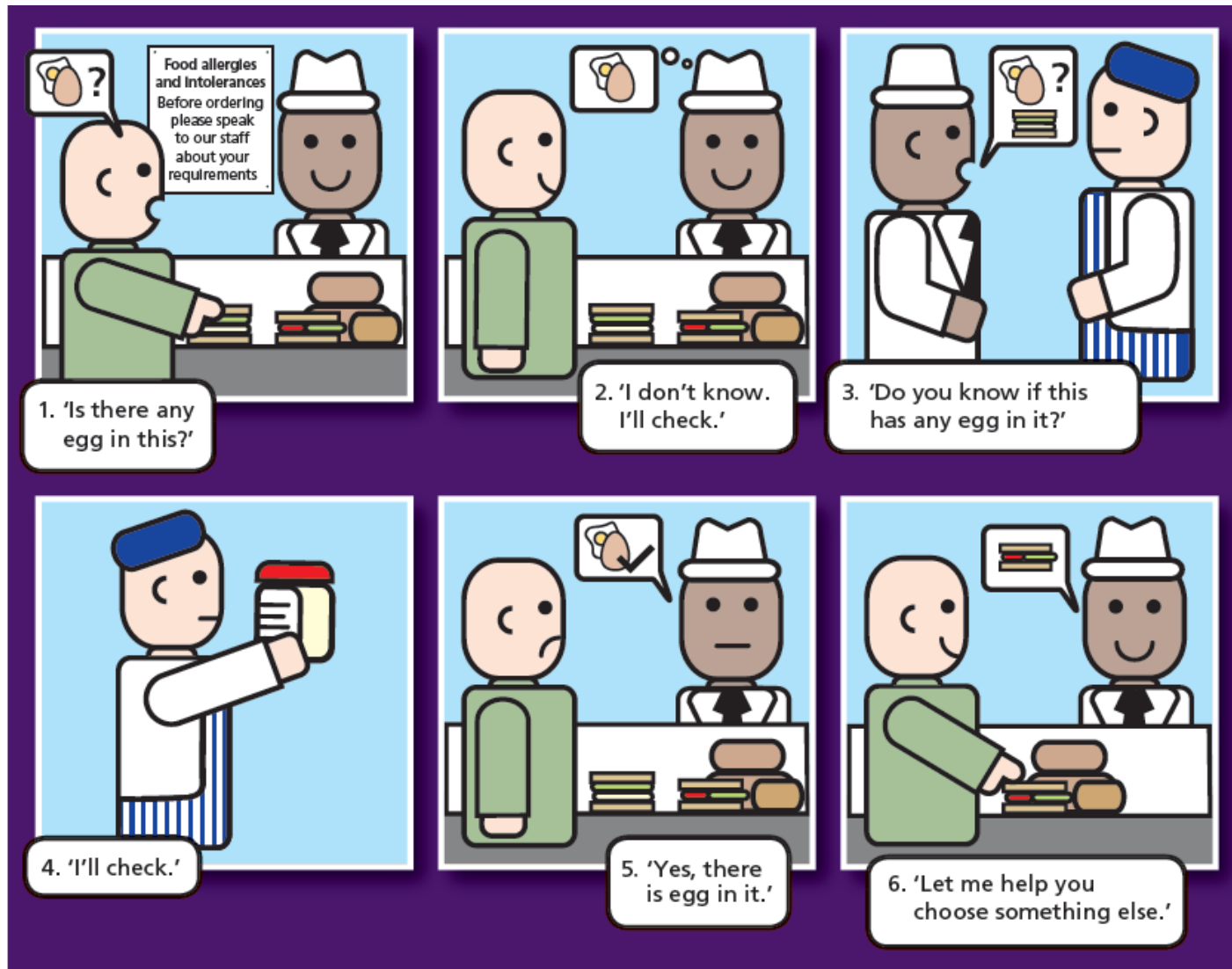
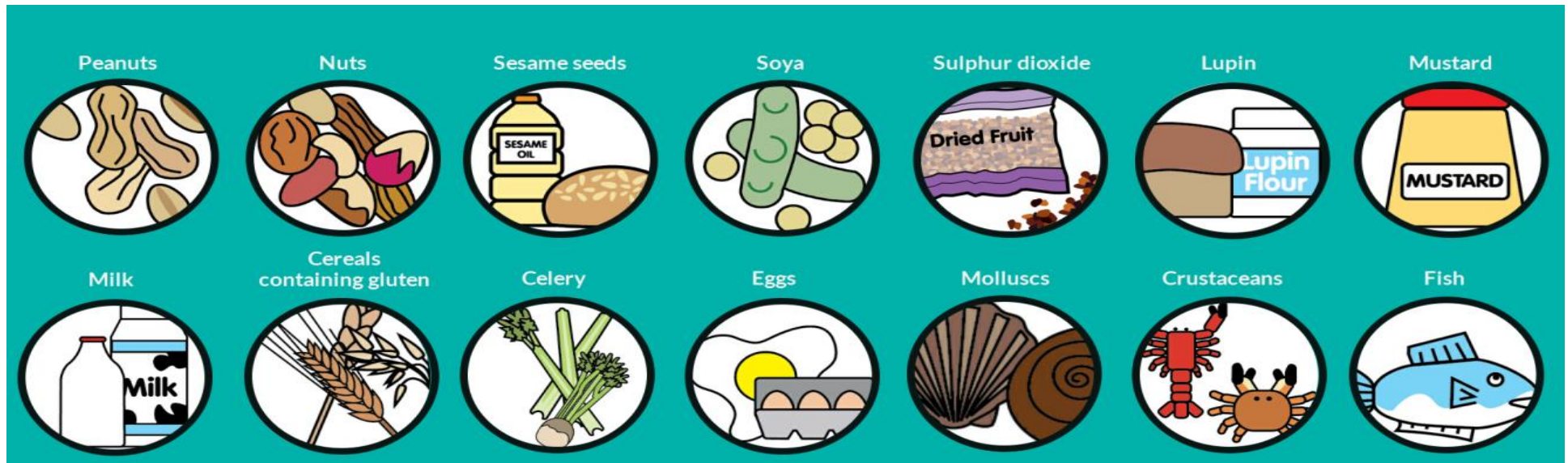


What to do if a customer asks questions about allergens?



1. If a customer asks if a food contains a particular ingredient always check, don't guess
2. When making food keep a record of all the ingredients
3. If you change the ingredients of a food make sure you inform your manager so they can update the ingredients information
4. If a customer asks you to make food that doesn't contain a certain ingredient don't say yes unless you are certain it doesn't contain that ingredient
5. If you are making food for someone with an allergy always make sure your work surfaces and equipment have been thoroughly cleaned. Always wash your hands thoroughly before preparing the food

Common Allergens



What to do if a customer has an allergic reaction?

Signs of Allergic reaction

You may not always know if someone is having an allergic reaction, other serious conditions can have similar symptoms. Warning signs to look for are difficulty breathing, swollen mouth or lips, if they collapse

1. Do not move the customer, you could make them worse, call for a first aider straight away
2. Call 999 immediately and describe the situation, explain that you think it is a serious allergic reaction
3. Ask the customer if they carry an adrenaline pen, if so you may need to help then retrieve it. If the first aider is trained in administering the adrenaline and the customer is struggling offer to assist them
4. Make sure there is someone waiting with the customer whilst someone else waits outside for the ambulance

Suggested Menu Choices for Clarence Yard Takeaway

If a customer has an allergy to any of the below you can suggest the following menu choices as an alternative...

GLUTEN

- Chips
- Cheese
- Beans
- Mushy Peas
- Fish Fingers

EGGS

- Cod
- Chips
- Sausage
- Battered sausage
- Savaloy
- Fish fingers
- Scampi
- Cheesy chips
- Chicken Goujons
- Curry sauce
- Gravy
- Beans
- Mushy Peas

DAIRY

- Cod
- Chips
- Sausage
- Battered sausage
- Savaloy
- Fish fingers
- Scampi
- Curry sauce
- Gravy
- Beans
- Mushy peas
- Peas

NUTS AND PEANUTS

Our menu choices don't contain nuts but we can't guarantee they don't contain traces

Due to some of our products being cooked in the same oil we cannot always guarantee that these will not be free from the following allergens: gluten, eggs, milk, molluscs, sulphur dioxide, crustaceans, fish, soya, mustard. We do use vegetable oil. Speak to a member of staff if you require more information

Suggested Menu Choices for Clarence Yard

If a customer has an allergy to any of the below you can suggest the following menu choices as an alternative...

GLUTEN

Light Bites

- Smoked haddock, mozzarella and spring onion cakes
- Loaded chips

Main

- Cod and chips (on request)
- Plaice and chips (on request)
- Veggie Burger (no bun)

EGGS

Light Bites

- Whitebait
- Smoked haddock, mozzarella and spring onion cakes
- Loaded chips
- Sweet chill chicken sandwich
- Fig and goats cheese parcel

Main

- Cod and chips
- Plaice and chips
- Battered sausage and chips
- Scampi and chips
- Steak and ale pie
- Chicken and mushroom pie
- Cheese and onion pie
- Vegan sausage and chips

DAIRY

Light Bites

- Whitebait

Main

- Cod and chips
- Plaice and chips
- Battered sausage and chips
- Scampi and chips
- Vegan sausage and chips

NUTS AND PEANUTS

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GLUTEN

Children's

- Tomato soup (no bread)
- Fish finger Meal

Deserts

- Ice cream sundae
- Rossi's ice cream

EGGS

Children's

- Fish Finger Meal
- Sausage Meal
- Battered Sausage Meal
- Savaloy Meal
- Chicken Goujons Meal
- Scampi Meal

Deserts

- Ice cream sundae
- Rossi's ice cream

DAIRY

Children's

- Fish Finger Meal
- Sausage Meal
- Battered Sausage Meal
- Savaloy Meal
- Scampi Meal

Deserts

- Brownie (no ice cream)

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