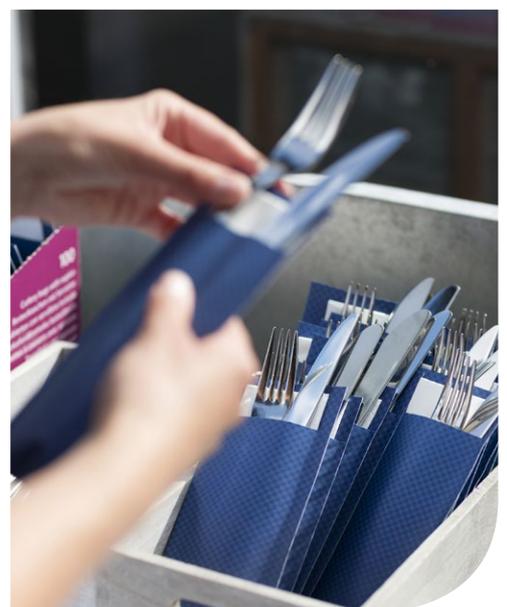




Preparing a table for a customer with a food allergy or intolerance

Development of the session



Stage 1: Definitions

In order to understand our role as food handlers dealing with someone who has a food allergy, intolerance or coeliac disease, we need to know what the difference is between them.

Q: What is a food allergy?

A: A food allergy is a rapid response to a food by your immune system. The most serious reaction is called anaphylaxis, although this is fairly uncommon.

Q: What is a food intolerance?

A: These are more common than food allergies. The symptoms come on more slowly; they are less serious in that they do not cause death or damage to the intestines.

Q: What is Coeliac Disease?

A: Coeliac disease is a disease that is an auto-immune condition where the immune system mistakes the substances found in the gluten (protein) as a threat to the body and attacks them. This leads to damage of the lining of the small intestine which then leads to malnutrition.

Gluten is a protein found in wheat, rye, barley and oats.

Q: Any questions?



Trainer guidance notes

Question and answer session to generate discussion around the definitions

Learner activities/key learning points

- Learners will respond to questions.
- Discussion around the definitions



Stage 2: EU Food Information for Consumers (EU FIC) Regulations

On the 13th December 2014 regulations will come into force which cover the information that must be supplied to customers regarding 14 main allergens.

Although this is primarily concerned with food labelling, there will now be more emphasis on the way we handle customers' meals if they have a food allergy, intolerance or coeliac disease to ensure they have a safe eating experience.

Activity

Ask each person to write on a post it note the first allergen that they think of. Ask each person to stick the post-it notes on their forehead and ask the rest of the group to look at each other's answers.

Generate discussion around the fact that most people only know a few, but there are now 14 main ones.

Briefly discuss the allergens on the sheet and explain that they can take this away with them.

For further information and advice on the EU Food Information for Consumers Regulations (EU FIC) visit the Food Standards Agency's website:

Food.gov.uk

Q: Any questions?

Trainer guidance notes

Trainer to explain

Distribute post-it notes and pens

Issue handout with all 14 allergens on

Learner activities/key learning points

- Learners to undertake activity and join in discussions.
- Learners read handout
- Ask questions
- Listen to explanations.



Stage 3: Surface cleaning and cross contamination

All food handlers must try to ensure that food does not become contaminated. Contaminated food could be harmful to health as it contains something that should not be there.

In respect of allergens, it is important that for example, milk does not come into contact with a food which does not contain milk as this could cause a reaction for someone with milk intolerance.

Food can become contaminated by an allergenic ingredient in one of two ways:

- Directly: through direct contact, splashes, spillages
- Indirectly: via a vehicle

Q: What is a vehicle?

A: Something that moves the allergenic ingredient from one food to another without the two foods actually touching.

Q: What are some examples of vehicles?

A: Utensils; cloths; hands; work surfaces; chopping boards

Example: Peanut

Using the example of a peanut allergen;

Q: What are some possible scenarios that could cause allergen contamination?

A: Directly - through touching or falling into another food
Indirectly - someone is eating a peanut, they don't wash their hands. They then go on to touch utensils, menus, cruet sets and when a person with a peanut allergy touches these items they could suffer an allergic reaction.



Trainer guidance notes
Trainer to explain

Learner activities/key learning points

- Learners to listen and respond to questions



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Allergic reactions are not dose dependent – even the smallest amount can cause a reaction in some people.

Refer back to the example at the beginning of the young girls and mother.

As we can see from this example surface cleaning is very important to prevent indirect cross contamination. If the table had been cleaned thoroughly this reaction in the young girl would not have happened.

Q: Any questions so far?

Trainer guidance notes

Trainer to stress



Stage 4: Preparing a table for a food allergy customer

When a customer informs the Manager or person in charge that they have a food allergy or intolerance, it is important that the table is prepared thoroughly to minimise the risk of a reaction. It is also important that the customer has confidence that their needs and expectations are met.

If you are given the task of preparing a table for this customer:

Q: What is the first thing you should do?

A: Wash and dry your hands* (see previous training sessions on hand washing). Tork Hand Wipes (190592 could be used as an alternative if water supply is limited)

Q: Why is it important to wash and dry your hands?

A: To remove any allergenic ingredients/residue from your hands.

Q: What do we mean by preparing the table?

A: Removing all the items from the table and thoroughly cleaning to remove the allergen residue.

Removing allergen residue is different to reducing bacteria to a safe level. Disinfectants do not kill allergens; we are simply removing the residue of the ingredient by cleaning.

Q: What items will need to be cleaned to safeguard the area that the customer is going to use?

A: Table and chairs; highchairs (if applicable); condiments (i.e. Salt & Pepper Pots, Ketchup Bottles etc); laminated menus; tableware (cutlery and utensils)

Trainer guidance notes

Trainer to explain

www.tork.co.uk/hospitalityhygiene

Issue handout with all 14 allergens on.

Trainer to explain

Learner activities/key learning points

- Learners to listen and answer questions



Activity

Let's have a look at this table which has just been vacated by a customer.

Q: What allergens can you see on this table?

(Ask the learners to identify the allergens on the table referring back to the handout earlier in the session)

This table needs to be thoroughly cleaned before a food allergy sufferer could eat at this table.

Q: What is the first step in the cleaning process to prepare this table?

A: Remove all items on the table e.g. menus, condiments, napkin holders. Wipe the table to remove loose food items, debris, spillages from the table surface and the chairs (highchairs if applicable) using a paper towel (such as Tork Reflex™ Portable Single Sheet Centrefeed).

Q: What is the second step?

A: Clean all the surfaces thoroughly.

Q: What do you require to clean the surfaces?

A: Cloths; water; solvents or detergents

Trainer guidance notes

Once the learners have come up with the suggested answers, move to a pre-prepared table which is dirty from a previous customer

Make sure some of the allergens are on the table e.g. spilt milk, breadcrumbs, sesame seeds from rolls

Use handout from earlier in the session

Learner activities/key learning points

- Learners to look at the table to identify allergen residue
- Learners to use the handout on allergens to help in the identification



Preparing a table for a customer with a food allergy or intolerance

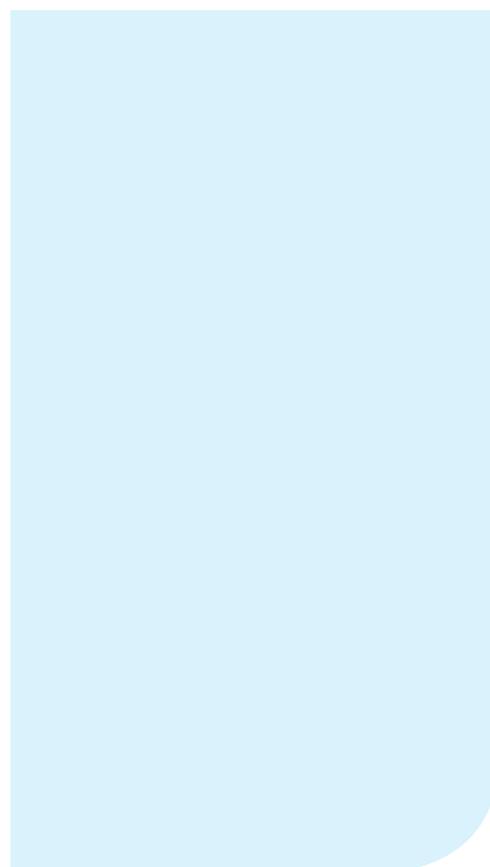
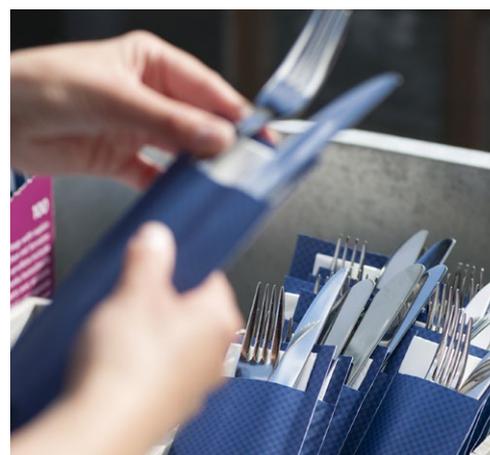
Q: What sort of cloths would you use?

A: One use disposable as this does not re-contaminate the surfaces. A combination of dry and wet cloths to wipe, clean and dry, such as the Tork Reflex™ Portable Single Sheet centrefeed and the Tork Low-lint Cleaning Cloth Handy Bucket.

Q: What items would you need to clean before laying up the table again?

A: The condiments; laminated menus; tableware (knives, forks, spoons); napkin holders and replacement napkins

Q: Any questions?



Stage 5: Using Tork products during the cleaning process

As you are working in the front of house first impressions and image is very important, especially to a food allergy sufferer.

Q: What impression would it make if you went out to clean a table with a bucket full of dirty water and a dirty cloth?

A: Does not inspire confidence. Food allergy sufferers are very particular about their food hygiene practices. Remember this is not a food preference; it could cause serious illness.

Order of products during the cleaning process:

1. Single sheet centrefeed, dry to wipe the surfaces to remove residue
2. Handy bucket cloths to clean the area thoroughly
3. Single sheet centrefeed to dry area thoroughly

Tork Handy Bucket (90492)

Q: How does the Tork Low-lint Cleaning Cloth Handy Bucket help to prepare the table and create the right impression?

A: Clean and tidy; flexible and hygienic solution; looks professional

Q: What are the advantages of using this bucket when preparing a table?

A: Portable and flexible wiping for all surfaces and table items; cleaning solutions can be added to the bucket, the solution and wipe combination is convenient, ready to use, quick therefore saves time and is very cost effective; the unique bucket enables single dispensing every time so no over usage; the nozzle prevents the wipes from drying out and prevents cross contamination



Trainer guidance notes

Trainer to choose appropriate section of the training plan depending on products

Learner activities/key learning points

- Learners to respond to questions
- Learners feel the wipes and carry the bucket to familiarise themselves with the product



Tork Reflex™ Portable Single Sheet Centrefeed

Q When would you use the centrefeed in the cleaning process?

A: To wipe away excess spillages and debris prior to cleaning; to dry the table after cleaning

Q Where are centrefeeds usually situated?

A: In the kitchen/back of house

Q What are the advantages of this product

A: It is portable, time saving and convenient; it also benefits from the single sheet dispensing; centrefeed hygienically protected within the dispenser

Activity: Using the products to wipe, clean and dry the table surfaces and setting

Order of products during the cleaning process:

1. Single sheet centrefeed, dry to wipe the surfaces to remove residue
2. Handy bucket cloths to clean the area thoroughly
3. Single sheet centrefeed to dry area thoroughly

Congratulate learners and coach any mistakes.

Q: Any questions?

Trainer guidance notes

Trainer to allow learners to pull out the wipes and feel for texture, strength etc.

Trainer to demonstrate the wiping, cleaning and drying of the surfaces and utensils and table items.

Trainer to observe learners practising.

Learner activities/key learning points

- Learners observe the trainers demonstration and then practice wiping, cleaning and drying their own table and items.



Stage 6: Re-laying the table using Tork products

Now that we have wiped, cleaned and dried the table we can re-set the table for our food allergy customer.

Q: To make the place setting even safer for the customer what could be placed on the table?

A: A placemat

Q: Why would this help to protect our food allergy customers?

A: If any allergen residue was mistakenly left on the table surface it would be covered by the placemat; each placemat is new for each customer and disposable

Q How could we protect the customers cutlery once it is cleaned?

A: Wrap in napkin or; Tork Cutlery Bag Napkins

Q What are the benefits of the Tork Cutlery Bag Napkins?

A: Good for busy environments; quick and easy to use; the cutlery items slip into the folded napkin pockets in less than half the time it takes to wrap it; the cutlery is better protected from contamination; new napkin for each customer

Activity: Re-laying the table

Congratulate learners and coach any mistakes.

Q: Any questions?

Trainer guidance notes

Trainer to allow learners to see and feel the placemats

Trainer allow learners to look at and feel the napkins

Trainer to demonstrate laying up the table with cleaned condiments, placemat, cutlery bag napkin and menu if appropriate

Trainer to observe learners practice session

Learner activities/key learning points

- Learners respond to questions
- Learners feel and look at the placemats and cutlery bag napkins
- Learners to observe trainers demonstration and then practice their own table area layout

