

Allergens & Intolerants

By
Peter J Jarrett



14 Common Allergens





CESA actively supports education and development in the Foodservice Equipment Industry.

We continue to develop training and educational programmes for the foodservice industry in order to combat the skills shortage currently faced by the industry.

The Hospitality Learning Networks' OER (free) courses provide a platform for individuals to define their career path and equip them with applicable knowledge in order to maintain standards.

This commitment to education is founded upon CESA's success with their industry recognised CFSP accreditation and Principles of Foodservice course.

How to use this course

This course is free to study for all employees and what's more the resources are always available so that they can be used as a quick reference. To access the interactive features you must be logged into the website.

Simply click on the Hospitality Learning link at the top of the page to set up an account. Just follow the on screen instructions and you will have your free membership. Remember your user name will be the name displayed on your certificate.

There are many links to the website for example you will see  symbol which will take to same web page where you can find definitions. This PDF is to provide with the ease to study while you're on the move.

Finally, you can take the quiz at the end of the course and if you wish you can receive a certificate for the charge of £5.

Good luck and enjoy the course your feedback is always welcome.

Allergen and Intolerants Course is in four sections

1. Introduction



Course introduction

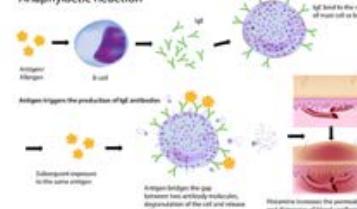
What is an allergen?

What is an intolerant?

What is an allergy?

What is an intolerance

Anaphylactic Reaction



2. Identifying and locating allergens



Common 14 allergens

Allergens as a kitchen hazard

Hidden allergens

E numbers



3. Practical allergen control



Reading labels

Hidden allergens

Record keeping

Allergen hazard analysis

Specific allergen free meal



4. Communication and the Law



Communication

The menu

The importance of listening

8 Steps of accurate communication

Customer information as required by law



You may wish to try these interactive games that will help you remember the 14 Common Allergens



Name the Allergen Drag the correct name to the image



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14 Common Allergens



Introduction

Section 1



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Introduction to the course



These resources provide a comprehensive learning module to understand practical food allergen safety procedures and communication. They are ideally suited to a wide range of learners, as they more than fulfil the requirements of the legislation EU No. 1169 2011

The resources are applicable in all catering operations, and for all staff. As with any contaminant, an allergen has the potential risk to cause harm, therefore all staff need to be equally aware of all hazards, and how to reduce risk through effective teamwork and communication.

Through an understanding of allergies and intolerances the learner achieves the knowledge of how to manage these hazards in an operational unit and also from the large company's perspective for the implementation of HACCP, making the resource suitable for all employees and students.



The course is divided into 4 easy to learn sections each concluding with Key Points and Revision. This summarises the sections and so may be used as a reference and as a quick refresher checker. Each unit is followed with a short quiz to reinforce the learner's progress, by providing feedback and help.

In summary each section consists of:
Learning Outcomes - what you will learn.

Content core learning.

Key Points and Revision - a refresher of what you have learnt

Quiz - a short learning quiz, this is not to test your knowledge - all the answers are given with an explanation - this quiz is to help you learn and as a tool for quick reference in the future.

Learning Outcomes



1. An introduction to the risks that ordinary foods can bring to your customer
2. What is an allergen?
3. What is an allergic reaction and its symptoms.

4. What is an intolerant?
5. What is a food intolerance and its symptoms.
6. Understanding your responsibility to your customer.

The dangers of certain foods allergens



Certain people can have frightening reactions to food and you may be surprised that they can die. And yes, they can even die before your eyes in the restaurant.

Yes, this does happen, fortunately not very often, and yes this happens from everyday foods that most people eat. An allergic reaction or, a food intolerance is not like food poisoning, which affects everyone. Therefore, unless you talk with the customer, you don't know who suffers from such an illness or ailment.

In this course you will learn the importance of communication, both on the printed menu, at the table when greeting the customers and taking their order. Most importantly, you will learn how to listen to the customer and to take what they say seriously.



This is a good illustration a young man who was mistakenly served fish.

He went out to dinner with friends. He ordered a Chinese dish, and asked if it contained fish, as he is highly allergic.

The server said no.

The man received his meal, took two bites and within minutes his face and eyes became swollen and red, his lips swelled and he was having severe difficulty in breathing.

He was rushed to the nearest hospital where life saving medicine was immediately administered, so saving his life. It was later found out that the kitchen used fish sauce in the recipe but the server did not check.

Teenagers and young adults are most at risk as they experience more freedom eating out without their parents and are less likely to question the waiter.

This is a very typical incident that can easily happen to people who suffer from a food allergy, while this incident was not fatal however without rapid medical attention the man could have died.

Now we will learn about allergens, allergies, and why they can be so dangerous.

What is an Allergen?

14 Common Allergens



An allergen is a food substance that causes certain people to become seriously ill when they either eat or come into contact with that substance.

Allergens can be many different substances, such as pollen that causes hay fever, bee and wasp stings, dust mites and latex. Here we are only concerned with food allergies, yes ordinary foods that cause people illness and even death.

You will learn later in the course more about all the common allergens and where they are found, sometimes not in the most obvious place. These are called hidden allergens.

In the previous example it was fish sauce, but did you know that Worcestershire Sauce contains anchovy essence, a fish sauce?

This is a good example of a hidden allergen.



You now might be very concerned because, how can you know which food is safe or dangerous for your customer? The important question is answered in this course.

You will learn how to identify allergens and where they are hiding. After you have listened to your customer, you will know which allergens and their food products are dangerous to them.

You must know exactly which allergens you have to identify and absolutely not to serve, to each customer with an allergy or an intolerance.

Later we will explain what is the difference between an intolerance and an allergy.

Importantly, you may feel that your restaurant cannot serve a customer because the risk of contaminating the meal with a particular allergen is so great. This is easy to show for example, a seafood restaurant cannot avoid shrimp contamination nor a Thai restaurant serving Satay dishes can avoid peanut contamination. These are two of the most dangerous allergens.

A sensible customer with an allergy is likely not to go to a restaurant specialising in dishes containing the allergen, but young people in groups can occasionally take risks.

Therefore you must always give the safest advice at all times.

You may be thinking - can we cook the allergen away as we can kill bacteria, the straight answer is no.

There are some allergens that when cooked can become harmless to some sufferers but not all, and there is a question of how much cooking, for any particular allergen.

If the customer tells you that they are allergic to an allergen, make sure that it is not served in any state, processed or cooked.

This danger is horribly shown by a doctor not giving the best information to a woman who developed an allergy to tomatoes. She was "allowed" to prepare spaghetti bolognaisse for her children with a processed bolognaisse sauce. As we know not all processed bolognaisse sauces are the same, some come in cans, others in bottles with chunkier pieces of tomatoes. She opened a glass jar with chunkier pieces, breathed the air from the jar and died four days later. Even in hospital it was impossible to save her. This is an example of a severe allergic reaction.

This is frightening, and clearly shows the importance of always giving accurate information and always failing safe.

Never ever feel that it will be alright, if in doubt say no.

Therefore, if the allergen is cooked, raw or processed it must be avoided.

In the next section you will learn what is an allergy and the typical symptoms of a reaction.

What is an Allergy?



While we are learning about food allergies the same processes happens in any allergy, though the severity of the reaction will vary from person to person and from allergen to allergen.

This makes it difficult, and so makes it very important to listen carefully to your customer.

We all have a defence system that protects us from colds and infections this is called the immune system. You will have heard of immunity, this is achieved either by having already had the disease such as childhood illnesses mumps, chicken-pox, and measles, or by vaccination. Immunity, safe guarding the person from the illness is achieved by vaccination, this has saved many lives from around the world, from diseases such as polio and smallpox.

So what is immunity? It is when your body has experienced the disease or a small sample of the disease by vaccination. This experience of the disease has taught the body's immune system how to fight this particular disease and has remembered this for the future. Therefore, when the disease infects the person again, the immune system has learnt how to recognise and fight the disease away, with only minor symptoms.



A person with an allergy has had an experience with the allergen but the body has not remembered it correctly, and so it does not know properly what to do, and then fights against itself. Literally in the most severe cases shutting the whole body down and killing the person.

This type of reaction is called an anaphylactic shock.

You may be wondering what caused this to happen, sadly we don't have all the answers, yet in the case of peanut allergies, it seems that some people as a baby experienced contact with peanut crumbs through the skin, because of skin being broken by the disease, eczema.

The small amount of peanut not being taken into the body through the mouth triggered the wrong "remembering information" by the immune system.

Bit confusing.

However, some people develop allergies in later life so science, still has much work to do to discover the answers.

Sadly, in most cases there are no cures for allergies just an avoidance of the allergens, medication to reduce the symptoms and the hope that the body itself will change and so "correct" how the immune system works.

It is a little complex and difficult to understand that a body is strange enough to use its own protective system, the immune system, to do the complete reverse and attack itself to death.

But that is what an anaphylactic shock is!

The symptoms of an anaphylactic shock are severe, frightening and deadly if not treated. People who will respond to an allergen with an anaphylactic shock will carry an adrenaline pen. This is called an EpiPen because it contains epinephrine, another word for adrenaline.

You may have heard that adrenaline is used for heart failure to keep a person alive as they are dying, that is exactly the purpose here. During an anaphylactic shock the blood pressure drops dangerously low, and this will cause death. Hence the urgent need for adrenaline to be administered by the EpiPen, and the patient rushed to hospital.

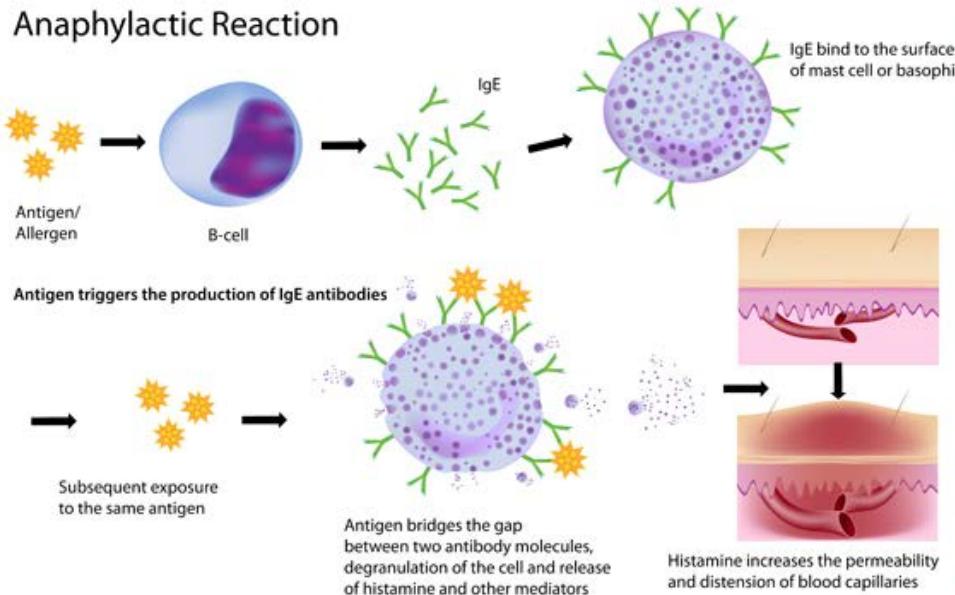
The face of a person undergoing an anaphylactic shock will have swollen lips, with a swollen red face. The symptoms may start with just an itchy throat and a tingling on their lips then the swelling and red rash, called uritica.

But that's not the worst of it.

The person has a terrible sense of impending doom – yes that they feel that they are going to die.

What is an allergic reaction

Anaphylactic Reaction



It is the most frightening and horrible sight to see a child so worried as they are losing their grip on their young life.

And so very quickly!

Fortunately, not all reactions are so severe, but they will make people very ill, and sometimes it can take time, even hours after the person has left the restaurant.

Also, food allergies are increasing and especially for children, it is estimated that close to 7 per cent of all children suffer from at least one allergy.

Science is still investigating the reasons why there is an increase in allergies. However, as we are aware of the dangers, and that diagnosis is much better, we are now able to identify and record more allergy sufferers than we could 15 years ago.



So we are able to manage the dangers of allergens, caused by allergens such as those found in your kitchen!

As you will remember we are learning about allergies and intolerances so now we are about to understand food intolerances, which cause a different type of reaction by the body.

But from our point of view we tend to group all the food items allergens and intolerants as hazards and so use the same processes to avoid any chance of contaminating our guest's meal.

What is an Intolerant?



An intolerant is a food which causes a different type of reaction in the body, this time it is the digestive system. As with all our body's systems, the digestive system is complex as it has to harvest and process the nutrients from the food we eat. So that our bodies can build itself and to provide the energy to fuel our daily lives.



When things go wrong and our digestive system fails to process the food we eat properly, we can become ill because the foods are not being properly broken down. Or worse still by not getting our nutrition from the food. If we don't get the nutrition from our food we will become seriously ill, rather like starving to death but without feeling hungry.

Our bodies respond in these situations and tell us that something is wrong, giving us diarrhoea, winds and cramps.
A different type of reaction from an allergy.

The foods which are responsible for this we call intolerants, but we group these together with allergens from the view point of food preparation. Whether we call it an intolerant or an allergen it must be totally avoided from our guest's meal.

Therefore, both allergens and intolerants must be considered as hazards!

We will examine more closely two intolerances one caused by milk, lactose intolerance, and the second caused by gluten, found in flour, the disease is called coeliac disease.



What is a Food Intolerance?

Now we will learn about two typical and common intolerances.

Lactose intolerance - inability to digest the sugar in milk and milk products.

Coeliac disease - gluten, the protein in flour which reacts with the digestive system to cause inflammation, swelling, so that the intestine fails to absorb the vital nutrients from the food.

Lactose intolerance is natural in mammals once breast feeding has stopped.

The infant has an enzyme, a chemical that breaks down the sugar in milk, called lactase which provides the growing infant with energy. So logically, when breast feeding has stopped there is no further need for this enzyme.



That was until we started farming about 10,000 years ago and domesticating cattle so that we could drink their milk. Gradually, evolution favoured those people who continued to drink milk and consume milk products such as cheese, way after finishing breast feed milk from their mothers.

So today most people continue to produce the enzyme lactase, enjoying eating cheese and drinking milk. Yet some people still retain the original system and do not produce lactase, therefore when they eat any milk product they will become ill, perhaps with severe discomfort. As milk is found in many products it makes their choice of food very difficult therefore, all milk related products become intolerants for the customer with lactose intolerance.

If you think for a moment this is complex and difficult, how many prepared foods contain milk.

Such as Milk, cheese, ice cream, all cream desserts, and many pastries etc.

Coeliac disease



Coeliac disease is more complex because a series of reactions occur in the small intestine, lower bowel, that causes inflammation, serious discomfort, diarrhoea and worst of all the inability to absorb nutrients from the food. Food is absorbed by the villi small finger like protrusions from the inside wall of the intestine. These villi are shrunk by the reaction and therefore cannot absorb food in the normal way.

Hence the person will start to suffer from malnutrition, and will need to avoid all food that contains gluten.

Now it is your responsibility, as a food professional, to know all the foods in your kitchen that contain milk and gluten, so you can safely serve your customers suffering with either coeliac disease or a lactose intolerance.



With coeliac disease being caused by gluten found in all common flours just think how many foods must be avoided, bread, all pastries, all pasta. However, the good news is that all these foods can be prepared from an alternative, gluten free flour. The danger now becomes confusing a gluten free food a food containing a gluten such as a simple pastry. You cannot see any difference, therefore it is essential that these foods are properly labelled and stored separately, so that no dangerous mistakes are made.

Have you ever seen the letters GF beside a menu item? This means that it is gluten free?

Now you have learnt the differences between allergies and intolerances. This will help you understand and communicate with your customer, as you now understand these fairly common diseases. You may have considered that what you have been learning is too removed from your work as a food professional, yet it is vital for you to effectively communicate with your customer and therefore a little understanding will go a long way.

Key Points and Revision



1. Allergies can be fatal, therefore a person with an allergy must never come into contact with the particular allergen.

2. An anaphylactic shock is where a person's body literally closes down, going towards death.
3. Allergens are the food items that cause an allergic reaction, many of which may be small ingredients in processed foods, these are known as hidden allergens.
4. Allergies are the result of a failure of the immune system which normally protects the body from disease and infection. The immune system is turned against the body by having the wrong reaction to the allergen.
5. An intolerance is a fault of the digestive system which causes serious discomfort and in certain cases malnutrition.
6. Allergens and intolerants must be equally treated as hazards and therefore extreme care must be taken when preparing food for any guest with either an intolerance or an allergy.
7. The slightest contamination of a sufferer's meal will have the most serious of consequences.
8. We have mentioned that more children are being diagnosed with allergies each year. Therefore those of you working with the young need to ensure the strictest allergen control in your daily working practice.
9. The final and important point is that if you feel that it is not safe to serve a customer you must politely tell them so.

Remember always fail safe





To take the Quiz visit the site, click [here](#) you will be able to take the quiz and see more resources on the site after you have registered and logged in.

<http://oer.hospitalitylearning.net/content/Allergen-Control-1-Introduction-Quiz>

Identifying Allergens

14 Common Allergens





Watch out!
There's an allergen about

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Identifying Common Allergens



Identifying Allergens Where are allergens commonly found?

In this section you will learn about each of the common allergens, and where they are found. It is important that you are aware which foods contain allergens so that you are able to prepare all dishes with a full knowledge of their allergen content. In the Topic 3 we will focus on the practical measures that you can apply during your daily working routine to ensure that the risk of allergen contamination is eliminated.

This is part of your HACCP system as all allergens and intolerances must be considered to be a hazard.

New legislation from December 2014 requires every restaurant to be able to tell their customers what dishes contain which allergens.



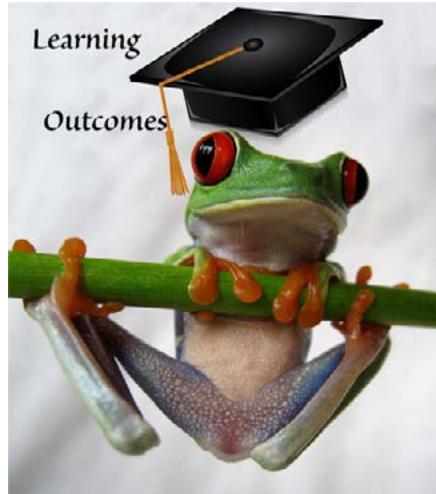
To be able to do this you need to know where allergens are to be found, in which products allergens are used as ingredients, these we call hidden allergens.

Knowing where the allergens are in your kitchen is an important part of your HACCP system.

A simple warning, European Legislation has identified the 14 common allergens, however there are more than 200 foods that are known to have caused an allergic reaction. Yes, it is impossible to predict exactly which foods which customer will react to, showing how important it is to listen to your customer. Do not consider the list below to be complete.

It is not.

Learning Outcomes

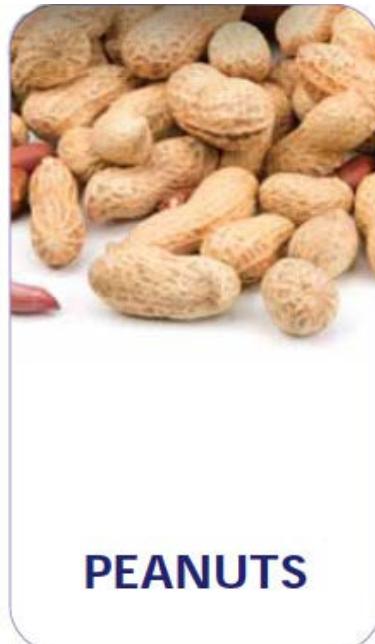


This section will introduce you to the common 14 plus allergens by identifying each one, where they are found, and with examples of prepared foods hiding the allergens.

1. You will learn the source of each allergen, where it may be hidden in processed foods and the likely symptoms.
2. You will have an understanding of allergens and where they are to be found so that you can have effective communication with your customer.
3. You will have the underpinning knowledge to prepare a hazard analysis. Hazard analysis and HACCP we will meet in the next and final section.
This should take about 2 hours to complete and then followed by a short online quiz.



Peanuts



Peanuts

Peanut allergy has become perhaps the fastest growing allergy in the west, which generally affects children from infancy. Most people with a peanut allergy will also be allergic to nuts, therefore you must eliminate both nuts and peanuts from the customer's meal. We have learnt that the processes for causing an allergy in the first place can be by the person coming into contact with the allergen through the skin. As we can imagine peanuts are a common snack and the crumbs are very easily found at home in clothes and furniture.

Now you may be asking, can a crumb of a peanut be so dangerous?



Peanuts



Yes!

In fact the smallest amount of a peanut can cause a dangerous reaction we know it is less than one forty four thousand, can you imagine cutting a peanut into a thousand pieces and then cutting one of those into forty smaller pieces?

It is so tiny that it is airborne - that means that any allergy sufferer being in the vicinity of peanuts is at risk.

Therefore it is very dangerous to have open peanut displays or to place peanuts on the table.

You should now be thinking what happens if one person has been eating peanuts and serves an allergic customer.

Yes this amount of contamination can cause an allergic reaction.

Peanuts



Peanuts are one of the most dangerous allergens not only because only the smallest amount is required but also that it will precipitate, cause an anaphylactic reaction, the journey to death that you learnt about in the first section.

It is obvious to see why no food handler should ever eat peanuts at work, you may never know that a customer has an allergy; they may have come in for a cup of coffee or just a glass of water.

Therefore, if a waiter has been eating peanuts and serves a customer with a glass of water without washing their hands, the customer could die from this potentially lethal contamination.

Peanuts



Where are peanuts found?

You have now learnt that even the smallest amount of peanut is dangerous so what foods contain peanuts?

Peanuts are found in many snacks and confectionery. Marzipan is made from almonds yet the almond paste may contain peanuts. This is because peanuts are less expensive than the almonds that make marzipan.

Peanuts are found in nougat.

Peanuts are found in flour as used in Indian restaurants.

Peanuts are in a number of sauces.

Satay and pesto are just two examples.

Peanuts



As we have already seen heating does not make not an allergen safe but in Europe peanut oil is safe because during the refining process the allergen has been removed. But Walnut oil must be avoided as this contains a lot of nut allergy proteins which can cause a reaction to a person suffering from a peanut allergy.

As a final note peanuts are not nuts but are a vegetable, a legume the same group as peas and beans. However, most people who have a peanut allergy are also allergic to nuts.

Therefore when a person tells you that they are allergic to peanuts, you need to ensure that no nuts are in their food. Also, as peanuts are eaten like nuts we can expect contamination between nuts and peanuts therefore for anyone with either a nut or peanut allergy both nuts and peanuts must be eliminated from their food.

Peanuts

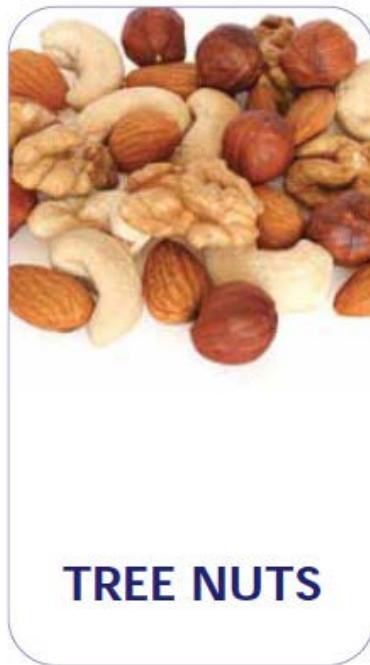


An important note is that it is common to find that when a person has an allergy to one allergen that they will have an allergy to similar products such as peanuts and nuts. This reactivity to more than one allergen is called cross-reactivity.

As a final note if you work in a restaurant, which uses peanuts in many dishes such as a Thai restaurant, it will be impossible to ensure safety for a person suffering from a peanut allergy. Therefore there should be a clear warning on the menu such as.

Our restaurant uses peanuts in many of our dishes and if you are allergic to peanuts we kindly advise you to choose another restaurant as we cannot promise that any of dishes are peanut free.

Nuts - Tree Nuts



Nuts allergies are closely related to peanut allergies and also Sesame seeds. All 3 can cause anaphylactic shocks. This reactivity to more than one allergen is an example of cross-reactivity. Sadly, but not surprisingly nut allergies are also increasing.

It is wise to treat anyone with a nut allergy, a peanut allergy and a sesame seed allergy as one and the same so as to eliminate peanuts, tree nuts and sesame seeds entirely from their meals. This may sound more complicated, yet understanding cross-reactivity combines several allergens into a single group, which can be easier to manage. This will be explained in more detail in Section 3.



Nuts - Tree Nuts



This group includes all nuts:

- *Walnuts
- *Brazil nuts
- *Macadamia
- *Cashew
- *Chestnuts
- *Hazel nuts
- *Pecan
- *Pine nuts also known as pignolia
- *Pistachios

We have included chestnuts and pine nuts while these technically are not included within the legal regulations it is still important as some people can have an allergic reaction to these nuts. Always be mindful that the 14 allergens are only the most common - there are many more.

Nuts - Tree Nuts



Foods

- *Pesto - Italian paste made with pine nuts.
- *Marzipan - almond paste, which sometimes may contain peanuts.
- *Nutella - a chocolate and nut spread.
- *Baklava - a well known Greek dessert of Ottoman origin made with a variety of chopped nuts.
- *Nougat - a range of nuts including almonds, hazelnuts, pistachios and walnuts.
- *Turron - a Spanish version of nougat with many different nuts.
- *Gianduja - chocolate paste with hazel nuts.

- *Biscuits *Cakes *Chocolates.

Nuts - Tree Nuts



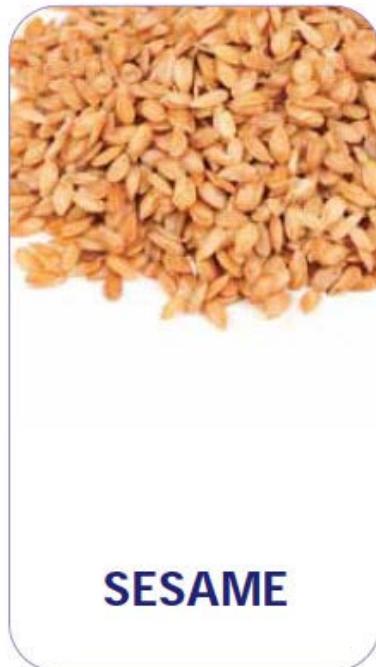
This list is just the tip of the iceberg as nuts are commonly added to many dishes, especially confectionery and desserts. All processed foods such as biscuits must be carefully checked and recorded. In the next section as part of your hazard analysis you will learn how to check every item to build a list of all products containing allergens. Therefore, you will always have up to date information for your customer.

We will discuss later recipe development and planning, but here it is important to understand garnishing. Garnishing is to place a final ingredient onto a dish to add flavour and improve the presentation. It is best to avoid garnishing with any allergen. If an allergen is used, the dish must be clearly labelled so that all of your colleagues know that the dish contains which allergens.

Careless garnishing has killed!

Again as with peanut allergies, nut allergies will cause an anaphylactic shock and therefore nuts and peanuts should be seen together in the same category as common and dangerous allergens, labelled and kept securely away from other foods.

Sesame Seeds



As we have just learnt sesame seeds allergy is similar to that of peanuts and tree nuts therefore the customer needs to have all 3 eliminated from their food. And yes again sesame seeds will produce an anaphylactic reaction. Sesame seeds are used extensively in Middle Eastern cuisine and therefore it is not surprising that the greatest increase in sesame seed allergies is amongst people from this region.

Sesame has long been a staple part of the cuisine for more than 3,500 years as recalled by the father of history, Herodotus. Sesame seeds are used as oil this must be avoided as not all refining processes remove the allergen. Therefore, all sesame seed oil must be eliminated from the customer's meal.



Sesame Seeds



Foods containing sesame seeds:

- *Tahini - a paste made from ground sesame seeds
- *Hummus - a blend of olive and tahini, sesame seed paste.
- *Baba Ghanoush - frequently seasoned with sesame seed oil or its paste, tahini.

- *Bread and Buns sesame seeds added for flavour and texture fast food chains use sesame seeds for their hamburger buns.
- *Crackers
- *Japanese salads and many Japanese prepared dishes including gomashio made from roasted sesame seeds.
- *Indian cuisine uses sesame seeds including black seeds for sesame seed balls
- *Biscuits and cookies *Bread sticks

Sesame seeds are widely used in a variety of cuisines ranging through the Middle East, the Maghreb, North Africa, Greece, Turkey, Pakistan, India and in oriental cuisine both Japanese and Chinese.

It can be found in salad dressing and Japanese dips for sushi and sashimi.

Mustard and Mustard seeds



Mustard the condiment - this is obvious yet this condiment finds its way into many recipes such as mayonnaise and sauces, this includes sauces that may have been prepared on the premises or those purchased, again emphasising the importance of record keeping and labelling checking.

In the most severe reaction an anaphylactic shock can occur, though fortunately mustard allergies are fairly rare.



Mustard and Mustard seeds



Sauces, which may include mustard:

- *Barbecue *Tomato/Ketchup *Marinades
- *Mayonnaise
- *Meat that has been processed such sausages
- *Seasoned flour used for batter such as for frying fish
- *Pickles - piccalilli *Salad dressings - vinaigrette
- *Many spices and seasoning mixes
- *Gravy mixes *Curry sauces

This list is just a few examples, mustard is used for many seasoning applications and is required to be on all labelled food. For your recipes you should always keep a record of all the ingredients.

Mustard and Mustard seeds



Mustard oil - this is used for frying especially in North Indian curries.

However, it is not only the seeds that are used for food.

Mustard leaves are used in salads.

Mustard sprouts are used again in salads.

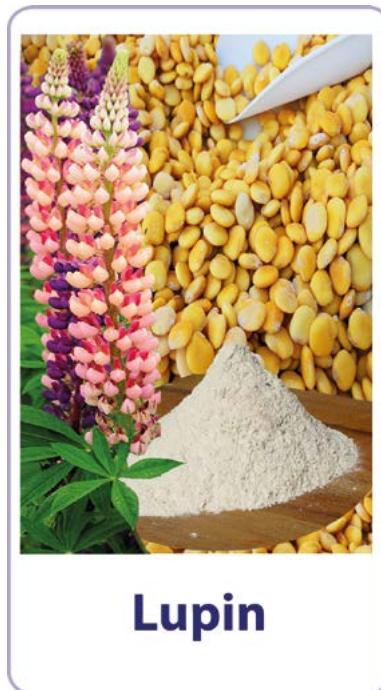
Therefore you need to check the mixture of leaves in your pre-packaged salads.

This allergen though less common as an allergy is found in many foods both purchased and prepared.

Cross reactivity, there are growing signs that those with a mustard allergy will also react to colza oil, also known as rape seed oil.

Mustard oil is widely used in many processed foods as well as dressings.

Lupin seeds from the lupin plant



Lupin seeds are ground into flour for pastries, although it used less in Britain it is fairly common in France. This makes checking all prepared foods and in this case double check all pastries from France and adjust your supplier specifications.

Fortunately, for this type of flour there are common substitutes and therefore it is fairly easy not to purchase any product containing lupin.

Typical products that may contain lupin include:

*Pastries especially pastry cases and shells *Waffles

*Pies *Pancakes *Pizza *Batter and flour mixes used for deep frying.

Cross reactivity all those with peanut allergies have been advised to eliminate lupin from their diets.



Soya



You may be surprised to learn that soya belongs to the vegetable family legumes, which include peanuts and lupin. However, it is less cross reactive with peanuts than other allergens.

As you may know soya is very common in all diets and is found in many processed foods. Importantly, soya is used as flour as well as an oil, and as a direct ingredient such as soya sauce; therefore there are many products in which it can be found.

As with all these allergens the importance of thoroughly reading the label of all processed foods cannot be underestimated.



Soya



Typical products include:

- *All baked products including bread:
- *Vegetable protein - often called either hydrolysed vegetable protein HVP or textured vegetable protein TVP.
- *Lecithin E322 - this is an emulsifier, an emulsifier makes the combination of liquids smooth and consistent such as mayonnaise, therefore you will find emulsifiers in many sauces and salad dressings, spreads and margarines. Lecithin is normally made from unrefined soya oil.
- *Soya oil, refined soya is considered to be safe as the allergen has been removed during refining, however unrefined soya oil should be avoided in all circumstances.
- *Soya sauce - a common condiment found in Japanese and Far Eastern cuisine.
- *Tofu - also known as soya bean curd and frequently used as a meat substitute and in vegetarian dishes.

Gluten - flour protein



Gluten

Gluten is a protein that is found in many flours giving bread dough its elasticity, hence it is an important part of baking and is found in pasta as it is also made from wheat flour, durum wheat. As you have realised allergies affect different people in different ways, ranging from the less severe gluten sensitivity to coeliac disease.

Gluten can be found in the following foods:

*All bread and baked products *Cereals *Pasta

*Pastries *Desserts *Couscous *Semolina

*Tabouleh



Gluten - flour protein



The more difficult items when flour is used in sauces and mixtures:

- *Gravies *Many sauces *Soups *Processed vegetable dishes *All battered items such as fish for frying
- *Condiments *Beer *Vegetable starch

Yes as you can see the list is very long, but fortunately there are substitutes that can provide a gluten free diet

There are a variety of alternative flours that can be safely used these include:

- *Potato *Rice *Maize or corn *Soya flour *Buckwheat
- *Chickpeas beans and lentils *Arrowroot.

Now you may realise how simple it is to change your recipe for a sauce by using arrowroot or corn flour as alternative thickening agents.

Celery and Celeriac



**Celery
Celeriac**

This allergy is more commonly found in central Europe and Switzerland and shows a cross reactivity with a number of pollens including birch. Generally it is the celeriac root which causes the most severe reactions, and as we have already learnt cooking will not reduce its effect.

Celery can be found in:

*Celery sticks *Celeriac root

*Celery as a seasoning - all products containing celery will be labelled, and must be eliminated from the customer's meal.

Again emphasising the importance of accurate and complete record keeping.



Fish Molluscs and Crustaceans



**Fish &
seafood**

This group of 3 can be seen together but also separately, some people are perfectly able to eat fish such as cod but not shrimp, so there is a difference between fish, shellfish called crustaceans and molluscs, bi-valves oyster and mussels. Generally, people who have a reaction to one type of fish, mollusc or crustacean will react to the others.

Fish molluscs and crustacean can be found in

*Processed products.

*Worcestershire sauce - this contains anchovies.

*Oyster sauce - frequently used in Chinese and oriental dishes such as stir-fry.



Fish Molluscs and Crustaceans



*Gentleman's Relish - anchovies.

*Shrimp sauce - frequently used in oriental cooking, Japanese and Chinese.

*Anchovy sauce - this may be used in gravies and sauces.

*Fish sauces especially made with anchovies and small fish intestines have been popular since Greek and Roman Times. Generally such sauce factories were banned from cities due to their foul smell yet popularly the sauce garum was considered to have medicinal qualities, and raw anchovies an aphrodisiac.

*Taramasalata.

*Remoulade sauce - again some recipes include anchovies.

*Compound butters - shrimp butter and cafe de Paris butter again containing anchovies and Worcestershire sauce.

Molluscs



Molluscs

This group of shellfish includes 3 sub groups:

- *Bivalves - mussels, oysters, abalone, scallop and clams.
- *Cephalopods - octopus, squid (also know as calamari) cuttlefish.
- *Gastropods - snails (escargot) limpets, winkles.

In most cases it is clear that these foods are easy to identify and to keep separate, yet again some make their way as flavourful or colourful ingredients. Oyster sauce as highlighted before, is very common in Chinese cooking and can be found in many sauces especially those used in wok style preparation.



Crustaceans



Crustacean
Shellfish

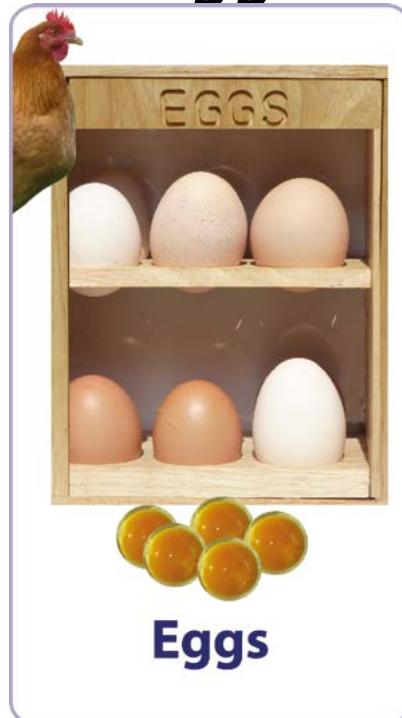
This group includes shrimps, prawns, crab, crayfish and lobster. All very popular foods and again easy to identify foods but are hidden ingredients in many processed foods and sauces, such as shrimp sauce used in oriental cooking.

Fish and shellfish make up a large group of allergens and find their way into many sauces and other processed foods. Shellfish are both flavourful and colourful, and so are used in many dishes. This is why you must be careful to consider what foods you are using to garnish a dish, as we know shrimp are very popular for making a dish attractive.

Carefully, read the labels of all sauces so that you know exactly what is contained in each. This is an essential part of your record keeping system, which you will learn about in more detail in Topic 4.



Eggs



Yes, sadly a food as common as the simple egg can cause an allergic reaction. It is impossible to list all the foods that can contain eggs. This is the second most common allergy amongst children, the first being milk.

Yet, as we have learnt with all other allergens egg content is required to be listed on all products by European legislation.

As we all know eggs have two parts, the yolk and the white, some people may be allergic to one and not the other, or both, yes as you are learning there is nothing simple about allergies. Yet, as you have heard many times in this course fail safe, therefore the recommendation is to eliminate all parts of the egg both white and yolk from the customer's meal.



Eggs



While it is impossible to write a full list of all foods containing eggs here are some examples including those you may have not thought about.

Before, first we should appreciate how important the humble egg is in our diet and our cuisine. So many sauces are made with eggs, as are pastries, therefore as a chef you will have learnt how to prepare eggs in many different ways. So it is not surprising that if you know how to prepare an egg, say in one hundred different ways then you have become a qualified chef. This is the reason of the chef's hat, the torque; this hat traditionally had one hundred pleats as the chef had learnt how to cook an egg in one hundred different ways.

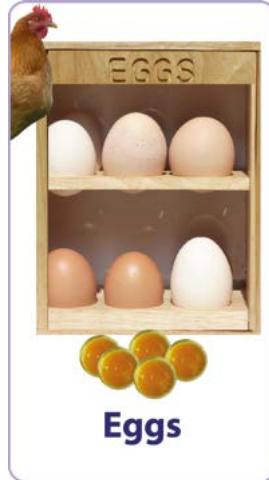
Eggs



Eggs are found in:

- *Cakes
- *Pastries
- *Choux paste
- *Sauces - hollandaise, mayonnaise plus many more
- *Ice cream
- *Sorbet - as a stabiliser
- *Preservatives - even processed ham

Eggs



It becomes evident that eggs are commonly used in the kitchen and sometimes breaks and spills on work surfaces, which should always be immediately cleaned, and now there is another reason to avoid any chance of an allergen contamination.

The list of products containing eggs is endless therefore you will need to identify all the products served in your restaurant containing eggs either the white or the yolks. So that as with all common allergens all employees are aware are in which products eggs or egg derivatives such as powdered egg can be found.

Yes powdered and dried eggs are added to many products, again we must make a record of all the products and their ingredients.

Milk



Milk

Milk is a food that causes both an intolerance, lactose intolerance and an allergy, milk allergy is the most common of all allergies amongst children.

Therefore, do not be confused if your customer says that they have an allergy to milk, because we have talked about lactose intolerance in Unit 1.

Milk products include:

*Milk *Cheese *Yoghurt *Cream *Ice cream

*Butter *Fromage frais *Creme fraiche

*Pastry creams custards



Milk



The hidden allergens may be found in a wide range of products including:

*Pastries

*Bread

*Biscuits and cookies

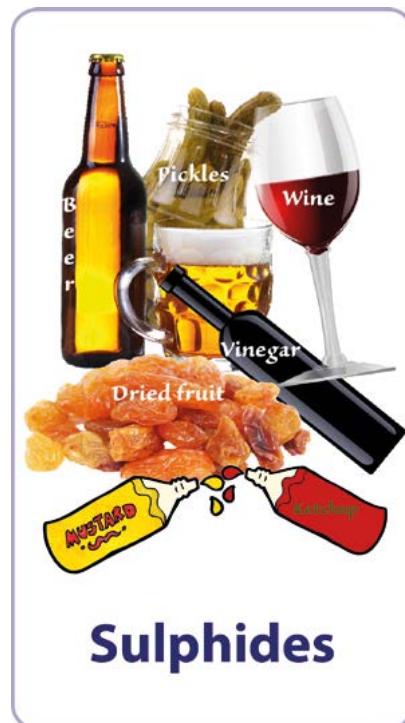
*Many sauces such as bechamel and its many derivatives such as thermidor.

*Desserts

*Ice cream

Again we return to label reading and recording all ingredients in your house recipes, you will then have a complete list of all your foods containing milk and then you will be able to serve your customer safely.

Sulphites



Sulphites are used as a preservative for many dried fruits, and to stop the fermentation of wine, it is rarely used in the brewing of beer but can be found in many drinks.

It only rarely causes an anaphylactic reaction but it is classed as major allergen as it affects many people, including those with asthma. This may be because it produces an acid and may cause breathing difficulties.



Sulphites



Sulphites are frequently found in the following foods:

- *Baked foods *Soup mixes *Jams *Pickles
- *Canned vegetables
- *Shrimp - if sulphite treatment occurs at sea it may not be recorded.
- *Dried fruits such as apricots sultanas.
- *Cider
- *Some soft drinks
- *Wine and beer - except organic wine and beer.
- *Grape juice and several fruit juices.
- *Vinegar
- *Tea

Yes there is a wide range of products as sulphites are preservatives they can be found in many substances and can have a variety of E numbers and different names.

Sulphites



List of sulphite E numbers

Sulphite E numbers

<u>E150b</u>	<u>Caustic sulphite caramel</u>
<u>E150d</u>	<u>Sulphite ammonia caramel</u>
<u>E220</u>	<u>Sulphur dioxide</u>
<u>E221</u>	<u>Sodium sulphite</u>
<u>E222</u>	<u>Sodium bisulphite (sodium hydrogen sulphite)</u>
<u>E223</u>	<u>Sodium metabisulphite</u>
<u>E224</u>	<u>Potassium metabisulphite</u>
<u>E225</u>	<u>Potassium sulphite</u>
<u>E226</u>	<u>Calcium sulphite</u>
<u>E227</u>	<u>Calcium hydrogen sulphite (preservative)</u>
<u>E228</u>	<u>Potassium hydrogen sulphite</u>

Allergens - Kitchen Hazard



From your learning of HACCP Hazard Analysis Critical Control Point you will recall HA - Hazard Analysis

This showed you how to identify all the hazards you meet during food preparation and how to eliminate these from your customer's meal.



Allergens - Kitchen Hazard



There are 4 hazard groups:

Microbiological - bacteria and viruses.

Chemical - cleaning agents.

Physical - glass, wire wool.

Allergens - all allergens and intolerants found in your kitchen.

Now we need to perform a hazard analysis for allergens.

The two first pieces of knowledge you need are:

1. Know your guest - who are you serving, what allergies or intolerances do they have? In unit 4 you will learn how to effectively communicate with your guest.
2. Know the ingredients - what is in each dish, this importantly includes any contamination.

Allergens - Kitchen Hazard



To know exactly what is in each dish requires:
Reading labels

- *Creating a record which is easy to find and read.
- *Carefully planning and recording each recipe.
- *Being very careful to record all ingredients, including all garnishing.
- *Never to allow anyone just to add a garnish without recording the information for everyone.

All this is more work, with the necessity of paying attention to detail.

Most importantly in HACCP you learnt that you could remove the hazard of microbiological contamination by cooking to 75c. This you learnt was a Critical Control Point.

You cannot make an allergen safe by cooking.

E numbers as hidden ingredients and allergens



Many processed foods contain food additives known as E numbers that have been approved by the EU.

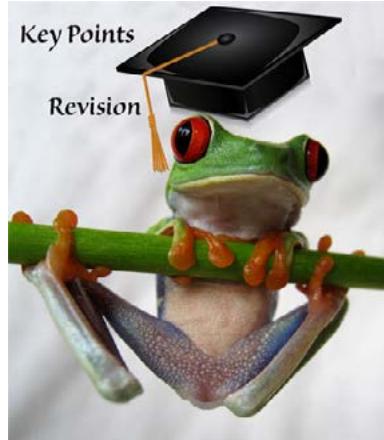
These are frequently listed just as a number and therefore you have to check the E number to see if it is an allergen.

For example, sulphides are listed under the group preservatives and are between the numbers 230 - 239, however to make matters a little more difficult, sulphides are found in certain colourings such as E150b.

To view the full list so that you can check the make up of any E number you can visit the Wikipedia reference on page
[E Numbers Wikipedia](#)



Key Points - Revision



European legislation lists the 14 common allergens - yet there are many more foods that do cause dangerous allergic reactions.

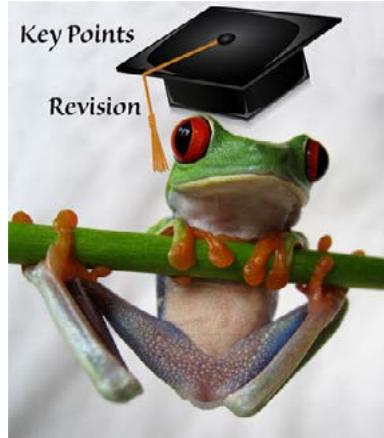
Allergens that are contained in processed foods such as sauces are called hidden allergens because they are not obvious.

Do not be surprised when a guest tells you of their allergy which is not one of the 14 common allergens.

In this case do your best with your colleagues to see if you can serve the guest - always remember, fail safe and never guess.



Key Points - Revision



Remember you cannot cook away an allergen - therefore you must avoid any chance of cross-contamination.

Do not garnish any dish without asking Am I using an allergen? and whatever you have used must be recorded for your colleagues.

***Rules:**

***Never guess.**

***Always keep a record - so your colleagues will know what ingredients are in each dish.**

***Always look for hidden allergens.**

Quiz



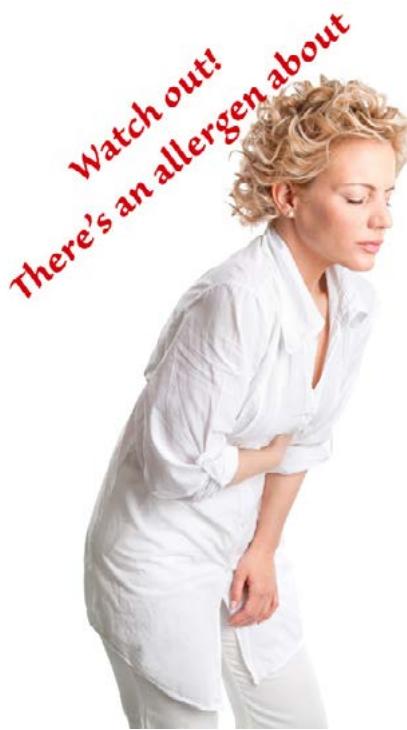
If you wish to take the Quiz visit the link below after you have signed into our learning website

<http://oer.hospitalitylearning.net/content/Allergen-Control-Identifying-Allergens-2-Quiz>

You need to have a free registered account at the Hospitality Learning Network where you can study our many free courses.

Allergens and Intolerants in Food

Practical Control



Contents

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Allergen Control Practical Quiz



Practical Allergens and Intolerant Control



As you have learnt it is essential that the right allergens are eliminated from the service of your customer's meal, this requires a system of practical food preparation that removes the risk of allergen contamination. This starts by knowing where the allergens are in your kitchen. You have learnt where many hidden allergens hide in processed foods, yet you need to record a list for your kitchen. This is not as difficult as you might think. You remember HACCP - Hazard Analysis Critical Control Point the system that you apply to protect your customer from food poisoning. Now we use part of that system, Hazard Analysis to identify the location of allergens and how to practically avoid allergen contamination during storage, preparation and service.



At the end of this course we have included a full HACCP section, which you can review if you wish. It will not form part of the test apart from what you have learnt in this section. You may remember that in HACCP you had to know who you were cooking for, and what (all ingredients) you are cooking. Therefore, if you know that your customer suffers from an allergy, you must avoid contaminating that person's meal with an ingredient which contains that allergen. Simply we apply part of HACCP thinking to identify the risk and to avoid contamination.

Learning Outcomes



1. How to identify allergens in your kitchen.
2. How to keep records and maintain accurate information.
3. How to perform a hazard analysis for each of the common allergens.
4. How to prepare food for the elimination of particular allergens.
5. How to ensure that no contamination can occur during service.



Identifying Allergens



As you learnt in the previous section, allergens can be found in a wide variety of processed foods and basically any food has the potential to be an allergen. For practical reasons we will focus on only the 14 major common allergens, though you must always remember to listen to the customer and to be aware that other items such as tomatoes, kiwi fruit and even rice can cause allergic reactions. So how do we identify where the allergens are – simply is it reading the labels and then building a list?

First we must learn how to read a label and understand it fully

Step 1 - write the product name.

Step 2 – read the label carefully

Step 3 – place a red cross under the column for each allergen the product contains.

You may wonder why on the next page there are two grey boxes these are associated allergens that may cause cross-reactivity. You learnt in the last section that several allergens are similar and therefore there is a chance that the person with one allergy will react to another allergen. This is why peanuts, tree nuts, lupin, and slightly less so soya, sesame and mustard are linked. Similarly with the fish group linking fish, molluscs and crustaceans.



Correctly Reading a Label

Many ingredients may contain sulphides as a preservative

Flour means gluten
Nutmeg and caraway are considered part of the nut group

All allergy advice
this warns that sulphides, gluten and possible nuts, as well as milk, eggs and soya.

NUTRITION INFORMATION				
	Per 100g	Per pie	%GDA*	your GDA*
Energy	1634 kJ / 389 kcal	766 kJ / 182 kcal	9%	2000 kcal
Protein	4.2g	2.0g		
Carbohydrate	58.9g	27.6g		
Of which sugars	30.6g	14.3g	16%	90g
Fat	14.5g	6.8g	9.7%	20g
Of which saturates	5.4g	2.5g	13%	20g
Fibre	3.1g	1.4g		
Sodium	0.11g	0.05g		
Salt equivalent	0.27g	0.13g	2.1%	6g

*Recommended guideline daily amounts (GDA) average adult (women)

✓ NO ARTIFICIAL COLOURS OR FLAVOURS

GUARANTEE:
These products have been carefully made from the finest ingredients and we want you to enjoy them at their best. If you are not entirely satisfied with these products, please return them to us with the box, giving the name and address of the shop where they were bought and the date of purchase. Your statutory rights as a consumer are in no way affected by this guarantee.

Barcode: 060168 00089 >

FOR BEST BEFORE SEE SIDE OF PACK

Step 4 – you may choose to place a smaller red cross under each allergen in the grey box to indicate cross-reactivity.

This last step is important as you are practising a fail-safe system that will prevent you from serving a similar allergen that may cause a reaction to your customer.

Starting a list

Product	Peanut	Tree nut	Lupin	Soya	Sesame	Mustard	Fish	Molluscs	Crustacean	Celery	Gluten	Milk	Eggs	Sulphides

Here is a sample list - across the top all the 14 common allergens are listed with the first column being the product in question.

Now you have started to keep a record of your ingredients, but this is only the start, because your records will change, the ingredients within processed products will change, as also will your recipes.

In the next section you will learn how you can keep these records updated in the simplest way possible.



Supplier specifications



Supplier specifications are the first step in starting your allergen database. You may have learnt how important supplier specifications are when you studied Food Safety and HACCP. These instructions help you maintain both quality and safety. For allergen content there are 2 important points:

1. All processed foods must be labelled according to law, with their allergen content clearly written and understandable.
2. All changes to the ingredient formula of any product must be notified, as this will alert you to change your records and database.

You may not be surprised to learn that the formula of an Indian processed food had changed, and the take away operator had not been informed so that a regular customer suffered an anaphylactic shock because peanut flour had been added to the dish.



The integrity, the reliability of the food chain is vital. This refers both to the information and the product. Naturally, there will be changes to the product, but these changes must be communicated up the food chain to your supplier and to you.

Therefore it is important for you to put professional pressure on your supplier so that in turn they put pressure on their suppliers to ensure the integrity and safety standards of the whole food chain are always applied.

Keeping Records



The first rule of maintaining good records is that they are

1. Accurate and up to date
2. Easy to read, easy to understand and most importantly easy to access in a busy kitchen.

While we expect that there will many computer solutions to be developed for automatically recording and updating your information from the barcodes, we will focus here on a manual system and a simple spreadsheet solution.



You can form your own table or use the one, which can be printed, from our resources.

There are two stages:

1. To record each products allergen content as it arrives.

2. To convert this record into a list of products for each allergen.

These two processes are important and may be combined. On reading the label you will discover that a given food has more than one allergen as we have seen in the case of our mince pies.

Therefore, when this product was first delivered a record was made and it needs to be checked so that it is up to date and accurate.

On the right is an example of a computerised record system that can be accessed from our website

Dish name *	<input type="text"/>
Type of Dish *	<input type="radio"/> Appetizer <input type="radio"/> Starter <input type="radio"/> Accompaniment <input type="radio"/> Sauce <input type="radio"/> Main dish <input type="radio"/> Dessert <input type="radio"/> Other
Select the type of dish	
Description	<input type="text"/>
Simple description	
Allergens *	<input type="checkbox"/> Nuts <input type="checkbox"/> Peanuts <input type="checkbox"/> Sesame <input type="checkbox"/> Lupin <input type="checkbox"/> Gluten <input type="checkbox"/> Soya <input type="checkbox"/> Celery <input type="checkbox"/> Mustard <input type="checkbox"/> Milk <input type="checkbox"/> Eggs <input type="checkbox"/> Shellfish/Crustacean <input type="checkbox"/> Fish <input type="checkbox"/> Molluscs <input type="checkbox"/> Sulphites <input type="checkbox"/> No Common allergens
List all the allergens	
<input type="button" value="Submit"/>	

Listing Allergens

Now that you have all the allergens listed for that single product you can make an allergen list for each allergen, that shows all the products that contain gluten, all the products that contain sulphides and so on.

Now we are arriving at the fine detail.

This table shows the products that contain gluten, when they were purchased, where they are stored, and what dishes are they contained in.

Some ingredients such as Worcestershire sauce will be listed under fish and may be added to many recipes.

Therefore each allergen listed in column will have to be added to the dish that being prepared.

In the case of the mince pies a Christmas speciality this restaurant which serves the pies as part of their Christmas Buffet. Therefore any bookings that are taken for a Christmas Buffet with a customer suffering from coeliac disease, mince pies with gluten will be specially handled to ensure that the allergy sufferer will not eat or touch the pies.

You may be surprised that we have used the word touch.

This is because in the case of many allergens even touching them can cause a reaction, this is especially true of peanuts.



Therefore, it is easier to have a single safe rule to keep all allergens away and out of touch by the allergic customer.

So to start this system you will need to examine every item in your stores, refrigerators and freezers, not a quick task but an essential task!

Your record keeping can of course be computerised, if you are using paper ensure that all handwriting is clearly legible and that plastic sheets are used to protect the document.

Always date each document and have a column so that you can put the date when the document was last updated.

Records are only of value when they are maintained accurately and updated quickly after any change.

We cannot stress the importance of accuracy as a mistake in record keeping could kill!

Product	Peanut	Tree nut	Lupin	Soya	Sesame	Mustard	Fish	Molluscs	Crustacean	Celery	Gluten	Milk	Eggs	Sulphides
Superbake mince pies		Y		Y							X	Y	Y	X

Gluten List	Date purchased	Store Location	Contained in	Contained in	Contained in	Contained in
Product						
Superbake Mince Pies	12/12/2013	Walkin-1	chris-buffett	?	?	?



Allergen Hazard Analysis for food preparation

A hazard analysis is a thinking process.

Ever heard of the expression two heads are better than one. Yes, this is best done with two or more people so that a discussion can take place.

A good starting point is to go through your menu and each recipe in turn, so that you can consider each ingredient and then you will have the allergens or potential allergens that are contained in each dish. Now you need to think of how it is being prepared, what other dishes are being prepared close by or at the same time.

This may be as simple as producing a range of salads in different bowls.

*Identify and List all the Allergens
In
The Buffet*



Lets take this as an example preparing a buffet of salads, what do we have?

Mayonnaise - eggs maybe sulphides maybe Worcestershire sauce, maybe mustard.

Vinegar - maybe sulphides.

Nuts - Waldorf salad (apple).

Celery - Waldorf salad.

Anchovy and egg salad - fish and eggs.

Croutons and bread - gluten.

Tuna salad - fish.

Shrimp remoulade - crustacean, sulphides.

Salad dressings - sesame oil.

Mixed salads - tomatoes.

Chutneys - sulphides.

As you suddenly see the list is long!

Also you know what it is like preparing all of these foods together in a busy kitchen.

You never thought that the juice from fresh tomatoes could be a hazard!

What can we do?

Lets just remind ourselves what is Hazard Analysis by looking at this chart

Hazard Analysis



Think of all the possible hazards that could contaminate the dish you are planning

Allergens



List all the allergens contained in each ingredient and the recipe

Microbiological



Consider all the possible pathogens and how they might be eliminated and also how they might contaminate ready to eat foods.

Chemical



Always be considerate of chemicals, avoid using cleaning chemicals during preparation.

Physical



Physical contaminants includes rings and jewellery

Allergens - Hazard Analysis



Simply such a mixture of foods and the possibility of cross-contamination is too great to try to state that any of these salads is absolutely safe, that is free from a particular allergen.

First we list all possible allergens - now you have the right information to give to your customer as a warning. Also the law requires for you to know what allergens are contained (or possibly contaminated by, we have included this as a sensible precaution) in the dish. Or in this case the range of dishes being prepared at the same time.

It is obvious that it would not be possible to prepare each salad separately washing down all the work surfaces, changing utensils each time to avoid cross-contamination. Therefore, if someone has an allergy then an individual salad can easily be prepared in a separate safe area as we shall learn in the next section.



Now you have conducted a hazard analysis for your salad buffet. This has been a complex example, but you will need to think very carefully of all the ingredients for each dish, how it is being prepared, and what other preparations are happening at the same time.

Also consider the sharing of equipment. A good example of this is frying, if the oil or the pan, basket, indeed any utensil has been used for frying fish, then anything and everything that comes into contact with the oil or utensils will have the dangerous fish allergen.

You now can realise why it is best to have at least two minds to think of all the eventualities.

You can download a Flow-chart to help you identify the possible hazards and allergens for each dish. Remember you must always consider how any dish may be contaminated, especially with allergens.

[Flow Chart - Hazard Analysis](#)



Once you have prepared the hazard analysis for each dish, you now need to think of the flow routes through the kitchen for chances of cross-contamination.

From the moment of the delivery of foods, contamination can occur, and again in their transportation and storage. Just think about the juices from fresh fish, how these may leak onto other products. This will remind you of how to store foods, especially raw foods so as to avoid contamination by drip, that means that all raw meat is to be stored in either a separate refrigerator or on the bottom shelf.

But here's the surprise, for example with fish soup.

Before you were told that a cooked meat product, such as a beef curry that had passed its critical control point could be stored with other cooked products.

Not so with fish soup.



Even though the fish soup is cooked, the allergen will still be effective. Therefore, the soup will have to be stored in a tightly sealed container to ensure that there is no trace of any of the soup on the outside of the container, and preferably away from other foods that could be dangerously contaminated.

As you know you should regularly perform a hazard analysis in your operation, so the next time you need to focus on allergens.

Remember, always keep accurate records as these will help keep your kitchen safe and your customers alive.

Particular allergen free preparation and service



Now we will learn how to prepare a meal for a customer suffering from an allergy.

In the previous sections you have learnt how to record the location of allergens and the possible places of allergen contamination. This information is vital to help you prepare an allergen free meal.

You will have been given the information from your colleague, make certain that you understand everything you need to know. If you have any questions or doubts make sure that they are answered.

Armed with this information you can now start to prepare the meal.

You must select a very clean area in the kitchen. Ideally this is a single area for allergen free preparation. If you have such an area you will need to keep a log of what has been prepared before. This is important as to avoid any chance of contamination by earlier preparations, and as a demonstration of due diligence.



You may have special utensils and equipment such as the Saf-T-Zone Kit. This is a specialised set of equipment that is passed through a dishwasher after each use. Ideally you should use separate equipment, but if not, everything must be clean and recently passed through your dishwasher.

Now you need to perform a personal hazard analysis, think what you have been recently cooking, think what your uniform may have come into contact with, think about equipment such as knives.

Make sure that everything is clean, safe and free from the allergen/allergens as identified by your customer.

Absolutely avoid any chance of any contamination. Think very carefully about sharing equipment such as frying, cooking pans, ovens, hot plates etc.

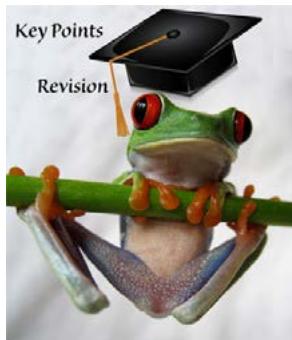
Try if possible to prepare the meal from beginning to end without performing any other activities. When this is not possible, ensure absolutely that you stay away from any location or person preparing food with the allergen that you are avoiding.

Do not place the completed dish in the usual place for service, ensure that it has special attention so that no other person may handle or garnish the completed dish.

This is highly important, as you have gone through your personal hazard analysis, but your colleague has not, so any one else touching the food greatly increases the risk of dangerous contamination.

Make sure that the waiter or waitress has washed their hands and gone through a similar personal hazard analysis, uniform etc. and so it can finally be safely served to the customer.

Key Points and Revision



First task is to prepare a hazard analysis so that you are aware of all opportunities of contamination.

This means where you work, how each ingredient is stored and transported.

Keep accurate records for all recipes so that you know exactly the ingredients and all allergens in each dish.

Make good use of separate utensils or purchase specialised equipment which will only be used for allergy free preparation.

Once the dish has been prepared with omitting a certain allergen, it must remain out of possible contact with other dishes and so it should be served with special care.

Many of these actions require good communication with good record keeping.



If you wish to take the Allergen Practical Control Quiz 3 visit the link below after you have signed into our learning website

<http://oer.hospitalitylearning.net/content/Allergen-Control-Practical-3-Quiz>

Allergens and Intolerants in Food Communication



Communication - the Importance of listening

Learning Outcomes

The Menu

Listening to the customer

Eight Steps of Communication

Key Points and Revision

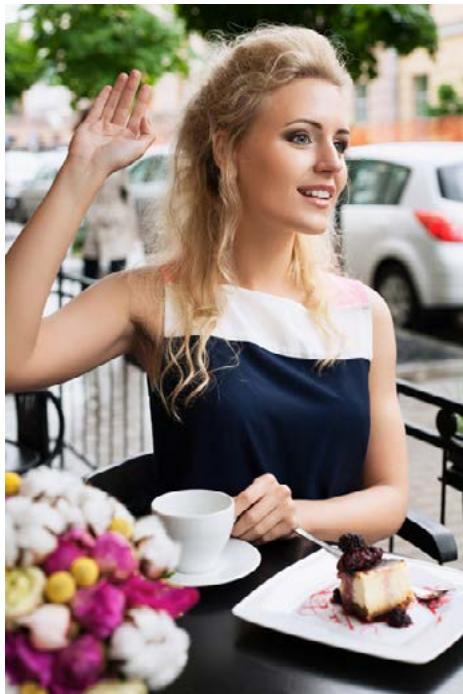
Allergen Control Communication - 4 Quiz

Allergen and Intolerants Certificate Test

This is the final test for the course which should be taken when you are fully prepared and revised for the test. After successfully completing the test you will be eligible for a Certificare.

Introduction

The Importance of Listening



As you have learnt it is essential that the right allergens are eliminated from the service of your customer's meal, this starts by asking the right questions and listening to your customer. It is also required by law that you provide accurate information for your customer when asked about allergens and intolerants.

This final section is the most important and is deliberately at the end of this course as by now you will have understood, the dangers of allergens, the symptoms of allergen contact, which are the common allergens, where they might be found and how to prepare a meal free of a specific allergen. Armed with this knowledge you are now in a better position to hold a conversation with your customer and to take accurate notes.



Learning Outcomes



1. How to design the menu as an allergy friendly initial communication.
2. Understand why it is important to listen to the customer.
3. How to take accurate notes.
4. How to communicate with fellow team members.
5. Understanding the Eight Steps of Communication.



The Menu

A restaurant's menu forms part of its advertising message to the public, many restaurants post their menus outside to help to attract customers. Therefore, it is vitally important to make your menu allergy friendly.

We have learnt earlier that some allergy sufferers may be hesitant to ask questions, especially the young. Therefore by having a friendly sentence including the word allergy at the bottom of the menu will reduce stress and increase the chance for a good conversation with the customer.

"An ice-breaker"

Here is a good example from the bottom of the Sample Menu

"Some of our menu items contain allergens. There is a small risk that traces of these may be found in a number of other products served here. We understand the dangers to those with allergies, please speak to a member of staff who will be happy to help you. GF indicates the dish is gluten free."

Clearly, this shows that this restaurant is aware of the "dangers" and shows understanding of the allergy sufferer's needs. This will open communication.

You may consider to indicate each menu item with its allergens. However, how can we attempt to list all allergens, and have no knowledge of what allergens must be eliminated from a single customer's diet.



Sample Menu

Monday 25th March 2013

Starters

Root vegetable soup gf

Goats' cheese panna cotta with sun-dried tomato chutney and rye bread crisp

Beetroot gravlax of salmon with shallots and capers gf

Parma ham with grilled artichokes, sun-blushed tomatoes, parmesan and kumquat relish gf

Main Courses

Selection of cold meats and fish;

Sirloin of beef, chicken, tongue, ham or fillet of Scottish salmon

All served with a mixed salad and new potatoes.

Grilled suprême of salmon with pea soup and mint crème fraîche

Roast duck with bitter orange sauce and spiced apple sauce

Crown lamb chop with sauté new potatoes and mint jus

Penne with watercress sauce, herb oil and parmesan

Vegetables and Potatoes

Please choose from

Celery and peas, roasted root vegetables

Delmonico potatoes, parsley new potatoes

Puddings

Apricot and pistachio cake with custard

Praline and banana meringue nest with dark chocolate sauce gf

French apple tart with cream

Lime and cherry cheesecake with raspberry sauce

Compôte of roasted plum and pear gf

Pot of tea or coffee, cappuccino or espresso

Some of our menu items contain allergens. There is a small risk that traces of these may be found in other products served here.

We understand the dangers to those with allergies, please speak to a member of staff who will be happy to help you.

Please be advised that all our main dishes are cooked to order and can take up to 25 minutes to prepare.

gf indicates the dish is gluten free

When the customers are being seated and the menus presented, at that moment a suitable opening statement such as

If anyone has an allergy or an intolerance to any food please let me know so I can make sure your meal is served correctly.

Simple, pleasant and efficient. This should become as routine as saying "Good morning"

To summarise, have a simple statement on the menu and when greeting the customers let them know that you want to hear requests from anyone with a food allergy or intolerance.

Listening to the customer

You have learnt how the customer may be reluctant to tell you about his or her allergy and the importance of accuracy as the smallest amount of an allergen contaminating a customer's meal can be deadly.

You must make notes – write this down on your pad.



Use clear writing capital letters if necessary so that your team members can clearly understand. If you are not sure of something ask again, and make certain that you have fully understood.

Once you have made your notes, repeat what you have understood back to the customer to make certain what you have said is correct.

This may seem a little long winded, but think for a moment.

By repeating everything back to the customer, they will feel reassured and it is a process of double checking.

Writing everything clearly means that your fellow team members will also understand. We all know how busy and noisy a kitchen can be, we know how difficult it is to hear everything correctly.

We have all made mistakes by not properly hearing what was said in noisy kitchen.

Mistakes cannot be made with allergens!

So write it clearly, better, still highlight the information with a highlighting pen.

Make sure that the person in the kitchen knows that the order is for a person with an allergy.

Now double check again – discuss with your team member that the instructions from the customer can be performed – this discussion must take place between the person who took the order and the person who will prepare the meal.

Having fewer people in a chain of communication reduces the chance of an error.

The chef will tell the waiter that the preparation of the dish without the allergen or allergens is possible. This may require some additional checking by the chef. If for some reason it is not possible then the waiter must return immediately to the customer, perhaps to suggest an alternative as recommended by the chef.

Or in the worst case that a meal cannot be safely prepared.

Perhaps by now you realise that this is a little difficult to practise in a busy restaurant, but in reality it is very little extra work, yet vital to ensure the safety of your customer.

You normally greet customers, now you have another statement if anyone has an allergy....

Listening carefully as you always do when taking orders with the important task to accurately record the allergen information and make sure your notes are easily legible. Highlight your notes so that team members know that an allergy free meal has been ordered.

Talk to the chef, confirm that the dish is possible and return to the customer if there are any changes.

Eight Steps of Communication

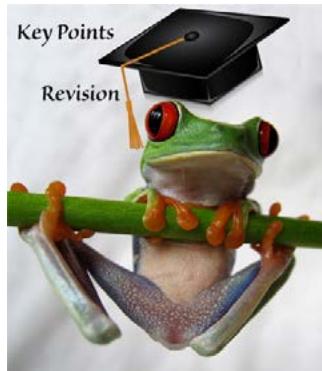


The Eight Steps of Communication

1. Allergen friendly menu.
2. Allergen question when greeting.
3. Listen carefully.
4. Take legible and accurate notes.
5. Repeat your notes to the customer.
6. Highlight an allergen free order.
7. Discuss with the chef.
8. Return to the customer if a change is needed.



Key Points and Revision



These key points are summarised by the Eight Steps of Communication.

1. Allergen friendly menu.
2. Allergen question when greeting.
3. Listen carefully.
4. Take legible and accurate notes.
5. Repeat your notes to the customer.
6. Highlight an allergen free order.
7. Discuss with the chef.
8. Return to the customer if a change is needed.

Finally, if it is considered that there is a risk of contamination, then you must refuse to serve the customer. While this should be the last resort, it always better to keep a person alive and well, even if they are not a customer.





If you wish to take the Allergen Control Communication - 4 Quiz visit the link below after you have signed into our learning website

<http://oer.hospitalitylearning.net/content/Allergen-Control-Communication-4-Quiz>