

# food allergies

## WHAT YOU NEED TO KNOW

It is estimated that up to 400,000 (2%) Australians, including 1 in 20 children suffer from food allergies and some of these will experience a life-threatening, allergic reaction called anaphylaxis.

most common food allergens



1. Take customer food allergy requests & questions seriously.
2. When a customer informs you that someone in their party has a food allergy, follow the four R's below:
  - REVIEW the food allergy concerns in detail, with the customer.
  - REFER the food allergy concerns to the chef, manager, or person in charge.
  - REMEMBER to check the preparation procedure for potential cross-contamination, as well as ingredient labels.
  - RESPOND back to the customer and inform them of your findings.
3. Always let the customer make their own informed choice.

**IF A CUSTOMER HAS A SEVERE ALLERGIC REACTION,  
CALL 000 AND NOTIFY MANAGEMENT.**