**FOH Allergen Standard Operating Procedure**

**PURPOSE:** To serve a safe and allergen free entrée to our guest with food allergies.

**SCOPE:** This procedure applies to all employees involved in serving guests with food allergies.

**KEY WORDS**: Allergies, Cleaning, Cross Contact, Equipment and Handwashing.

**INSTRUCTIONS:**

1. Initial determination of allergies at the table
2. Role play “Before we get started with taking your food order, are there any allergies at the table that I need to be aware of?”.
3. Guests informs the server of the specific allergen(s) they are allergic too.
4. Server fills out the pink allergen ticket.
5. When the entrée with the identified allergen is entered on the POS system, the Server must select the ALLERGY button and identify the allergen on the memo field.
6. Then the server will take the pink allergy ticket to the Kitchen Manager.
7. The Kitchen Manager must follow the entire preparation of the entrée in the kitchen.
8. After the entrée is ready to be served, the Kitchen Manager will walk and serve the entrée to the guest.
9. This process will ensure the safety and quality of the entrée.

**MONITORING:**

All employees responsible for receiving, preparing and serving the entrées with food allergens, must ensure this process is followed.

**CORRECTIVE ACTION:**

1. Retrain any employee found not to follow the procedure in this SOP.
2. Refrain from serving any food or entrée to a guest with a food allergy, if there is any question or doubt whether or not an allergen might be present in that entrée.
3. Activate the emergency action plan immediately if there is a guest with a potential for an anaphylaxis that has consumed a food allergen. Call 911!

**VERIFICATION:** All corrective actions are to be reviewed and documented by Management.