



TAG Dining System™

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# An Allergy-/Gluten-Free TRAINING GUIDE for Restaurants®



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The following materials are provided by On The Menu, LLC, to assist with training your staff on serving allergy-/gluten-free foods. All content contained in this manual is the intellectual property of On The Menu, LLC (“OTM”). **No portion of this online training guide may be copied, reproduced, stored in a retrieval system, distributed, displayed, transmitted, transcribed or translated into any language in any form or by any means without OTM’s express prior written consent**

For the purposes of this guide, we will define “allergy-free” as foods naturally free of or with nothing added which contains the given allergen. The FDA recently defines gluten-free as a food either inherently gluten-free or containing less than 20 parts per million (ppm) gluten and not containing any gluten-containing grain or ingredient derived from a gluten containing grain that has not been processed to remove the gluten.

Since most food manufacturers do not test their products for gluten, for the purposes of this guide and the TAG software program, we will define gluten-free as foods naturally free of gluten or with no added wheat, barley, rye, oats or their derivatives.

#### Disclaimer

On The Menu, LLC is not responsible for any adverse effects or consequences resulting from any of the information, including use of suggestions, lists, products and procedures that appear in this training guide. A foodservice facility should not rely on this guide as the only source of information to provide allergy-/gluten-free meals or to prevent cross-contact. All local, state and federal requirements relating to food handling and safety must be followed to prevent food contact. The information in this training guide is subject to change.





# The TAG Dining System™

# The TAG Dining System™

Your food-sensitive guests want to dine out while adhering to their dietary needs. You want to offer a safe dining experience for them, and legislation is beginning to require it. As demand for allergy-/gluten-free foods has grown, On The Menu has applied our expertise as consultants to restaurants in this area.



In an effort to provide you with top-notch, accurate information, **On The Menu** has developed the following three-phase system designed to guide you through every step of the process and help you meet your guests' allergy-/gluten-free needs.

## Phase 1: Track

We use nutrient analysis software to evaluate every ingredient, recipe, and preparation method used in your restaurant, ensuring accurate tracking of all allergens and gluten in menu items. One key advantage of this system is its ability to immediately reflect changes in ingredients, recipes, or preparation methods—providing real-time results so your staff isn't left guessing about what your food contains, and neither are your customers.

At the completion of this phase, we provide a detailed spreadsheet outlining all menu items, their ingredients, and a comprehensive list of any allergens or gluten present.

## Phase 2: Train

The second phase is where the research results obtained in Phase 1 meet the reality of food preparation and serving. Once On The Menu has completed the research, we're ready to help you with staff training, a very important step in bringing allergy-/gluten-free foods to your customers. This training guide, *An Allergy-/Gluten-Free Training Guide for Restaurants®*, contains everything you'll need to know to instruct your staff in proper preparation and serving techniques, including methods on how to handle food and utensils to keep allergens contained and food items safe.



## Phase 3: Tell

Phase 3 empowers your team to confidently put knowledge into action. With all allergens and gluten thoroughly identified and tracked across your menu—and your staff fully trained to interpret and apply this critical information—you're now ready to use it where it matters most: in everyday guest service. The TAG spreadsheets and training become powerful tools your staff can rely on to safely accommodate guests with dietary restrictions. This not only supports a safer dining experience but also builds trust with your guests by helping them make informed choices that align with their health and dietary needs.

### TAG Tracks the following:

#### Top 9 Allergens

- ✓ Wheat
- ✓ Milk
- ✓ Soy (including soybean oil and soy lecithin)
- ✓ Eggs
- ✓ Peanuts
- ✓ Tree Nuts (almonds, cashews, walnuts, etc.)
- ✓ Fish
- ✓ Crustacean/Shellfish (shrimp, crab, lobster, etc.)
- ✓ Sesame

#### Gluten

- ✓ Wheat
- ✓ Barley
- ✓ Rye
- ✓ Oats



# Allergy and Gluten Facts

# Getting Started

It's estimated that **33 million Americans (about 11% of the population)** have some kind of food allergy, and **roughly two and a half million** have celiac disease. Considering these statistics, it's likely that you have a guest on a restricted diet dining in your restaurant right now.

At On The Menu, we've seen the demand for allergy-/gluten-free foods grow dramatically since we started business in 2004. With the prevalence of food allergies and celiac disease on the rise, there's no sign of it stopping. We have become experts on providing a safe dining experience for customers with gluten and other food allergies or sensitivities and have created our three-phase TAG Dining System™ to assist you in this process. This manual is Phase 2 of our program, where you'll find the information you need to train your foodservice staff.



This guide emphasizes safety and focuses on the small details that make a big difference to your guests. Phase 1 identifies gluten and allergens and major food sensitivity ingredients in all of your menu items. Once all of these items are identified, the next step, training your staff to prevent cross-contact is crucial. With some care and attention, preparing and serving allergy-/gluten-free foods can become second nature to you and your staff.

**Let's get started!**



# Background on Food Allergies and Celiac Disease

It's important to know some of the basics about food allergies and celiac disease and how they affect your customers. These conditions are more than just a nuisance – in some cases, they are life-threatening. These facts will give you a quick overview.

**Be sure to include this Q&A information in all staff training – it's important for your staff to know what your customers must consider when they eat a meal.** This same information is included later in the Guide as a laminated page that can be copied and used as a handout for training sessions.

**Q&A**  
handout

see  
back  
pocket

## Q&A

### **What is a food allergy, and how many people have one?**

According to Food Allergy Research & Education (FARE), a food allergy is an immune-system response to a food protein that the body mistakenly believes is harmful. Research indicates **11%** of adults and one in 13 children under the age of 18 in the U.S. has a food allergy.

### **What is celiac disease, what are its symptoms, and how common is it?**

Celiac disease is an inherited autoimmune disease that damages the small intestine. Symptoms of celiac disease vary and can often mimic other diseases. Some common symptoms include diarrhea, nausea, weight loss, heartburn, unexplained anemia, joint pains, irritability, depression and fatigue. It is estimated that one of every **133** people in the U.S. has celiac disease.

### **What is the treatment for food allergies and celiac disease?**

Currently, there is no cure for food allergies or celiac disease. The only treatment available for food allergies and celiac disease is a diet free of the offending foods.

### **Does everyone following an allergy-/gluten-free diet have a true food allergy or celiac disease?**

No, some people have a food intolerance or sensitivity. Their reactions may vary from mild to severe. Others follow an allergy-/gluten-free diet out of personal choice. To prevent the occurrence of a severe reaction, err on the side of caution and take all requests for an allergy-/gluten-free meals seriously.

### **What are the primary foods that trigger a food allergy?**

Peanuts, milk, soy, eggs, wheat, **sesame**, tree nuts, fish and shellfish, known as the "Top 9," account for 90 percent of all food allergy reactions. However, more than 160 foods can cause an allergic reaction. These ingredients are not always obvious in a food. Words such as 'casein and whey' can indicate milk, "albumin" might indicate eggs which is why the FDA now requires companies to put the name of these **nine** foods on a label when any ingredient derived from them is in the food.

  
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# Background on Food Allergies and Celiac Disease

## What symptoms will a person with food allergies have if they eat a food containing the allergen?

Symptoms of an allergic reaction may be life-threatening including difficulty breathing and loss of consciousness, or they may be less severe and include hives, flushed skin or rash, itching, swelling of the lips and face, coughing, stuffy nose, and abdominal cramping. In some cases, speedy medical assistance is required. Anaphylactic shock is an extreme allergic reaction and must be treated immediately.



## What foods does someone with celiac disease have to avoid?

People with celiac disease must avoid all gluten. Gluten is a protein found in wheat, barley and rye. Oats have lesser amounts of the gluten protein, but often come in contact with wheat or barley. Because of the smaller amount of gluten protein in them, many people with celiac disease can tolerate pure or “gluten-free” oats; however, many people with celiac disease do still react. **is is why your TAG spreadsheets identify oats under gluten, unless they're labeled as “gluten-free.”**

## What foods typically contain gluten?

Common gluten-containing foods include flour, breads, buns, tortillas, pasta, couscous, orzo, croutons, and desserts. Although rice, potatoes, corn, beans, meats, fruits and vegetables are gluten-free, ingredients such as broths, sauces, marinades, and dressings typically used in preparing them may contain gluten. Always check your TAG spreadsheets.

## What happens if someone who has celiac disease eats gluten?

Reaction to eating gluten varies. Some people become very ill with stomach cramps, nausea, vomiting and/or diarrhea right away; others may not have immediate symptoms. A few people will have no symptoms at all. However, for everyone with celiac disease avoiding gluten prevents disease symptoms from returning and reduces the risk for future complications.

## Does heating food destroy allergens and gluten?

No. The only way to destroy a food allergen or gluten is to properly clean work surfaces, pots and pans, utensils, etc. with soapy water and friction, and a thorough rinse.

## Gluten containing Foods

- wheat
- barley
- rye
- oats
- malt
- spelt
- seitan

## Foods Naturally Free of Gluten

- fruits
- fish
- poultry
- corn
- milk
- beans
- vegetables
- meats
- rice
- potatoes
- eggs
- oil



# Background on Food Allergies and Celiac Disease

## **What is the legal definition of “gluten-free”?**

Effective August 2014, all foods labeled “gluten-free” need to meet the following criteria: either the food must be inherently gluten-free (fruit or vegetable), or it must contain less than 20 parts per million (ppm) of gluten and can not contain any gluten-containing grain or any ingredient derived from a gluten-containing grain that has not been modified to remove the gluten. Although the FDA passed this law primarily to apply to commercially packaged foods, restaurants are expected to adhere to the same guidelines.



GF

## **Are restaurants required to test the food to meet this standard?**

No, restaurants are not required to test the food. The FDA does expect manufacturers to be responsible for ensuring that any gluten-free claim is truthful and complies with these regulations. This would also apply to restaurants.

## **Is it realistic that food prepared in a restaurant will meet FDA guidelines?**

Meeting the FDA's definition of gluten-free is difficult in any restaurant that uses gluten-containing ingredients, with all the potential for cross-contact. For example, preparing foods in the same area as other foods, near an area where there might be airborne particles of gluten (flour, crumbs), using the same ingredients in gluten-free and gluten-containing foods, using the same gloves or utensils could all cause the final menu item to contain more than 20 ppm gluten.

From a legal standpoint, statements such as, “made with no gluten-containing ingredients,” may be more appropriate than labeling meals “gluten-free.”

For more information on the FDA's gluten-free regulations, see the link under Resources (pg. 23).

## **What can we do to help people on special diets?**

Eating out is a luxury for someone with food allergies and/or celiac disease. Be understanding of customers requesting allergy-/gluten-free foods. Attend the training sessions and become aware of the allergy-/gluten-free food offerings and their food preparation requirements. And if you have questions, be sure to ask your manager or designated contact. Never guess. You can let your customers know that all ingredients have been researched for the presence of gluten and allergens, which foods are free of those ingredients and that all efforts to prevent cross contact are being taken in preparation of their meal.



# Cross Contact Training

# Cross-Contact Training

## Cross-Contact vs. Cross-Contamination

Cross-contact is often referred to as cross-contamination. However, they are not the same. Contamination refers to the presence of a food pathogen that can cause sickness. If something is contaminated it can almost always be destroyed by heat or bleach. Gluten and allergens are not pathogens, they are proteins – therefore contact of one food to another should be referred to as cross-contact.

### Allergens and gluten can enter the body in three ways:

1. Ingestion (when a person eats the food)
2. Contact (when a person touches the food and then transfers the allergen to their own food or their mouth)
3. Inhalation (when a person breathes in the food; i.e., flour/wheat particles in the air)

Note: allergic reactions tend to be more severe when caused by ingesting foods than by contact or inhalation.

Cross-contact occurs when a food or surface (utensil, equipment, gloves, towels, etc.) containing an allergen or gluten touches an allergy-/gluten-free food. This contact may be direct (putting croutons which contain wheat and gluten on a salad which is typically free of allergens and gluten), or indirect (hands or utensils carrying food bits, or flour particles in the air).

Gluten and allergens cannot be destroyed by heat. They must be thoroughly scrubbed away with soapy water or a commercial cleaning wipe and thoroughly rinsed.

### REMEMBER!

Never guess about ingredients that may contain food allergens and/or gluten.

## A Word on Substitutions

Every ingredient used in your restaurant should be researched to identify any allergens and/or gluten, a task we completed for you in Phase 1 of the TAG Dining System™. In creating allergy-/gluten-free meals, it is critical that only ingredients free of a guest's food restriction be used and no ingredient substitutions be made. Recipe adaptations and/or ingredient or meal substitutions can result in food that DOES contain gluten or allergens. There can be no substitution or additions of ingredients unless approved by management.

If an ingredient brand or supplier changes, be sure to contact On The Menu to update your TAG spreadsheet. It is also important to stay in touch with your suppliers to learn when they make changes to their products. This way your customers are assured of having the most up-to-date information.

**No guessing, please!**



# Kitchen Layout

Every kitchen is different and only you know what will work in yours. Walk through the kitchen. Where is the best location to prepare allergy-/gluten-free foods? Is a separate workspace available? If not, can you prepare the allergy-/gluten-free foods along with those that contain allergens and gluten without fear of cross-contact? It's important to know your weak areas before they become a problem. **Don't reach beyond your means. Decide what's realistic for your particular kitchen.** We can't emphasize enough: It's far better to create a small selection of allergy-/gluten-free items you can safely deliver than to have an extensive menu with potential problems.



## When touring the kitchen, take note of:

- ◆ Kitchen size
- ◆ Work flow
- ◆ Counter space
- ◆ Potential separate work stations
- ◆ Food preparation methods
- ◆ Oven size and number of ovens
- ◆ Shared equipment such as toasters, blenders, mixers and slicers
- ◆ Cleanliness of equipment, counters, floors, etc.
- ◆ Availability of separate allergy-/gluten-free equipment, ladles, sauce/dressing containers, pans, cutting boards and utensils
- ◆ Number of employees
- ◆ Availability of manager(s)
- ◆ Time and care spent on food preparation
- ◆ Staff/guest relations
- ◆ Language barriers

# Cross-Contact Training

## Cross-Contact Prevention

Use the following information on methods to prevent cross-contact during training. A laminated copy is included in this guide.

- ◆ If you have purchased any specialty allergy- or gluten-free items, keep them sealed and in a separate area in your storeroom.
- ◆ Before preparing an allergy-/gluten-free item, thoroughly clean hands with soap and warm water (sanitizer alone is not adequate) and put on a new pair of gloves. If necessary, cover a soiled uniform with a clean apron.
- ◆ Wash all work surfaces, cutting boards, utensils, thermometers, dishes, pots, pans and appliances such as blenders, mixers and slicers that may have come in contact with allergy-/gluten-containing foods in soapy water prior to preparing food. If an appliance cannot be properly cleaned, such as a toaster, then find an alternative method for preparing allergy-/gluten-free foods.
- ◆ Buckets and dishrags may be a source of cross-contact—always use a fresh, clean rag or disposable towel dipped in clean, soapy water or a commercial cleaning wipe to clean surfaces.
- ◆ If possible, designate a set of kitchen tools (i.e., cutting boards, utensils, pot and pans) for preparing foods free of allergens and/or another set for gluten-free foods. Color-coded sets help food handlers keep foods separate. If tools must be shared, always clean following safe practices prior to use. Store these tools separately in an area where they are not likely to be near any airborne allergens or gluten.
- ◆ If a surface such as a grill must be used in preparing the meal, then cover an area with aluminum foil before preparing the allergy-/gluten-free food on it.
- ◆ If using the same oven (conventional or microwave) to bake allergy-/gluten-containing foods, be sure to bake or cook the food in a separate, clean pan. If possible, cover the food while baking.
- ◆ Use clean, fresh water for steaming, boiling and poaching. Even splatter or steam from cooking can act as cross-contact.
- ◆ Do not fry allergy-/gluten-free foods in the same oil that has been used for frying non-allergy-/gluten-free items (i.e., battered items).
- ◆ Avoid using condiments, spreads, sauces and foods such as mayonnaise, margarine, peanut butter, ice cream or salsa that may have come into contact with allergy-/gluten-containing foods such as bread. Ladles that have inadvertently touched a food will transfer allergens/gluten to the entire product if put back into a container. Either keep separate labeled containers specifically for allergy-/gluten-free use or open a new container. Wash all containers before refilling with new foods.
- ◆ Garnish dishes only with allergy-/gluten-free approved garnishes.
- ◆ Avoid serving allergy-/gluten-free foods in high contact areas such as buffet tables.
- ◆ Carry the allergy-/gluten-free meal separately by hand from the kitchen, not on a tray with other meals. If necessary, use clean hot pads or towels to carry this meal.
- ◆ Be sure servers do not carry food, cheese graters, pepper mills or utensils in their apron pockets.
- ◆ If cross-contact occurs, remake the entire order.

**CROSS  
CONTACT**  
handout

see back  
pocket

**To prevent cross-contact remember to use clean utensils when stirring sauces, flipping meats, cutting foods, etc.**

  
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# Writing a Disclaimer

In the back pocket of this training guide, please keep a current copy of allergy- and/or gluten-free menu items, and TAG **spreadsheets** such as **statements**, and charts specific to your restaurant. Check with management to be sure you have the most current information, as it may change from time to time.

Below is an example of statements you may want to include in your allergy-/gluten-free menu disclaimer. Please read them over and consult a legal professional for ideas for the information you may want to include on your restaurant menu(s).

## Disclaimer

A good disclaimer includes: 1) the steps taken to serve allergy-/gluten-free foods, and 2) potential problem areas the restaurant is unable to control as well as a liability statement. Here are some examples our clients have used. Of course, a disclaimer usually comprises more than one of the bulleted items:

Please let us know if you are allergic or intolerant to any foods. We do our very best to take every possible care to provide you with a safe dining experience.

Our foods have been thoroughly researched for the presence of allergens and gluten and every effort is made to keep these ingredients free of cross-contact with other allergens.

We prepare our allergy-/gluten-free foods in a designated area that is properly maintained to avoid cross-contact.

Our gluten-free baked goods are supplied by a gluten-free bakery.

Our ordering system allows the wait staff to clearly mark orders with allergy/ gluten sensitivities.

We have a designated "Top 9" allergy-/gluten-free fryer.

Our kitchen staff has been trained to use clean utensils, equipment and work surfaces to prepare your allergy-/gluten-free foods.

To keep your special meal free from cross-contact, we cook/bake it in single-use containers.

To identify the risk of cross-contact we will serve your meal on a white plate in place of our standard colored plates.

In the event that any error occurs, our staff has been trained to replace your entire plate of food.

Our goal is to please you! Do not hesitate to ask for a manager at any time during your dining experience.

Our kitchen is not free of gluten and allergens. There is always chance of human error, change in ingredient/product formulation or supplier.

We do not assume any liability for the foods offered.

Eat at your own risk.

## Example of a Disclaimer

*Please let us know if you are allergic or intolerant to any foods. We do our very best to take every possible care to provide you with a safe dining experience. We prepare our allergy-/gluten-free foods in a designated area that is properly maintained to avoid cross-contact. We do not assume any liability for the foods offered.*



# Barriers

Management should be aware of barriers that may prevent safely serving allergy-/gluten-free foods, so they can be anticipated and addressed. The most important factor in ensuring a safe dining experience for your allergy-/gluten sensitive customers is regular training for all employees. In addition to regular trainings and encouragement, management must lead by example and demonstrate a positive attitude toward providing allergy-/gluten-free foods to guests.

## **Potential barriers to providing an allergy-/gluten-free item**

1. Time constraints
  - ◆ easier not to do
  - ◆ impatient managers/rushing employees
  - ◆ peak restaurant hours
  - ◆ high employee turnover rate
2. Forgetting
3. Inadequate training
  - ◆ not understanding the consequences of/necessity for an allergy-/gluten-free diet
  - ◆ not knowing how to prepare an allergy-/gluten-free food
  - ◆ not understanding methods used to prevent cross-contact
4. Inadequate resources
  - ◆ inadequate space in kitchen
  - ◆ lack of equipment (separate cutting boards, utensils)
  - ◆ lack of staff
5. Indifferent management
  - ◆ managers don't monitor employees or hold them accountable
  - ◆ managers/other employees setting bad examples

**The most important factor in ensuring a safe dining experience for your allergy-/gluten-sensitive customers is regular training for all employees.**



# Roles and Procedures

# Employee Roles and Training Objectives

## Management

Depending on the organization of your restaurant(s), you'll likely want to appoint a manager and/or chef as the designated contact for any questions from guests or staff about allergy-/gluten-free foods. **Make sure every designated contact person and manager is familiar with training materials and keeps current with allergy-/gluten-free food offerings.** If possible, have them present part or all of the training materials for both the front and back of the house staff.

Management should be comfortable with the following information: understanding allergen and food sensitivity diets, standard operating procedures, best practices for preparing and serving special meals, how to guide guests in making menu selections, and approved methods for meal prep and serving. Management is required to make sure all new employees have food allergy training before they serve guests, and management should schedule periodic reviews for all staff.

### The management staff will:

- understand the basics of food allergies and gluten intolerance/ceciac disease
- be able to identify the top **nine** allergens and major gluten sources
- be knowledgeable about the **TAG spreadsheets** and the allergy-/gluten-free foods available
- be able to communicate to guests that every allergy-/gluten-free food item including all ingredients, has been researched and found appropriate
- make sure **TAG spreadsheets** are readily available for employee use
- be aware that changes in recipes, ingredient formulation or supplier may change the allergen and/or gluten status of a menu item
- understand procedures used when a guest communicates an allergy or gluten sensitivity
- understand, support and practice methods to avoid cross-contact of allergens and gluten
- be aware of barriers prohibiting staff compliance and understand their role in supporting adherence to allergy-/gluten-free policies
- have the ability to educate employees on all training objectives



# Employee Roles and Training Objectives

## Front of the House

The host and wait staff will probably be the first to come into contact with a guest requesting special food needs. As soon as they are aware a guest with special dietary needs has entered the establishment, they should make sure the designated contact is alerted. Although we recommend appointing management or a chef as the designated contact for questions, the wait staff should be familiar with allergy-/gluten-free food offerings. Keep your TAG **spreadsheets** handy to be able to share with your guests. In addition, they should keep in mind that food allergies and celiac disease are serious health disorders, sometimes life-threatening, and to take all requests seriously. Along with the designated contact, it is important that the wait staff show their concern by listening carefully and answering all questions to the best of their ability. If there are questions they cannot answer they should never guess. Instead, they should alert the designated contact person.

Before seating a guest with food allergies, the host should be sure the seating area is thoroughly clean with no leftover food from other diners. If your establishment uses tablecloths, a clean one should be used. High chairs should be carefully cleaned to remove any food debris. If possible, seat a guest with food allergies away from the kitchen as food splatters or steam can carry allergens to a close table.

Allergy-/gluten-free orders should be ordered appropriately and delivered directly from the service window to the guest by the designated staff member or server to avoid adding potentially harmful garnishes or exposing the meal to cross-contact with food allergens.

### **The front of the house staff will:**

- understand the basics of food allergies and gluten intolerance/ceeliac disease
- be able to identify common foods containing allergens and gluten
- become knowledgeable about the TAG **spreadsheets** and the allergy-/gluten-free foods available
- be able to communicate to guests that every allergy-/gluten-free item, including all ingredients, have been researched and found appropriate
- be aware that changes in recipes, ingredient formulation or supplier may change the allergen/gluten status of a menu item
- understand procedures to follow when a guest communicates an allergy or gluten sensitivity such as properly entering an allergy-/gluten-free meal into the POS system
- know to alert the designated contact when an allergy or gluten sensitivity has been communicated
- understand, support and practice methods to avoid cross-contact of allergens and gluten
- be aware of the importance of compliance with procedures
- understand they should never guess if they do not have the answer to a guest's question
- know to ask help from the designated contact person as questions arise



# Employee Roles and Training Objectives

## Back of the House

All back of the house employees must be made aware when a guest with special dietary needs enters the restaurant. They should be trained on the use of the TAG **spreadsheets** and on the allergy-/gluten-free food offerings, and methods to prevent cross-contact as a dish is prepared and delivered. All back of the house staff must know there can be no substitutions or additions of ingredients unless approved by management and/or the designated contact.



### **The back of the house staff will:**

- understand the basics of food allergies and gluten intolerance/ceeliac disease
- be able to identify common foods containing gluten and allergens
- become familiar with the TAG **spreadsheets** and the allergy-/gluten-free foods available
- understand that every allergy-/gluten-free item, including all ingredients, have been researched and found appropriate
- be aware that changes in recipes, ingredient formulation or supplier may change the allergen/gluten status of a menu item
- recognize what an allergy-/gluten-free meal order ticket looks like when it comes to the kitchen
- understand allergy-/gluten-free recipes must be followed without variations unless thoroughly researched and approved
- learn and apply methods to prevent cross-contact
- be aware of the importance of compliance with procedures
- know to ask help from management as questions arise

Remember, training is an ongoing process. Include allergen/gluten training as part of the new employee orientation. Also, periodically refresh employees on the allergy-/gluten-free menu during staff meetings.



# Employee Roles and Training Objectives

## Procedures

### 1. Greeting a guest with food allergies/ceeliac disease

Once a guest communicates a food allergy or celiac disease, it is important for the wait staff to notify the designated contact (usually a manager or chef). The designated contact will be responsible for greeting the guest(s) and if needed, providing them with TAG **spreadsheets** such as an allergen chart, ingredient statements, list of gluten-free food choices or other information your restaurant uses to accommodate guests. The designated contact should also alert the back of the house that a special order will be arriving shortly. If the designated contact does not have time to complete these tasks, a trained wait staff employee can step in. However, a designated contact should be available to assist staff with any questions.

If a guest communicates their needs before being seated, the host should ~~stand the allergy allergen-free kitchen close to table~~ Always be sure the seating area is thoroughly clean with no leftover food from other diners. High chairs should be carefully cleaned to remove any food debris. If your establishment uses tablecloths, a clean one should be used.

**We suggest you periodically complete a “standards” check after training. Arrange for a secret test customer to determine whether staff is correctly following procedures.**

### 2. Placing allergy-/gluten-free food orders

When taking an allergy-/gluten-free order, the wait staff is responsible for designating it as such in the ordering/ POS system. There should be a specific, clear entry for allergy-/gluten-free menu items. The wait staff must always choose an allergy-/gluten-free entry when placing an order from the allergy-/gluten-free menu. Make sure the entry is designated with the heading “Allergy-/Gluten-Free.” If possible, have it appear in red letters. If your establishment does not use a POS system, the wait staff should write all allergy-/gluten-free meal orders on a brightly-colored meal order ticket to tell it apart from the standard meal order tickets.

### 3. Preparing allergy-/gluten-free food orders

The back of the house will recognize an order as allergy-/gluten-free when it arrives in the kitchen on the printer or on the brightly-colored meal order ticket. All foods on the allergy-/gluten-free menu contain ingredients that have been determined to be free of allergens/gluten. Meals should be prepared according to the recipe—there can be no substitution or additions of ingredients unless approved by management.

All allergy-/gluten-free products should be made in a designated area of the kitchen using ladles, sauce/dressing holders, pans, utensils, hot pads, towels, etc. specifically designated for allergy-/gluten-free use. In addition, methods to prevent cross-contact must be followed by the kitchen staff.

*continued*



# Employee Roles and Training Objectives



## 4. Delivering allergy-/gluten-free items

Once an allergy-/gluten-free order is prepared, it should be delivered directly from the service window to the guest by the designated contact or wait staff separate from other meals to avoid cross-contact. Avoid adding potentially harmful garnishes or exposing the meal to cross-contact with food allergens. If necessary, use clean hot pads or towels to carry it. If the wait staff, not the designated contact, delivers the allergy-/gluten-free items to the table, the designated contact should follow up with the guest, answer any questions and check the meal for accuracy. If there are any errors, the entire meal should be removed and re-made from scratch. **A happy customer is a repeat customer.**



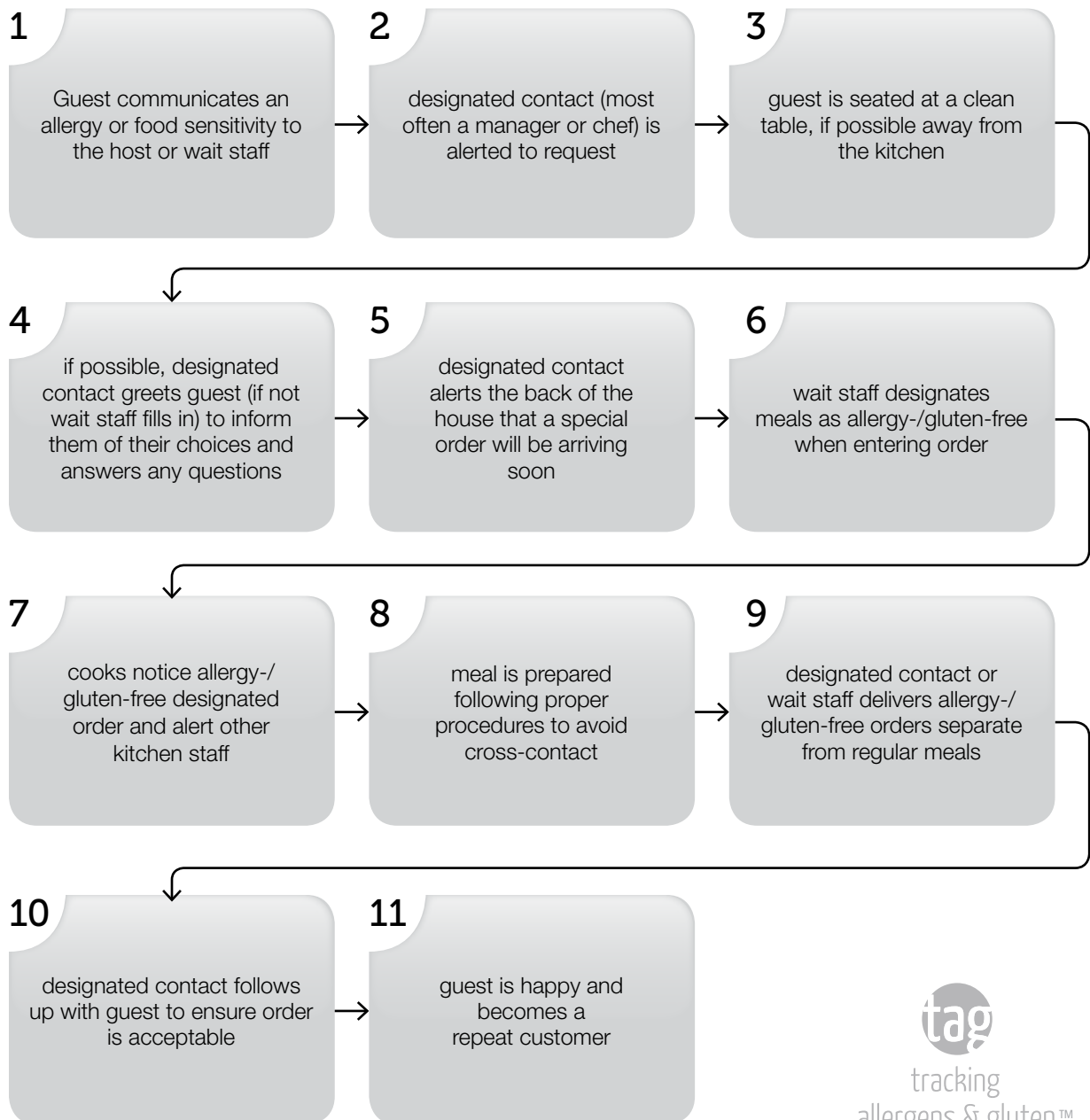
# Flow of a Meal

## MEAL FLOW handout

▶ see back pocket

The following describes how an allergy-/gluten-free meal request travels through a restaurant.

A laminated copy of this diagram is included along with this guide for training purposes.



tag  
tracking  
allergens & gluten™



# Crisis Management

# Crisis Management

## Be Prepared

While we hope you never find yourself in a crisis management situation, here are some common-sense precautions to take. Make your staff aware of these procedures so they know what to do in an emergency, and be sure to retrain them regularly so they remain top-of-mind.

- ◆ Post 911 at all phones along with the street address and telephone number of your restaurant.
- ◆ Schedule daily times to check that kitchen and prep areas are cleaned and organized properly.
- ◆ Review everyday restaurant operations to identify ways to reduce mistakes when preparing a special meal.
- ◆ If a guest alerts you to a food allergy or gluten incident, listen carefully and gather information from the customer and any staff members who were involved. Train staff not to react defensively or dismiss the guest's concerns. If you find the incident did occur, identify corrective actions. Use this valuable information to build upon your current procedures.
- ◆ Refer all media or outside questions concerning allergens/gluten to a knowledgeable spokesperson.



## In Case of an Allergic Reaction

Listen to your customers! **If a customer indicates they are having an allergic reaction, immediately call 911.** Do not wait to see if the reaction will pass or if the person will deny the reaction.

- ◆ Do not let the customer stand or rise to an upright position.
- ◆ Remain with the customer until medical help arrives.
- ◆ Investigate to determine the cause of the incident.
- ◆ Revise existing procedures as needed based on the results of your investigation.



# Crisis Management

## Remember . . .

### **Update your information**

Keep your menu and materials current. It is vital that the information you provide is accurate. Changing vendors or modifying a recipe can change the status of your allergy-/gluten-free menu items. It's important to keep an open line of communication with your food suppliers. Let them know you must be notified if there has been a change in products or substitutions are being made. Be sure to regularly read ingredient statements and request notification of ingredient changes. Promptly notify On The Menu of these changes so your TAG **spreadsheets** can be updated and your customers provided with the most current information.

If changes have been made to your TAG **spreadsheets**, be sure to include this information on your website or on any additional materials that provide information about your allergy-/gluten-free offerings.

Be sure to give staff updated ingredient information as menu items change. Make staff training and retraining a top priority.

### **Training is an ongoing process**

Include allergy/gluten training as part of the new employee orientation and whenever procedures are not being followed. Also, periodically refresh employees on the allergy-/gluten-free menu during staff meetings.

### **Be 100% sure**

If you're not sure about the ingredients in a menu item, it's fine to say "I don't know." Guide the customer to other choices that you're sure about. Make a designated contact available to speak to the guest about ingredients and suggested safe selections. **The key to providing the best service is to effectively resolve customer concerns. Never guess!**



# Preparedness

## Allergy-/Gluten-Free Checklist

---

### Check completed items

#### ***I have:***

- read *An Allergy-/Gluten-Free Training Guide for Restaurants®* and am familiar with its content
- checked kitchen for cross-contact issues and made sure each allergy-/gluten-free food offered on the menu can be prepared without concern
- confirmed we have the most current TAG **spreadshets** available and have copies for guests
- implemented ordering system at our restaurant location
- conducted initial staff training
- completed a practice run and made any necessary adjustments
- served allergy-/gluten-free foods to guests with confidence
- conducted periodic reviews of training and full training to new staff



# Resources

## **On The Menu, LLC**

Established in 2004 to help the food industry understand and meet the nutritional needs of their clientele. From nutrient analysis to menu labeling, from identifying allergens to dietary trends, our nutrition experts stay on top of the data restaurants need.

[www.otmenu.com](http://www.otmenu.com)

700 N Colorado Blvd.

Suite 637

Denver, CO 80206

303-757-1333

On The Menu is committed to delighting our customers by delivering quality products and services with integrity. We value you and your success.

## **Celiac Support Association (CSA)**

The largest non-profit celiac support group in America, with over 125 chapters across the country.

[www.csaceliacs.org](http://www.csaceliacs.org)

## **Food Allergy Research & Education (FARE)**

A nonprofit organization dedicated to bringing about a clearer understanding of the issues surrounding food allergies and providing helpful resources.

[www.foodallergy.org](http://www.foodallergy.org)

## **Academy of Nutrition and Dietetics**

The world's largest organization of food and nutrition professionals.

Formerly the American Dietetic Association.

[www.eatright.org](http://www.eatright.org)

## **Gluten Intolerance Group (GIG)**

A non-profit organization supporting persons with gluten intolerances, celiac disease, dermatitis herpetiformis and other gluten sensitivities, through consumer and industry services and programs.

[www.gluten.org](http://www.gluten.org)

## **FDA Regulations on Gluten-Free Labeling of Foods**

<https://www.fda.gov/food/nutrition-food-labeling-and-critical-foods/gluten-free-labeling-foods>





# Training Materials

# Background on Food Allergies and Celiac Disease

**It's important to know** some of the basics about food allergies and celiac disease and how they affect your customers. These conditions are more than just a nuisance – in some cases, they are life-threatening. These facts will give you a quick overview.

**Be sure to include this Q&A information in all staff training – it's important for your staff to know what your customers must consider when they eat a meal.** This same information is included later in the Guide as a laminated page that can be copied and used as a handout for training sessions.

## Q&A

### **What is a food allergy, and how many people have one?**

According to Food Allergy Research & Education (FARE), a food allergy is an immune-system response to a food protein that the body mistakenly believes is harmful. Research indicates one out of 25 adults and one in 13 children under the age of 18 in the U.S. has a food allergy.

### **What is celiac disease, what are its symptoms, and how common is it?**

Celiac disease is an inherited autoimmune disease that damages the small intestine. Symptoms of celiac disease vary and can often mimic other diseases. Some common symptoms include diarrhea, nausea, weight loss, heartburn, unexplained anemia, joint pains, irritability, depression and fatigue. It is estimated that one of every 100 people in the U.S. has celiac disease.

### **What is the treatment for food allergies and celiac disease?**

Currently, there is no cure for food allergies or celiac disease. The only treatment available for food allergies and celiac disease is a diet free of the offending foods.

### **Does everyone following an allergy-/gluten-free diet have a true food allergy or celiac disease?**

No, some people have a food intolerance or sensitivity. Their reactions may vary from mild to severe. Others follow an allergy-/gluten-free diet out of personal choice. To prevent the occurrence of a severe reaction, err on the side of caution and take all requests for an allergy-/gluten-free meals seriously.

### **What are the primary foods that trigger a food allergy?**

Peanuts, milk, soy, eggs, wheat, **sesame**, tree nuts, fish and shellfish, known as the “Top 9,” account for 90 percent of all food allergy reactions. However, more than 160 foods can cause an allergic reaction. These ingredients are not always obvious in a food. Words such as ‘casein and whey’ can indicate milk, “albumin” might indicate eggs which is why the FDA now requires companies to put the name of these nine foods on a label when any ingredient derived from them is in the food.



# Background on Food Allergies and Celiac Disease

## What symptoms will a person with food allergies have if they eat a food containing the allergen?

Symptoms of an allergic reaction may be life-threatening including difficulty breathing and loss of consciousness, or they may be less severe and include hives, flushed skin or rash, itching, swelling of the lips and face, coughing, stuffy nose, and abdominal cramping. In some cases, speedy medical assistance is required. Anaphylactic shock is an extreme allergic reaction and must be treated immediately.



## What foods does someone with celiac disease have to avoid?

People with celiac disease must avoid all gluten. Gluten is a protein found in wheat, barley and rye. Oats have lesser amounts of the gluten protein, but often come in contact with wheat or barley. Because of the smaller amount of gluten protein in them, many people with celiac disease can tolerate pure or “gluten-free” oats; however, many people with celiac disease do still react. This is why your TAG spreadsheets identify oats **under gluten**, unless they're labeled as “gluten-free.”

## What foods typically contain gluten?

Common gluten-containing foods include flour, breads, buns, tortillas, pasta, couscous, orzo, croutons, and desserts. Although rice, potatoes, corn, beans, meats, fruits and vegetables are gluten-free, ingredients such as broths, sauces, marinades, and dressings typically used in preparing them may contain gluten. Always check your TAG spreadsheets.

## What happens if someone who has celiac disease eats gluten?

Reaction to eating gluten varies. Some people become very ill with stomach cramps, nausea, vomiting and/or diarrhea right away; others may not have immediate symptoms. A few people will have no symptoms at all. However, for everyone with celiac disease avoiding gluten prevents disease symptoms from returning and reduces the risk for future complications.

## Does heating food destroy allergens and gluten?

No. The only way to destroy a food allergen or gluten is to properly clean work surfaces, pots and pans, utensils, etc. with soapy water and friction, and a thorough rinse.

## Gluten containing Foods

- wheat
- barley
- rye
- oats
- malt
- spelt
- seitan

## Foods Naturally Free of Gluten

- fruits
- fish
- poultry
- corn
- milk
- beans
- vegetables
- meats
- rice
- potatoes
- eggs
- oil



# Background on Food Allergies and Celiac Disease

## **What is the legal definition of “gluten-free”?**

Effective August 2014, all foods labeled “gluten-free” need to meet the following criteria: either the food must be inherently gluten-free (fruit or vegetable), or it must contain less than 20 parts per million (ppm) of gluten and can not contain any gluten-containing grain or any ingredient derived from a gluten-containing grain that has not been modified to remove the gluten. Although the FDA passed this law primarily to apply to commercially packaged foods, restaurants are expected to adhere to the same guidelines.



GF

## **Are restaurants required to test the food to meet this standard?**

No, restaurants are not required to test the food. The FDA does expect manufacturers to be responsible for ensuring that any gluten-free claim is truthful and complies with these regulations. This would also apply to restaurants.

## **Is it realistic that food prepared in a restaurant will meet FDA guidelines?**

Meeting the FDA's definition of gluten-free is difficult in any restaurant that uses gluten-containing ingredients, with all the potential for cross-contact. For example, preparing foods in the same area as other foods, near an area where there might be airborne particles of gluten (flour, crumbs), using the same ingredients in gluten-free and gluten-containing foods, using the same gloves or utensils could all cause the final menu item to contain more than 20 ppm gluten.

From a legal standpoint, statements such as, “made with no gluten-containing ingredients,” may be more appropriate than labeling meals “gluten-free.”

For more information on the FDA's gluten-free regulations, see the link under Resources (pg. 23).

## **What can we do to help people on special diets?**

Eating out is a luxury for someone with food allergies and/or celiac disease. Be understanding of customers requesting allergy-/gluten-free foods. Attend the training sessions and become aware of the allergy-/gluten-free food offerings and their food preparation requirements. And if you have questions, be sure to ask your manager or designated contact. Never guess. You can let your customers know that all ingredients have been researched for the presence of gluten and allergens, which foods are free of those ingredients and that all efforts to prevent cross contact are being taken in preparation of their meal.



# Cross-Contact Prevention

## Cross-Contact Prevention

Use the following information on methods to prevent cross-contact during training. A laminated copy is included in this guide.

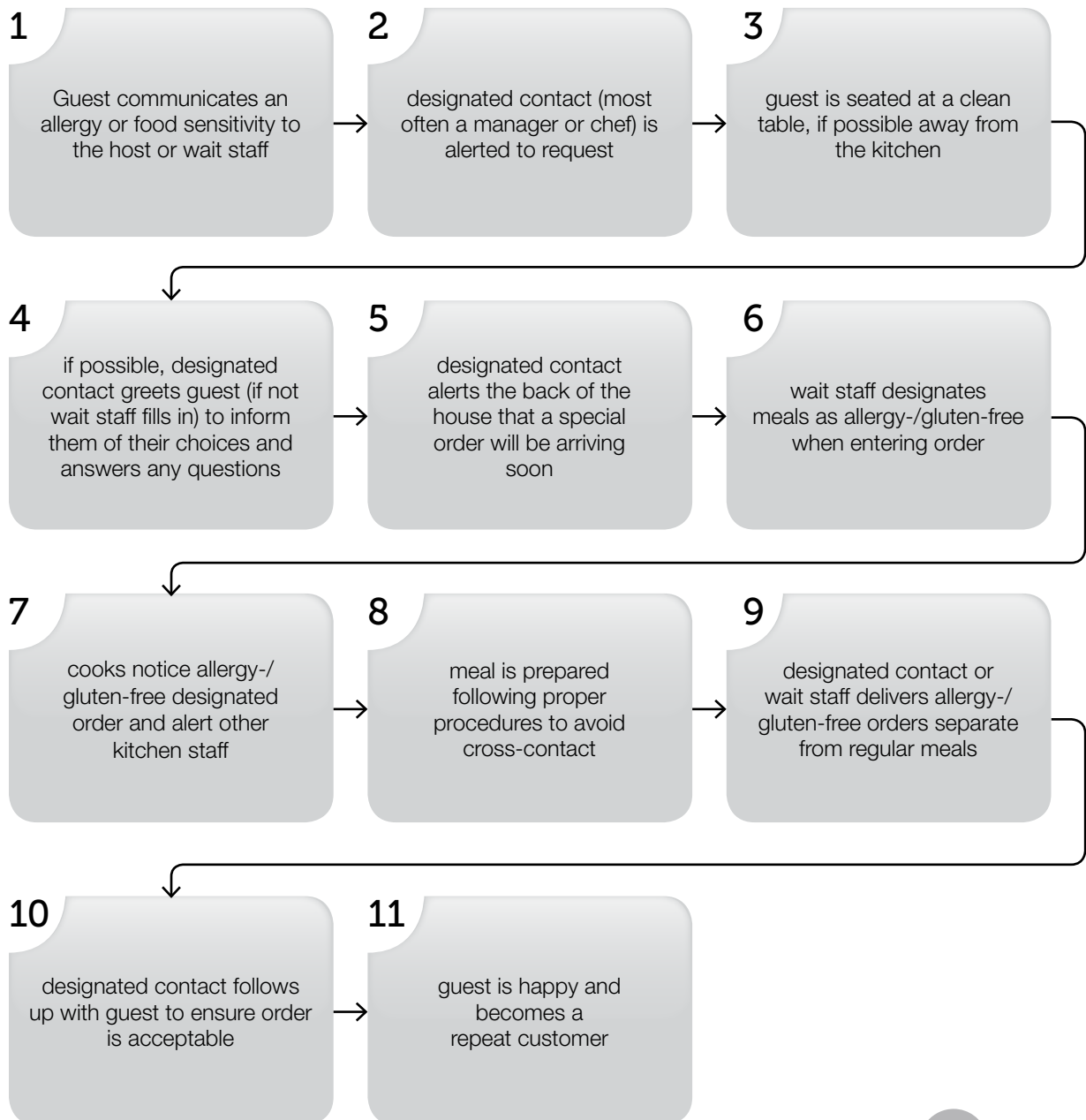
- ◆ If you have purchased any specialty allergy- or gluten-free items, keep them sealed and in a separate area in your storeroom.
- ◆ Before preparing an allergy-/gluten-free item, thoroughly clean hands with soap and warm water (sanitizer alone is not adequate) and put on a new pair of gloves. If necessary, cover a soiled uniform with a clean apron.
- ◆ Wash all work surfaces, cutting boards, utensils, thermometers, dishes, pots, pans and appliances such as blenders, mixers and slicers that may have come in contact with allergy-/gluten-containing foods in soapy water prior to preparing food. If an appliance cannot be properly cleaned, such as a toaster, then find an alternative method for preparing allergy-/gluten-free foods.
- ◆ Buckets and dishrags may be a source of cross-contact—always use a fresh, clean rag or disposable towel dipped in clean, soapy water or a commercial cleaning wipe to clean surfaces.
- ◆ If possible, designate a set of kitchen tools (i.e., cutting boards, utensils, pot and pans) for preparing foods free of allergens and/or another set for gluten-free foods. Color-coded sets help food handlers keep foods separate. If tools must be shared, always clean following safe practices prior to use. Store these tools separately in an area where they are not likely to be near any airborne allergens or gluten.
- ◆ If a surface such as a grill must be used in preparing the meal, then cover an area with aluminum foil before preparing the allergy-/gluten-free food on it.
- ◆ If using the same oven (conventional or microwave) to bake allergy-/gluten-containing foods, be sure to bake or cook the food in a separate, clean pan. If possible, cover the food while baking.
- ◆ Use clean, fresh water for steaming, boiling and poaching. Even splatter or steam from cooking can act as cross-contact.
- ◆ Do not fry allergy-/gluten-free foods in the same oil that has been used for frying non-allergy-/gluten-free items (i.e., battered items).
- ◆ Avoid using condiments, spreads, sauces and foods such as mayonnaise, margarine, peanut butter, ice cream or salsa that may have come into contact with allergy-/gluten-containing foods such as bread. Ladles that have inadvertently touched a food will transfer allergens/gluten to the entire product if put back into a container. Either keep separate labeled containers specifically for allergy-/gluten-free use or open a new container. Wash all containers before refilling with new foods.
- ◆ Garnish dishes only with allergy-/gluten-free approved garnishes.
- ◆ Avoid serving allergy-/gluten-free foods in high contact areas such as buffet tables.
- ◆ Carry the allergy-/gluten-free meal separately by hand from the kitchen, not on a tray with other meals. If necessary, use clean hot pads or towels to carry this meal.
- ◆ Be sure servers do not carry food, cheese graters, pepper mills or utensils in their apron pockets.
- ◆ If cross-contact occurs, remake the entire order.

**To prevent cross-contact remember to use clean utensils when stirring sauces, flipping meats, cutting foods, etc.**



# Flow of a meal

The following describes how an allergy-/gluten-free meal request travels through a restaurant.



# Training Quiz – Front of the House

1. What is the primary treatment for a food allergy and/or celiac disease?  
 Surgery       Diet free of offending food(s)  
 Medication       Exercise
2. Which of the following are included in the “Top 9” food allergens that make up 90% of food allergic reactions?  
 Corn       Fish       Milk  
 Eggs       Barley       Peanuts
3. Which grain is gluten-free?  
 Barley       Rye  
 Rice       Wheat
4. If a ladle used to spread a wheat-free, gluten-free salad dressing touches a crouton, and then returned to its container, is the dressing safe for someone following a wheat-free, gluten-free diet?  
 Yes       No
5. Does heating food destroy allergens and gluten?  
 Yes       No
6. If an allergy-/gluten-containing food is accidentally placed on an allergy-/gluten-free order, what should be done?  
 Remove the offending allergy-/gluten-containing food from the plate, and it's ready to go  
 Remake the entire order and put it on a clean plate  
 Serve the meal as is and let the guest remove the offending allergy-/gluten-containing food from the plate
7. Who should you contact when a guest requests an allergy-/gluten-free meal?  
 A kitchen staff member  
 The designated contact
8. When an allergy-/gluten-free meal is entered into the system or on a meal order ticket, does it need to be designated as either allergy- and/or gluten-free?  
 Yes, always  
 No, but it's helpful
9. What should you do if someone is having an allergic reaction?  
 Immediately call 911  
 Stay with the customer  
 Do not have the customer stand or raise to an upright position  
 All of the above
10. What should you do if you've forgotten the correct procedure for delivering an allergy-/gluten-free meal to a guest?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
*(fill in the blank)*



# Training Quiz – Back of the House

1. What is the primary treatment for a food allergy and/or celiac disease?  
 Surgery       Diet free of offending food(s)  
 Medication       Exercise
2. Which of the following are included in the “Top 9” food allergens that make up 90% of food allergic reactions?  
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 Eggs       Barley       Peanuts
3. Which grain is gluten-free?  
 Barley       Rye  
 Rice       Wheat
4. If a ladle used to spread a wheat-free, gluten-free salad dressing touches a crouton, and then returned to its container, is the dressing safe for someone following a wheat-free, gluten-free diet?  
 Yes       No
5. Does heating food destroy allergens and gluten?  
 Yes       No
6. If an allergy-/gluten-containing food is accidentally placed on an allergy-/gluten-free order, what should be done?  
 Remove the offending allergy/gluten-containing food from the plate, and it's ready to go  
 Remake the entire order and put it on a clean plate  
 Serve the meal as is and let the guest remove the offending allergy-/gluten-containing food from the plate
7. Which of the following should be done before handling/preparing an allergy- or gluten-free meal?  
 Make sure the work area is clean  
 Wash your hands  
 Put on a new pair of gloves  
 Use clean utensils, cutting boards, equipment, etc.  
 All of the above
8. You've run out of a sauce you made from scratch earlier that day, luckily there's a bottle of something similar in the fridge. Can it be used to prepare an allergy-/gluten-free meal?  
 Yes       No
9. Most people requesting allergy-/gluten-free foods don't really need them, so it doesn't matter if I mess up the order.  
 True       False
10. What should you do if you're not sure how to handle an order for an allergy-/gluten-free meal?  

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*(fill in the blank)*



# Training Quiz – Management

1. All new employees should be trained on procedures for properly preparing and serving allergy-/gluten-free foods?  
 Yes       No
2. What is the primary treatment for a food allergy and/or celiac disease?  
 Surgery       Diet free of offending food(s)  
 Medication       Exercise
3. Which of the following are included in the “Top 9” food allergens that make up 90% of food allergic reactions?  
 Corn       Fish       Milk  
 Eggs       Barley       Peanuts
4. Which grain is gluten-free?  
 Barley       Rye  
 Rice       Wheat
5. If a ladle used to spread a wheat-free, gluten-free salad dressing touches a crouton, and then returned to its container, is the dressing safe for someone following a wheat-free, gluten-free diet?  
 Yes       No
6. Does heating food destroy allergens and gluten?  
 Yes       No
7. Who should be contacted when a guest requests an allergy- gluten-free meal?  
 A kitchen staff member  
 The designated contact
8. When an allergy-/gluten-free meal is entered into the system or on a meal order ticket, does it need to be designated as either allergy-free and/or gluten-free?  
 Yes, always       No, but it’s helpful
9. If an allergy-/gluten-containing food is accidentally placed on an allergy-/gluten-free order, what should be done?  
 Remove the offending allergy-/gluten-containing food from the plate, and it’s ready to go  
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 Serve the meal as is and let the guest remove the offending allergy-/gluten-containing food from the plate
10. Which of the following should be done before handling/preparing an allergy- or gluten-free meal?  
 Make sure the work area is clean  
 Wash your hands  
 Put on a new pair of gloves  
 Use clean utensils, cutting boards, equipment, etc.  
 All of the above
11. You’ve run out of a sauce you made from scratch earlier that day, luckily there’s a bottle of something similar in the fridge. Can it be used to prepare an allergy-/gluten-free meal?  
 Yes       No
12. Most people requesting allergy-/gluten-free foods don’t really need them, so it doesn’t matter if the order gets messed up.  
 True       False
13. What should you do if someone is having an allergic reaction?  
 Immediately call 911  
 Stay with the customer  
 Do not have the customer stand or raise to an upright position  
 All of the above
14. What should a staff member do if they are not sure how to handle an order for an allergy-/gluten-free meal?  

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*(fill in the blank)*



# Answers to Training Quizzes

## Front of the House

1. What is the primary treatment for a food allergy and/or celiac disease? **Diet free of offending food(s)**
2. Which of the following are included in the “Top 9” food allergens that make up 90% of food allergic reactions? **Fish, Milk, Eggs, Peanuts**
3. Which grain is gluten-free? **Rice**
4. If a ladle used to spread a wheat-free, gluten-free salad dressing touches a crouton, and then returned to its container, is the dressing safe for someone following a wheat-free, gluten-free diet? **No**
5. Does heating food destroy allergens and gluten? **No**
6. If an allergy-/gluten-containing food is accidentally placed on an allergy-/gluten-free order, what should be done? **Remake the entire order and put it on a clean plate**
7. Who should you contact when a guest requests an allergy- or gluten-free meal? **The designated contact**
8. When an allergy-/gluten-free meal is entered into the system or on a meal order ticket, does it need to be designated as either allergy-free and/or gluten-free? **Yes, always**
9. What should you do if someone is having an allergic reaction? **All of the above**
10. What should you do if you’ve forgotten the correct procedure for delivering an allergy-/gluten-free meal to a guest? **Ask the designated contact for help**

## Back of the House

1. What is the primary treatment for a food allergy and/or celiac disease? **Diet free of offending food(s)**
2. Which of the following are included in the “Top 9” food allergens that make up 90% of food allergic reactions? **Fish, Milk, Eggs, Peanuts**
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4. If a ladle used to spread a wheat-free, gluten-free salad dressing touches a crouton, and then returned to its container, is the dressing safe for someone following a wheat-free, gluten-free diet? **No**
5. Does heating food destroy allergens and gluten? **No**
6. If an allergy-/gluten-containing food is accidentally placed on an allergy-/gluten-free order, what should be done? **Remake the entire order and put it on a clean plate**
7. Which of the following should be done before handling/preparing an allergy-/gluten-free meal? **All of the above**
8. You’ve run out of a sauce you made from scratch earlier that day, luckily there’s a bottle of something similar in the fridge. Can it be used to prepare an allergy-/gluten-free meal? **No**
9. Most people requesting allergy- or gluten-free foods don’t really need them, so it doesn’t matter if I mess up the order. **False**
10. What should you do if you’re not sure how to handle an order for an allergy-/gluten-free meal? **Ask the designated contact for help**

## Management

1. All new employees should be trained on procedures for properly preparing and serving allergy-/or gluten-free foods? **Yes**
2. What is the primary treatment for a food allergy and/or celiac disease? **Diet free of offending food(s)**
3. Which of the following are included in the “Top 9” food allergens that make up 90% of food allergic reactions? **Fish, Milk, Eggs, Peanuts**
4. Which grain is gluten-free? **Rice**
5. If a ladle used to spread a wheat-free, gluten-free salad dressing touches a crouton, and then returned to its container, is the dressing safe for someone following a wheat-free, gluten-free diet? **No**
6. Does heating food destroy allergens and gluten? **No**
7. Who should be contacted when a guest requests an allergy-/gluten-free meal? **The designated contact**
8. When an allergy-/gluten-free meal is entered into the system or a meal order ticket, does it need to be designated as either allergen-free and/or gluten-free? **Yes, always**
9. If an allergy-/gluten-containing food is accidentally placed on an allergy-/gluten-free order, what should be done? **Remake the entire order and put it on a clean plate**
10. Which of the following should be done before handling/preparing an allergy-/gluten-free meal? **All of the above**
11. You’ve run out of a sauce you made from scratch earlier that day, luckily there’s a bottle of something similar in the fridge. Can it be used to prepare an allergy-/gluten-free meal? **No**
12. Most people requesting allergy-/gluten-free foods don’t really need them, so it doesn’t matter if the order gets messed up. **False**
13. What should you do if someone is having an allergic reaction? **All of the above**
14. What should an employee do if they are unsure of an allergy-/gluten-free procedure? **Ask the designated contact for help**



# Conceptos Básicos Sobre Alergias Alimentarias y la Enfermedad Celíaca

Es importante conocer algunos conceptos básicos sobre las alergias alimentarias y la enfermedad celíaca y cómo estas afectan a sus clientes. Estas condiciones son más que una molestia – en algunos casos, ponen en peligro la vida. Este documento le dará una visión general sobre el problema.

**Asegúrese de incluir este documento en el formato de Pregunta/Respuesta en toda la capacitación del personal – es importante que su personal sepa lo que sus clientes deben tomar en cuenta cuando comen.** Esta misma información se incluye más adelante en la guía en una página laminada que puede ser copiada y usada como panfletos en sesiones de entrenamiento.

## Preguntas/Respuestas

### ¿Qué es una alergia alimentaria, y cuántas personas la tienen?

Según “Educación e Investigación sobre Alergias Alimentarias” (Food Allergy Research & Educación (FARE)), una alergia alimentaria es una respuesta del sistema inmunológico a una proteína en los alimentos que el cuerpo cree equivocadamente es perjudicial. Investigaciones indican que 11% de 25 adultos y uno en 13 niños menores de 18 años en los Estados Unidos tiene una alergia alimentaria.

### ¿Qué es la enfermedad celíaca, cuáles son sus síntomas, y qué tan común es esta enfermedad?

La enfermedad celíaca es una enfermedad autoinmune hereditaria que daña el intestino delgado. Los síntomas de la enfermedad celíaca varían y a menudo pueden ser similares a los de otras enfermedades. Algunos síntomas comunes incluyen diarrea, náusea, pérdida de peso, acidez, anemia inexplicable, dolores en las articulaciones, irritabilidad, depresión y cansancio. Se estima que uno de cada 133 personas en los Estados Unidos tiene la enfermedad celíaca.

### ¿Cuál es el tratamiento para las alergias alimentarias y la enfermedad celíaca?

En la actualidad, no existe cura para las alergias alimentarias o la enfermedad celíaca. El único tratamiento disponible para las alergias alimentarias y la enfermedad celíaca es una dieta libre de alimentos que causan esta enfermedad.

### ¿Todo el mundo que sigue una dieta libre de alérgicos- / gluten tiene una alergia alimentaria verdadera o la enfermedad celíaca?

No, algunas personas tienen una sensibilidad o intolerancia alimentaria. Sus reacciones pueden variar desde leves a severas. Otros siguen una dieta libre de alérgicos/gluten por elección personal. Para prevenir la ocurrencia de una reacción severa en los clientes conviene pecar de cauteloso y tomar en serio todas las solicitudes de una comida libre de alérgicos/gluten.

### ¿Cuáles son los principales alimentos que desencadenan una alergia alimentaria?

Cacahuets, leche, soya, huevos, trigo, nueces, **sesamo**, pescados y mariscos, estos alimentos conocidos con el nombre de “Top 9” causan el 90 por ciento de todas las reacciones causadas por una alergia alimentaria. Sin embargo, más de 160 alimentos también pueden causar una reacción alérgica. Estos ingredientes no son siempre evidentes en un alimento. Palabras tales como “caseína y suero” pueden indicar la leche y “albúmina” podría indicar los huevos. Por esa razón, la FDA obliga a las empresas a poner el nombre de estos nueve ingredientes en una etiqueta si cualquier ingrediente derivado de ellos se encuentra en la comida.



# Conceptos Básicos Sobre Alergias Alimentarias y la Enfermedad Celíaca

## ¿Cuáles son los síntomas que presenta una persona con alergias alimentarias si ingiere una comida que contiene un alergénico?

Los síntomas de una reacción alérgica pueden ser potencialmente mortales como dificultad para respirar y pérdida de conciencia, o pueden ser menos severas. Incluyen urticaria, piel enrojecida o sarpullido, picazón, hinchazón de los labios y cara, tos, congestión nasal y dolores abdominales. En algunos casos, se requiere pronta asistencia médica. El choque anafiláctico es una reacción alérgica extrema y debe ser tratada inmediatamente.



## ¿Cuáles son los alimentos que alguien con la enfermedad celíaca tiene que evitar?

Las personas con enfermedad celíaca deben evitar todo gluten. El gluten es una proteína que se encuentra en el trigo, cebada y centeno. La avena tiene menor cantidad de la proteína del gluten, pero a menudo entra en contacto con trigo o cebada.

Debido a la menor cantidad de proteína de gluten en la avena, muchas personas con la enfermedad celíaca pueden tolerar avena pura o "sin gluten". Sin embargo, muchas personas con enfermedad celíaca sí reaccionan aún con avena pura, por esta razón la etiqueta informa: "contiene gluten" en todo tipo de avena.

## ¿Cuáles alimentos contienen gluten normalmente?

Entre los alimentos que normalmente contienen gluten se incluyen harina, pan, bollos, tortillas, pasta, cuscús, orzo, cuscurro y postres. Aunque arroz, papas, maíz, frijoles, carnes, frutas y verduras están libres de gluten, ingredientes tales como caldos, salsas, adobos y aderezos típicamente utilizados en la preparación de los comidas puedan contener gluten. Siempre consulte sus informes de TAG.

## ¿Qué pasa si alguien que tiene la enfermedad celíaca come gluten?

La reacción al comer gluten varía. Algunas personas reaccionan de manera muy severa con dolores de estómago, náuseas, vómitos o diarrea, mientras que otros pueden no tener síntomas inmediatos. Pocas personas no tendrán ningún síntoma. Sin embargo, para todas las personas con enfermedad celíaca no ingerir gluten evita que regresen los síntomas de la enfermedad y reduce el riesgo de complicaciones posteriores.

## ¿Calentar los alimentos destruye alérgenos y gluten?

No. La única forma de evitar que un alérgeno o gluten contamine un alimento que se desea comer sea libre de estos ingredientes, es lavar las superficies de trabajo, ollas y sartenes, utensilios, etc. con agua y jabón, con fricción y seguido de un enjuague profundo.

## Los alimentos que contienen gluten

- trigo
- cebada
- centeno
- avena
- malta
- espelta
- seitán

## Los alimentos naturalmente libres de gluten

- frutas
- pescado
- arroz
- maíz
- leche
- frijoles
- verduras
- carnes
- aves de corral
- patatas
- huevos
- aceite



## ¿Cuál es la definición legal de “sin gluten”?

A partir de agosto de 2014, todos los alimentos etiquetados “sin gluten” necesitan cumplir con los siguientes criterios: la comida debe ser intrínsecamente libre de gluten (fruta o verdura), o debe contener menos de 20 partes por millón (ppm) de gluten y no puede contener ningún grano que contenga gluten o cualquier ingrediente derivado de un grano que contenga gluten que no haya sido modificado para eliminar el gluten. Aunque la FDA aprobó esta ley para ser aplicada principalmente a los alimentos envasados comercialmente, los restaurantes deben adherirse a estas mismas directrices.



GF

## ¿Requieren los restaurantes probar que sus comidas son libres de gluten?

No, los restaurantes no están obligados a probar la comida. La FDA espera que los fabricantes sean responsables de asegurar que cualquier clasificación sin gluten sea veraz y cumpla con los reglamentos. Esto también se aplica a los restaurantes.

## ¿Es realista esperar que la comida preparada en un restaurante cumpla con las directrices de la FDA?

Satisfacer el requisito de libre de gluten de acuerdo con la definición de la FDA es difícil que en cualquier restaurante que utiliza ingredientes con gluten, teniendo en cuenta el potencial de contacto cruzado. Por ejemplo, preparar alimentos en la misma zona que otros alimentos, cerca de una zona donde podría haber partículas aerotransportadas de gluten (harina, las migas), utilizando los mismos ingredientes en los alimentos libres de gluten y en los que contienen gluten, usando los mismos guantes o utensilios podría causar que el plato final del menú contenga más de 20 ppm gluten.

Desde un punto de vista legal, afirmar que ha sido “preparado con ningún ingrediente que contiene gluten”, puede ser más apropiado que el etiquetado de alimentos como “sin gluten”.

Para obtener más información sobre regulaciones de la FDA referentes a “libre de gluten”, consulte el vínculo que está en “recursos” (pág. 23).

## ¿Qué podemos hacer para ayudar a las personas que requieren dietas especiales?

Comer afuera sin complicaciones es un lujo para alguien con alergias a los alimentos o la enfermedad celíaca. Sea comprensivo con los clientes que solicitan comida libre de alérgenos/gluten. Asista a las sesiones de entrenamiento y sea consciente de las ofertas de comida libre de alérgenos / gluten y de los requisitos para su preparación. Y si tienes alguna pregunta, asegúrese de preguntarle a su gerente o contacto designado. Nunca adivine. Puede informarles a sus clientes que todos los ingredientes han sido revisados para presencia de gluten y alérgenos, cuales alimentos no tienen esos ingredientes y que se está haciendo todos el esfuerzo para prevenir el contacto cruzado en la preparación de su comida.

# Prevención del Contacto Cruzado

## Prevención del Contacto Cruzado

Durante el entrenamiento use la siguiente información sobre los métodos para prevenir el contacto cruzado. En esta guía se incluye una copia laminada de estos procedimientos.

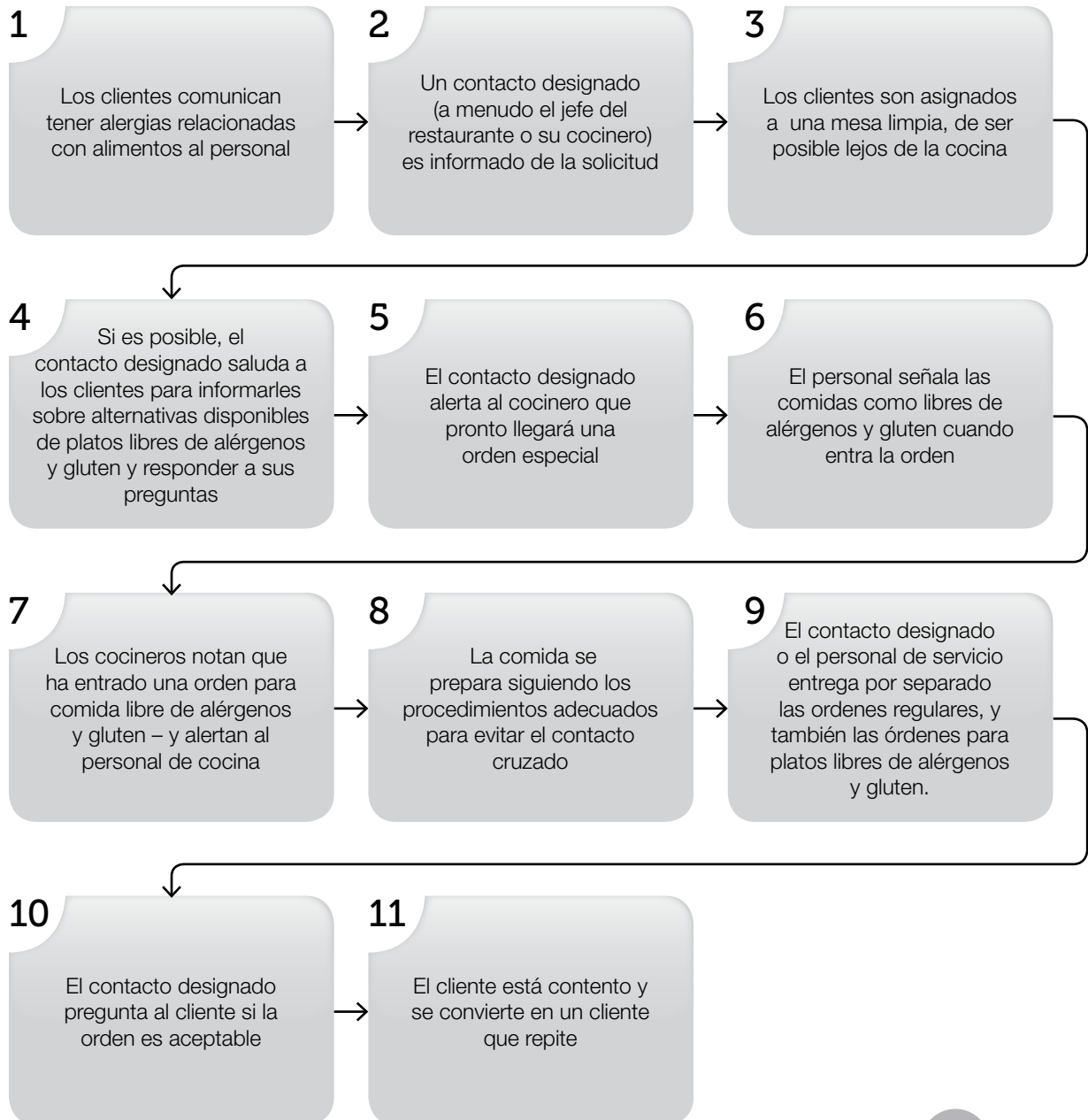
- ♦ Si usted ha comprado artículos libres de gluten o alérgenos, manténgalos sellados en un área separada en su almacén.
- ♦ Antes de preparar una comida libre de alérgenos / gluten, limpie bien sus manos con jabón y agua tibia (emplear solamente desinfectante no es suficiente) y use un par de guantes nuevos. Si es necesario, cubra su uniforme sucio con un delantal limpio.
- ♦ Antes de preparar alimentos lave con agua y jabón todas las superficies de trabajo tales como tablas de cortar, utensilios, termómetros, platos, ollas, sartenes y electrodomésticos como licuadoras, batidoras y máquinas para cortar rebanadas que puedan haber tenido contacto con alérgenos o alimentos que los contengan. Si el aparato no se puede limpiar adecuadamente, como una tostadora, entonces encuentre un método alternativo para la preparación de alimentos libres de alérgenos y gluten.
- ♦ Baldes y trapos pueden ser una fuente de contacto cruzado — siempre use un trapo nuevo y limpio o toallas desechables sumergidas en agua jabonosa limpia o un trapo de limpieza comercial para limpiar las superficies donde prepare alimentos libres de alérgenos / gluten.
- ♦ Si es posible, emplee un conjunto de herramientas de la cocina (es decir, tablas de cortar, utensilios, olla y las cacerolas) para preparar alimentos libres de alérgenos diferente del empleado para preparar alimentos libres de gluten. Sistemas codificados por colores ayudan a los manipuladores de alimentos a mantener los alimentos separados. Si los utensilios deben ser compartidos, límpielos cuidadosamente antes de usar. Guarde estas herramientas por separado en un área donde no tengan probabilidades de estar cerca de los alérgenos en el aire ni gluten.
- ♦ Si las superficies tales como una parrilla deben ser utilizadas en la preparación de la comida, cubra la superficie con papel de aluminio antes de preparar sobre ella comida libre de alérgenos y gluten.
- ♦ Si se utiliza el mismo horno (convencional o microondas) para hornear comida que contenga alérgenos o gluten, asegúrese de hornear o cocinar los alimentos en un recipiente separado y limpio. Si es posible, cubra los alimentos durante la cocción.
- ♦ Emplee agua fresca y limpia para cocinar al vapor, hervir y escalfar. Incluso salpicaduras o vapores de cocción pueden actuar como contacto cruzado.
- ♦ No fría alimentos sin alérgenos y sin gluten en el mismo aceite que se ha utilizado para freír otros alimentos.
- ♦ Evite el uso de alimentos como mayonesa, margarina, mantequilla de maní, helado o salsa que pudo haber estado en contacto con alimentos que contengan alérgenos y gluten como la salsa y el pan. Cucharones que inadvertidamente hayan tocado un alimento transferirán los alérgenos y el gluten a la totalidad del producto en cuya preparación han sido empleados. Separe y etiquete contenedores específicamente empleados para alimentos libres de alérgenos y gluten. Lave todos los envases antes de rellenarlos con nuevos alimentos.
- ♦ Decore platos sólo con guarniciones aprobadas de estar libres de alérgenos y gluten.
- ♦ Evite servir alimentos libres de alérgenos y gluten en áreas de alto contacto como mesas de buffet.
- ♦ Lleve a mano desde la cocina los platos de comida libres de alérgenos / gluten y no en una bandeja con otras comidas. De ser necesario, use almohadillas limpias o toallas para llevar esta comida.
- ♦ Asegúrese de que los meseros no lleven alimentos, ralladores de queso, molinillos de pimienta o utensilios en los bolsillos del delantal.
- ♦ Si se produce contacto cruzado, rehaga toda la orden.

**Para prevenir el contacto cruzado recuerde usar utensilios limpios cuando revuelva salsas, voltee carnes, corte los alimentos, etc.**



# Flujo de una Comida

A continuación se describe cómo una comidas libre de alérgenos y gluten se mueve a través restaurante.



# Cuestionario de Entrenamiento – Entrada del Establecimiento

1. ¿Cuál es el tratamiento primario para una alergia alimentaria o la enfermedad celíaca?  
 Cirugía  
 Dieta libre de alimentos con de alérgenos/ gluten  
 Medicación  
 Ejercicio
2. ¿Cuál de los siguientes alimentos están incluidos en los “Top 9” alérgenos alimentarios que causan el 90% de las reacciones alérgicas de origen alimentario?  
 Maíz       Pescado       Leche  
 Huevos       Cebada       Cacahuets
3. ¿Qué grano es libre de gluten?  
 Cebada       Centeno  
 Arroz       Trigo
4. Si se emplea un cucharón para untar aderezo para ensaladas libre de trigo y libre de gluten, y este toca un cubito de pan y luego es devuelto a su envase, ¿es el aderezo seguro para alguien que sigue una dieta libre de trigo, libre de gluten?  
 Sí     No
5. ¿Calentar alimentos destruye alérgenos / gluten?  
 Sí     No
6. Si alimento con alérgenos / gluten se coloca accidentalmente en una orden libre de alérgenos / gluten ¿qué debe hacerse?  
 Retirar el infractor que contiene alérgenos / gluten y la orden esta lista para servirse  
 Rehacer todo el pedido y colocarlo en un plato limpio  
 Servir la comida tal cual y dejar al cliente que retire del plato el componente con alérgenos / gluten
7. ¿A quién dirigirse cuando un cliente solicita comida libre de alérgenos / gluten?  
 Un miembro del personal de cocina  
 El contacto designado
8. ¿Cuándo una comida libre de alérgenos / gluten entra al sistema debe señalarse específicamente como libre de alérgenos/ gluten?  
 Sí, siempre  
 No, pero es útil
9. ¿Qué debe hacer cuando alguien está teniendo una reacción alérgica?  
 Llamar inmediatamente al 911  
 Permanecer con el cliente  
 Evitar que el cliente se levante y asuma a una posición vertical  
 Todo lo anterior
10. ¿Qué debe hacerse si ha olvidado el procedimiento correcto para la entrega de comida libre de alérgenos/ gluten?  
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*(llene el espacio en blanco)*



# Cuestionario de Entrenamiento – Interior del Establecimiento

1. ¿Cuál es el tratamiento primario para una alergia alimentaria o la enfermedad celíaca?  
 Cirugía  
 Dieta libre de alimentos con de alérgenos/ gluten  
 Medicación  
 Ejercicio
2. ¿Cuál de los siguientes alimentos están incluidos en los "Top 9" alérgenos alimentarios que causan el 90% de las reacciones alérgicas de origen alimentario?  
 Maíz       Pescado       Leche  
 Huevos       Cebada       Cacahuets
3. ¿Qué grano es libre de gluten?  
 Cebada       Centeno  
 Arroz       Trigo
4. Si se emplea un cucharón para untar aderezo para ensaladas libre de trigo y libre de gluten, y este toca un cubito de pan y luego es devuelto a su envase, ¿es el aderezo seguro para alguien que sigue una dieta libre de trigo, libre de gluten?  
 Sí       No
5. ¿ Calentar alimentos destruye alérgenos / gluten?  
 Sí       No
6. Si alimento con alérgenos / gluten se coloca accidentalmente en una orden libre de alérgenos / gluten ¿qué debe hacerse?  
 Retirar el infractor que contiene alérgenos / gluten y la orden esta lista para servirse  
 Rehacer todo el pedido y colocarlo en un plato limpio  
 Servir la comida tal cual y dejar al cliente que retire del plato el componente con alérgenos / gluten
7. ¿Qué acciones deben tomarse antes de manejar/ preparar una comida libre de alérgenos / gluten?  
 Asegurarse de que el área de trabajo esté limpia  
 Lavarse las manos  
 Ponerse en un nuevo par de guantes  
 Usar utensilios limpios tales como, tableros de cortar, utensilios de cocina.  
 Todo lo anterior
8. ¿Se ha terminado la salsa preparada al principio de la jornada, pero por suerte hay una botella de algo similar en el refrigerador. Puede usarse el contenido de esta última para preparar una comida libre de alérgenos / gluten?  
 Si       No
9. La mayoría de la gente que solicita platos libres de alérgenos / gluten realmente no los necesita, así que no importa si uno se equivoca con la orden.  
 Cierto  
 Falso
10. ¿Qué debe hacerse si se ha olvidado el procedimiento correcto para la entrega de comida libre de alérgenos / gluten?  

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# Prueba de Entrenamiento

## Gestión

1. ¿Los nuevos empleados deben ser entrenados sobre los procedimientos de preparar y servir de alimentos libres de alérgenos / gluten?  
 Sí       No
2. ¿Cuál es el tratamiento primario para alergias alimentarias / la enfermedad celíaca?  
 Cirugía  
 Dieta libre de alérgenos / gluten  
 Medicación  
 Ejercicio
3. ¿Cuál de los siguientes alérgenos están incluidos en los "Top 9" que causan el 90% de todas las reacciones alérgicas causadas por alimentos?  
 Maíz       Pescado  
 Leche       Huevos  
 Cebada       Cacahuets
4. ¿Qué grano están libre de gluten?  
 Cebada       centeno  
 Arroz       Trigo
5. ¿Si se utiliza un cucharón para untar un aderezo de ensaladas libre de trigo y libre de gluten, un cubito de pan y luego este es devuelto a su envase, podríamos poner este aderezo en un plato para alguien que sigue una dieta libre de trigo y libre de gluten?  
 Sí       No
6. ¿Calentar alimentos destruye alérgenos y gluten?  
 Sí       No
7. ¿Con quién debe establecerse contacto si un cliente solicita una comida libre de alérgenos / gluten?  
 Un miembro del personal de cocina  
 La persona designada de contacto
8. ¿Si se ha colocado una orden para una comida libre de alérgenos / gluten es necesario designarla como libre de alérgenos / gluten?  
 Sí, siempre       No, pero es útil
9. ¿Si una comida con alérgenos / gluten es colocada accidentalmente en una orden para comida libre de alérgenos / gluten, qué debe hacerse?  
 Retirar del plato las partes que contienen alérgenos / gluten y así el plato está listo para servirse  
 Rehacer todo el pedido y ponerlo en un plato limpio  
 Servir la comida tal cual y dejar que el cliente retire del plato el componente con alérgenos / gluten
10. ¿Qué acciones deben tomarse antes de manejar/ preparar una comida libre de alérgenos / gluten?  
 Asegurarse de que el área de trabajo esté limpia  
 Lavarse las manos  
 Ponerse un par de guantes nuevos  
 Usar utensilios de cocina limpios tales como, tableros para cortar, equipo.  
 Todo lo anterior
11. ¿Se ha terminado la salsa preparada al principio de la jornada, pero por suerte hay una botella de algo similar en el refrigerador, puede usarse el contenido de esta última para preparar una comida libre de alérgenos /gluten?  
 Sí       No
12. ¿La mayoría de la gente que solicita platos libres de alérgenos/gluten realmente no los necesitan, así que no importa si alguien se equivoca con la orden?  
 Cierto       Falso
13. ¿Qué debe hacerse si alguien está teniendo una reacción alérgica?  
 Llamar de inmediato al 911  
 Quedarse con el cliente  
 Evitar que el cliente se pare o se eleve a una posición vertical  
 Todo lo anterior
14. ¿Qué debe hacer un miembro del personal si no está seguro de cómo manejar un pedido para una comida libre de alérgenos / gluten?  
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# Respuestas a los Cuestionarios de Entrenamiento

## Entrada del Establecimiento

1. ¿Cuál es el tratamiento primario para una alergia alimentaria o la enfermedad celíaca? **Dieta libre de alimentos con alérgenos/ gluten**
2. ¿Cuál de los siguientes alimentos están incluidos en los "Top 9" alérgenos alimentarios que causan el 90% de las reacciones alérgicas de origen alimentario? **Pescado, Leche, Huevos, Cacahuates**
3. ¿Qué grano es libre de gluten? **Arroz**
4. Si se emplea un cucharón para untar aderezo para ensaladas libre de trigo y libre de gluten, y este toca un cubito de pan y luego es devuelto a su envase, ¿es el aderezo seguro para alguien que sigue una dieta libre de trigo, libre de gluten? **No**
5. ¿Calentar alimentos destruye alérgenos / gluten? **No**
6. Si alimento con alérgenos y gluten se coloca accidentalmente en una orden libre de alérgenos / gluten ¿qué debe hacerse? **Rehaga todo el pedido y coloquelo en un plato limpio**
7. ¿A quién dirigirse cuando un cliente solicita comida libre de alérgenos/ gluten? **Al contacto designado**
8. ¿Cuando una comida libre de alérgenos/ gluten entra al sistema o a una orden debe señalarse específicamente como libre de alérgenos/ gluten? **Sí, siempre**
9. ¿Qué debe hacer cuando alguien está teniendo una reacción alérgica? **Todo lo anterior**
10. ¿Qué debe hacerse si ha olvidado el procedimiento correcto para la entrega de comida libre de alérgenos/ gluten **Solicite ayuda del contacto asignado**

## Interior del Establecimiento

1. ¿Cuál es el tratamiento primario para una alergia alimentaria o la enfermedad celíaca? **Dieta libre de alimentos con alérgenos/ gluten**
2. ¿Cuál de los siguientes alimentos están incluidos en los "Top 9" alérgenos alimentarios que causan el 90% de las reacciones alérgicas de origen alimentario? **Pescado, Leche, Huevos, Cacahuates**
3. ¿Qué grano es libre de gluten? **Arroz**
4. Si se emplea un cucharón para untar aderezo para ensaladas libre de trigo y libre de gluten, y este toca un cubito de pan y luego es devuelto a su envase, ¿es el aderezo seguro para alguien que sigue una dieta libre de trigo, libre de gluten? **No**
5. ¿Calentar alimentos destruye alérgenos / gluten? **No**
6. ¿Si alimento con alérgenos y gluten se coloca accidentalmente en una orden libre de alérgenos / gluten, qué debe hacerse? **Rehacer todo el pedido y colocarlo en un plato limpio**
7. ¿Qué acciones deben tomarse antes de manejar/preparar una comida libre de alérgenos /gluten? **Todo lo anterior**
8. ¿Se ha terminado la salsa preparada al principio de la jornada,, pero por suerte hay una botella de algo similar en el refrigerador, puede usarse el contenido de esta última para preparar una comida libre de alérgenos /gluten? **No**
9. ¿ mayoría de la gente que solicita alergia- / alimentos sin gluten no los necesitan, así que no importa si me equivoco la orden? **Falso**
10. ¿Qué debe hacerse si ha olvidado el procedimiento correcto para la entrega de comida libre de alérgenos/ gluten? **Solicite ayuda del contacto asignado**

## Gestión

1. ¿Los nuevos empleados deben ser entrenados sobre los procedimientos de preparar y servir de alimentos libres de alérgenos / gluten? **Sí**
2. ¿Cuál es el tratamiento primario para alergias alimentarias / la enfermedad celíaca? **Dieta libre de alérgenos / gluten**
3. ¿Cuál de los siguientes alérgenos están incluidos en los "Top 9" que causan el 90% de todas las reacciones alérgicas causadas por alimentos? **Pescado, Leche, Huevos, Cacahuates**
4. ¿Qué grano está libres de gluten? **Arroz**
5. ¿Si se utiliza un cucharón para untar un aderezo de ensaladas libre de trigo y libre de gluten, entra en contacto con un cubito de pan y luego es devueltos a su envase, debe emplearse este aderezo en un plato para alguien que sigue una dieta libre de trigo y libre de gluten? **No**
6. ¿ Calentar alimentos destruye alérgenos y gluten? **No**
7. ¿Con quién debe establecerse contacto si un cliente solicita una comida libre de alérgenos / gluten? **La persona designada de contacto**
8. ¿Si se ha colocado una orden para una comida libre de alérgenos / gluten es necesario designarla como libre de alérgenos / gluten? **Sí, siempre**
9. ¿ Si una comida con alérgenos / gluten es colocada accidentalmente en una orden para comida libre de alérgenos / gluten, qué debe hacerse? **Rehaga todo el pedido y póngalo en un plato limpio**
10. ¿Qué acciones deben tomarse antes de manejar/ preparar una comida libre de alérgenos / gluten? **Todo lo anterior**
11. ¿ Se ha terminado la salsa preparada al principio de la jornada, pero por suerte hay una botella de algo similar en el refrigerador, puede usarse el contenido de esta última para preparar una comida libre de alérgenos /gluten? **No**
12. ¿La mayoría de la gente que solicita platos libres de alérgenos/gluten realmente no los necesita, así que no importa si alguien se equivoca con la orden. **Falso**
13. ¿Qué debe hacerse si alguien está teniendo una reacción alérgica? **Todo lo anterior**
14. ¿ Qué debe hacer un miembro del personal si no está seguro de cómo manejar un pedido para una comida libre de alérgenos / gluten? **Solicite ayuda del personal designado**



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