

Food Allergy Training Consultancy



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Aims of Food Allergy Training Consultancy

Raise awareness of food allergies, Coeliac Disease and Intolerances across the Hospitality Industry

By

- Training
- Consultancy
- Events



Training

- Allergens
- Cross contamination
- Labelling – know your menu's
- Customer service



Consultancy

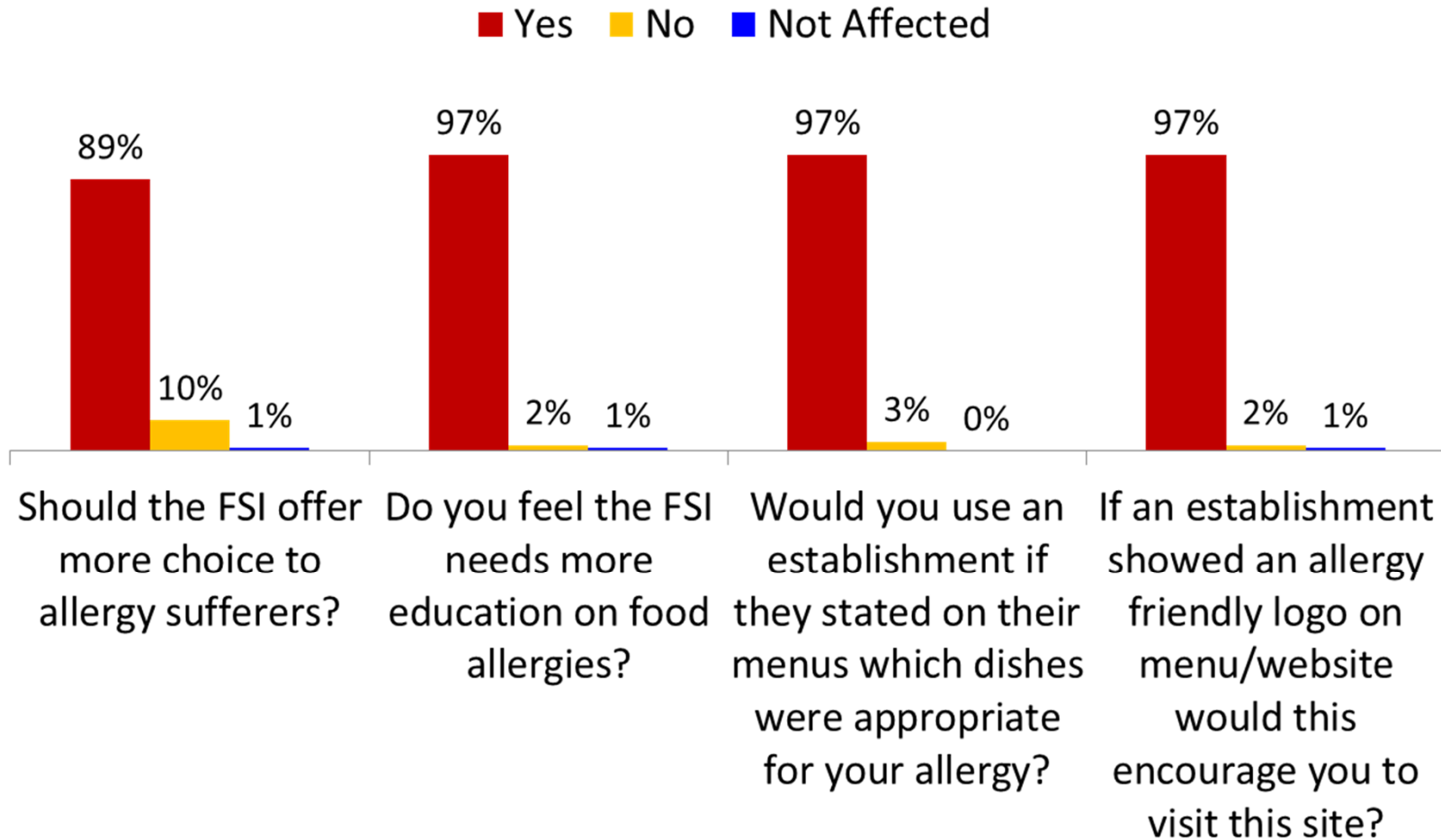
- Expanding menu choices
- Labelling
- Policies & procedures
- Cooking methods, preparation & storage
- Don't promise what you can't deliver



Survey for Food Allergy Sufferers

- Do you feel Food Service Businesses **should offer more choice** to allergy sufferers?
- Do you feel Food Service Businesses **need more education** on food allergies?
- Would you use Food Service Businesses if they stated on their menus **which dishes were appropriate for your allergy?**
- If a Food Service Business **showed allergy friendly logo** on menu/website would this encourage you to visit this site?

Results



Research Brighton & Sussex Medical School 2011

Title: Restaurant staff's knowledge of anaphylaxis and dietary care of people with allergies

Objective: To investigate restaurants staff knowledge about food allergies

- 81/90 reported they had received food hygiene training
- 30/90 – 33% received specific food allergy training
- 50/90 - 56% could name 3 or more allergens
- 81% reported confidence in providing a safe meal

Answers to true/false questions

Restaurant staff's knowledge of anaphylaxis and dietary care of people with allergies

- 38% believed an individual experiencing a reaction should drink water to dilute an allergen
- 23% thought consuming a small amount was safe
- 21% reported allergen removal from a finished meal rendered it safe
- 16% agreed cooking prevents it causing an allergy
- 12% were unaware that allergens can cause death
- 48% expressed interest in further training on food allergies

Conclusions

- 'Despite a high confidence level, they found obvious gaps in restaurants staff's knowledge of food allergies.'
- 'Food allergic customers need to be aware of this and adapt their behaviour accordingly.'
- 'The data compiled challenges the impact of current food allergy training practice for restaurant staff and supports the need for more rigorous and accessible training'
- **Staff with high comfort and low knowledge were seen as potentially dangerous**, giving customers a false sense of reassurance'

Communication

All restaurant staff need to receive food allergy training as the strength of the chain is only as great as its weakest link.

The waiters and servers are in **direct communication** with customers and they must be relied upon to ascertain the customer's needs.

But even if this is done effectively, **poor communication** between front of house and kitchen staff may contribute to a meal being served which is not safe for the customer.



What can you do?

Contact us

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Thank You