Introduction to the session
Training Session Plan

Session Aim
The aim of this session is to provide food handlers working in the front of house with an understanding of 14 allergens covered by food labelling legislation. It will provide information on the Tork products and how they contribute to maintaining a safe environment for a customer with a food allergy or intolerance to eat confidently.

Location
On the job in the workplace
Timings appropriate to operational requirements

Preparation
- Tork Low-lint Handy Bucket
- Cleaning solution
- Tork Reflex™ Portable Single Sheet Centrefeed
- Tork Cutlery Bag Napkin
- Tork Placemats
- Tables and chairs
- Highchair (if available and appropriate)
- Tableware (knives, forks, spoons)
- Cruet sets
- Laminated menus
- Trays
- Tutor notes/post-it notes/handouts
- Quiz sheets and writing implements
As food handlers you have a responsibility to safeguard food and the customers who are eating your food at all times. This session will help to give you confidence to undertake this responsibility.

Title

Good morning/afternoon/evening and welcome to this session on “Preparing a Table for a Customer with a Food Allergy or Food Intolerance”. My name is ___ and I will be taking you through this session today. In December 2014 regulations will come into force which cover the information that must be supplied to customers regarding 14 main allergens.

Although this legislation 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.

Interest

Q: A little girl went into a café for lunch with her mother. After being seated but before ordering, the little girl developed a rash and hives on her wrist and on the underneath side of her arm. How did this happen?

A: The little girl had intolerance to milk; there had been spilt milk on the table from the previous customer which had not been cleaned thoroughly. When the little girl placed her arm on the table she experienced a reaction.

Examples such as this demonstrate the importance of cleaning our customers’ area thoroughly to prevent such an incident, thus keeping them safe.

Q What questions do you have so far?
Q Have you had any form of food safety training previously?
Q Does anyone have a food allergy?

Thank you let us now begin.