

Restaurant

The Allergy Standard

Five steps that carry a guest's allergy from the booking to the plate.
Most mistakes happen in the hand-over between two careful people.

Who	When	You need
Host, servers, the head chef and the pass	Every booking and every table, before any order is taken	The allergen chart for tonight's menu, an allergy flag in the POS
Measured by Allergy question asked at every table · Every allergy ticket confirmed by the chef · Safe dish named as it is set down		

1 Ask early

Ask about allergies and dietary needs when the booking is taken and again at the table, before the order, at every table. Write it against the guest's name and seat, never as a general table note.

"Before we start, does anyone at the table have an allergy, or anything you don't eat?"

Common mistake Asking only when someone mentions a diet. The guest with a nut allergy assumes you would have asked if it mattered.

2 Check, never guess

If the dish is not on the allergen chart, or the recipe has changed, the server asks the chef before answering. Tell the guest what the kitchen will do, and never say 'it should be fine' about any dish.

"Let me check that with the chef now, Mr Okafor. I'll be back within two minutes."

Common mistake Answering from memory because the dish was safe last month. The sauce base changed on Tuesday.

3 Flag the ticket

Enter the allergy on the order with the seat number and the allergen in capitals, then tell the pass in person as well. A flagged ticket without a spoken word to the chef counts as an unconfirmed order.

"Seat 2, SESAME ALLERGY. Confirmed with Chef Bianchi, 20:14."

Common mistake Trusting the printer. The ticket came out under three others and nobody on the line read the last line.

4 Name the dish

The allergy plate leaves the pass on its own, carried by the server who took the order, and is set down first. Name the dish and what it is free of, so the guest can stop you if anything looks wrong.

"Ms Haddad, your sea bass, made without any dairy, as we discussed."

Common mistake Letting a runner ask "Who had the fish?" The safe plate lands at the wrong seat and nobody notices.

5 Stop if unsure

If anyone in the chain is unsure, the plate does not go. It returns to the kitchen, is made again from the start, and the guest is told about the short wait. Record every allergy on the guest profile.

"Your plate will be four more minutes. The kitchen is making it fresh, to be certain."

Common mistake Scraping off the garnish and sending the plate back out. The traces stay on the plate, and so does the risk.

Your Allergy Chain

Write down who holds each link in your own restaurant. A box left blank, or one that says 'whoever is free', is where the next incident starts.

At the booking

Who asks _____

Where it is written _____

Who confirms _____

What the guest hears _____

At the table

Who asks _____

Where it is written _____

Who confirms _____

What the guest hears _____

At the pass

Who asks _____

Where it is written _____

Who confirms _____

What the guest hears _____

How to use this with your team

Fill it in with the head chef at Monday's briefing. Each day one server walks a test allergy from booking to plate, and the restaurant manager checks that every box was followed.

Part of the DolceVita Standards Library: free operating standards for every department of the hotel, at dolcevitahospitality.com/free-resources.