

# Food Allergy Awareness Workshops

Our bespoke food allergy awareness workshops provide an overview of the EU food allergy legislation for food operation businesses. Providing all staff a high level introduction to the legislation, and then specific to each business, where they can obtain information from and how to communicate it to their customers. Generic workshop content has been provided below, but this can be tailored according to need.

## Who should attend?

Staff involved in any aspect of food preparation, service and delivery.

## Delivery

The workshops are delivered on site for 2.5 hours, for up to 24 attendees per session. A letter of attendance (CPD) per delegate can be produced. Delivery will include practical and theoretical exercises to help attendees devise allergy policies and procedures for their establishment or area of business.

Workshops can be tailored in length, number of attendees and content dependent on business need.

## Course Content

### 1. Back of House

- Food allergies, coeliac disease and intolerances of the main food groups and hidden ingredients.
- Menu reviews and adaptations for allergy sufferers.
- Discuss alternative products.
- Cross contamination and how it happens, the consequences and its prevention.
- Gluten free labelling regulations.
- Equipment, cleanliness and maintaining a safe environment. (HACCP)
- Understanding customer service for the free from customer.

### 2. Front of House

- Food allergies, coeliac disease and intolerances of the main food groups and hidden ingredients.
- Cross contamination and how it happens, the consequences and its prevention.
- Gluten free labelling regulations.
- Equipment, cleanliness and maintaining a safe environment.
- Understanding customer service for the free from customer.
- Understanding the importance of the customer's medical condition.
- Empathetic customer service and reassurance to the customer that their condition is understood and catered for.

### 3. Room service and Other Food Related Departments

- Training dependent on the offerings of the venue

## Learning Outcomes

- An in-depth knowledge of the 14 EU allergens
- A basic understanding of the EU law and their responsibilities under it
- An understanding of cross contamination
- How to communicate with the FreeFrom customer

Contact us now for more information or to discuss any aspect of the course.

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