



# Staff Induction Handbook

The Handbook

This handbook is given to you to explain your conditions of employment and any other rules, necessary for you to know, in order that you can operate within the framework of current legislation. We will be going through an induction checklist with you and explaining the relevant points.

It is very important, for your own protection, that you sign the checklist once you understand its' contents.

This handbook will help you.

Welcome to [enter name of pub here]

Welcome to our pub, our success depends on people like you who are totally committed to serving our customers. It is our policy to maintain high standards of customer service through the provision of coaching, training and development of our staff.

## Training and Development

Our reputation is founded on providing a service that exceeds our customers' expectations. Our key objective in achieving this is by improving your skills and knowledge through a series of training sessions.

## Induction

As a new member of our team, it is important that you are introduced to all of your colleagues; the procedures of our house and that you understand your responsibilities under the Health and Safety at Work Act. It is also important that you fully understand your terms and conditions of employment here. If you are not sure about anything ask questions.

## First Day

You will be guided through your first day and both you and the person appointed to guide you MUST complete and sign the Induction Checklist, a copy of which will be kept on file.

## First 4 weeks

This booklet is provided for your guidance and you will need to complete it within your first four weeks of your employment with us.

The completed booklet will form part of your employment & training records.

We aim to provide healthy and safe working conditions for all employees by implementing safe working practices.

The employee and us share a legal obligation under the Health and Safety at Work Act 1974 to maintain a healthy and safe work environment.

All employees must familiarize themselves with all health and safety procedures. It is your legal duty to take care of your own health and safety together with that of your colleagues.

Failure by an employee to comply with these procedures will be considered an act of gross misconduct and will result in disciplinary action.



You need to familiarize yourself with the information in this booklet and pay particular attention to the contents of any statutory warning notices displayed in the pub.

Your responsibilities:

- ) Working safely in the interest both yourself and any others who may be affected by your working activity.
- ) Complying with health and safety procedures and standards.
- ) Making appropriate use of equipment, and personal protective clothing.
- ) Reporting any hazards, accidents and near misses.

## PERSONAL HYGIENE

Under the Food Safety Act 1990, anyone who works behind a bar, in the kitchen or serves at a table is classed as a "Food Handler" and must therefore comply with regulations.

### Essential Personal Hygiene Standards

#### Your hands

Keep your hands clean.

Wash your hands regularly.

Use the wash basin and soap provided.

Wash your hands before you handle food or serve drinks.

Always wash your hands after you have visited the toilet, handled raw foods, handled chemicals, handled rubbish or blown your nose.

Keep cuts and sores covered with a highly visible waterproof plaster.

#### Your appearance

Always wear clean protective over clothing.

Clean overalls not only protect you from spills but also protect the food you handle.

Long hair must be tied back and kept covered.

Remove all jewellery - it can harbour bacteria, which may transfer onto food.

#### Personal habits

Smoking is not permitted anywhere on the premises

Do not cough or sneeze over or near food.

Do not eat in a food preparation area or whilst serving drinks.

Do not lick fingers.

Do not touch glasses where people will drink from.

Do not touch cutlery where people will eat from.

## PERSONAL HYGIENE

The law states that food handlers must report certain illnesses to their employers.

If you are suffering from any of the following you must report it to your employer:

1. Diarrhoea
2. Vomiting
3. Skin infections
4. Heavy cold
5. Eye or ear discharge
6. Nausea
7. Fever



Remember you must do the following:

1. Tell your employer
2. Do not prepare or handle food until you are given clearance to do so.
3. Tell your doctor that you are a food handler.

#### PERSONAL HYGIENE QUESTIONNAIRE

1. When should you wash your hands?

Answer -

2. Where should you wash your hands?

Answer -

3. What should you do if you have a cut or sore?

Answer -

4. What state should your clothes be in and why?

Answer -

5. How should long hair be worn?

Answer -

6. Why should you not wear jewellery?

Answer -

7. List 3 bad habits you should refrain from doing?

Answer -

8. What should you tell your doctor if you are unwell?

Answer -

9. Why should you not smoke or eat in a food area?

Answer -

10. Where are you allowed to eat/drink when at work?

Answer -

Personal Hygiene questionnaire completed:

Overall Score:

Employees Signature:

Date:

Employers Signature:

Date:



## FIRE SAFETY

All employees must make certain that they know what to do in the event of a fire. It is important for you to know what to do if you discover a fire and how to evacuate people from the building in which you work.

## FIRE PREVENTION

These are some of the precautions you should be aware of that can help prevent a fire:

- Inspect premises after all customers have left the premises
- Keep all areas free from litter - remove rubbish from the building
- Do not overload electrical sockets
- Never place clothing over heating appliances
- Know what action to take if a deep fat fryer catches fire
- Immediately report gas leaks to the local Gas Company
- Never lock a fire escape door
- Never block a fire exit
- Maintain good housekeeping standards

## FIRE EMERGENCY PROCEDURES

- Know how to operate the fire alarm system
- Know where the nearest telephone is
- Know where the fire fighting equipment is and how to use it
- Sound the alarm and commence evacuation
- Dial "999" and ask for the "Fire Brigade"
- Only fight the fire if it is small and you have the right extinguisher.

## FIRE EXTINGUISHERS

All up to date fire extinguishers are red - each extinguisher bears a strip of colour that indicates the substance inside and the type of fire it can be used on.

COLOUR	WHAT TO USE IT ON	CONTENT
RED	Soft furnishings, paper, wood	(WATER)
CREAM	Flammable liquids, fat, oil, fires in containers e.g. deep fat fryers	(FOAM)
BLACK	Electrical, flammable liquid/gas	(CO <sub>2</sub> )

Warning - CO<sub>2</sub> extinguishing can cause freeze burns if the nozzle comes into contact with skin. Take great care.

BLUE	Electrical, flammable liquid/gas, soft furnishings, paper, wood	(POWDER)
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Warning - Dry Powder does not readily penetrate the inside of electrical equipment. Take extra care and re-apply dry powder if the fire re-ignites.



## FIRE DRILL

Know the evacuation drill, escape routes, fire exits and assembly points  
Understand the course of action if someone sounds the fire alarm  
Remember to close all doors after evacuation  
Know how to operate the fire alarm  
Know where the nearest telephone is

## FIRE SAFETY QUESTIONS

1. What is the first thing you would do on discovering a fire?

Answer -

2. What do alarm boxes look like and where would you find them?

Answer -

3. Where are all the fire extinguishers located?

Answer -

4. What type of fire extinguishers are suitable for electrical fires?

Answer -

5. Why is it important not to use water on electrical or oil fires?

Answer -

6. Why must you be careful when using CO2 extinguishers?

Answer -

7. When evacuating a building, what must you remember to do?

Answer -

8. Where are the fire exits/escapes located?

Answer -

9. Where is the fire evacuation assembly point for the premises?

Answer -

10. How can you help prevent fires?

Answer -

Fire Safety questionnaire completed:

Overall Score :

Employees Signature:

Date:

Employers Signature:

Date:

## CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH – C.O.S.H.H.

During your work you will come across chemicals and cleaning materials. It is very important that you understand how these substances are controlled so they do not become hazardous to you, your colleagues or anyone else.

Hazardous substances cause damage to the body when they:

1. Come into contact with the skin & eyes
2. Enter the body through cuts in the skin
3. Are breathed in
4. Enter the body through the mouth

Hazardous substances can be:

Liquids, Solids, Dust, Powders or Gasses

When handling hazardous substances you must:

Understand the need for care when using cleaning substances  
Remember the need for string substances in separate lockable cupboards /rooms  
Become familiar with each product, their safety precautions and possible hazards  
Learn the importance of not mixing cleaning agents, and that they should never be put into drinking vessels or bottles

Remember that gas cylinders must be secured upright when in use and horizontally when not in use. Understand that these cylinders are high-pressure vessels.  
Report any suspected leakage of gas and always vacate the cellar immediately if a leakage occurs

Remember CO<sub>2</sub> is toxic and will cause asphyxiation and bare skin must not be allowed to come into contact with the gas because it may cause a freeze burn.

### C.O.S.S.H. – SAFETY SYMBOLS

CORROSIVE



A substance or preparation that on contact with living tissue may destroy it.

HARMFUL



Substances or preparations that may cause death or acute or chronic damage to health when inhaled, swallowed or absorbed via the skin.

IRRITANT



Non-corrosive substances and preparations that, through immediate, prolonged may cause inflammation.



When handling hazardous substances remember:

- Follow manufacturer's instructions
- Never store chemicals near/next to food
- Never mix chemicals
- Always add chemicals to water and not water to chemical
- Do not put chemicals in unmarked containers
- Wear personal protective clothing when required by C.O.S.H.H. information
- Tell your manager if you are experiencing a reaction to the use of any chemicals you are using

#### C.O.S.H.H. Questions

1. What do the initials C.O.S.H.H. stand for?

Answer -

2. What areas of your work relate to C.O.S.H.H.?

Answer -

3. Whose instructions will you follow when using and storing chemicals?

Answer -

4. Where should you never store chemicals?

Answer -

5. When should you wear protective clothing?

Answer -

6. How should gas cylinders be stored when in use?

Answer -

7. What does "Corrosive" mean?

Answer -

8. What does "Harmful" mean?

Answer -

9. What does "Irritant" mean?

Answer -

10. What should you do if you experience a reaction to the chemicals you use?

Answer -

C.O.S.H.H. questionnaire completed:

Overall Score :

Employees Signature:

Date:

Employers Signature:

Date:



## MANUAL HANDLING

More working days are lost each year through back trouble than any other single cause. Backs are clearly a weak point for us humans that is why it is so important to take care of yours, especially when lifting, carrying or setting down a load.

Typical Manual Handling tasks in your place of work:

- Moving Kegs or Casks
- Bottling up
- Putting deliveries away
- Moving containers of chemicals
- Moving containers of cooking oil
- Removing filters from extractor canopies

### Basic Lifting and Carrying

- Check that your route is clear of obstructions
- Stand as close to the load as possible
- Spread your feet to create a stable base
- Bend your knees and keep your back in a natural line
- N.B. Do not bend your knees fully as you will have too little power to lift
- Grasp the load firmly
- Raise your head as you start to lift
- Lift with your powerful leg muscles in a smooth movement
- Keep your back straight
- Hold the load close to your body
- Avoid twisting, leaning backwards or stooping
- Reverse the procedure for lowering the load
- Be careful not to trap fingers or toes when setting a load down

## ACCIDENT REPORTING

You must immediately report any accident or dangerous incident at work, however minor or trivial, particularly where any personal damage or injury is involved. It is your duty also to report any safety hazard such as defective equipment or apparatus, and to warn others if necessary. A report of ALL accidents MUST be recorded in the Accident Book.

What is an accident?

An accident is any unplanned, unforeseen event that results in injury, damage to equipment or property or some other loss.

### Accident reporting procedure

- Record ALL accidents in the Accident Book
- Know where the First Aid Box is and what it contains
- Inform your manager of all accidents and dangerous occurrences
- Know whom the First Aid appointed person is (If there is one)

Remember - it is your responsibility to report any accidents to your boss, who will then make sure that the information is recorded in the Accident Book.



## Broken Glass

Broken glass must be disposed of safely by wrapping it in plenty of thick paper or cardboard  
Dispose of broken glass separately from all other rubbish or litter

## Electricity

Always check equipment before use  
If equipment appears defective DO NOT use it  
Never carry out electrical repairs yourself  
Inform your manager of all dangerous/defective equipment

## MANUAL HANDLING AND ACCIDENT REPORTING QUESTIONS

1. List 3 key points to remember when lifting?

Answer -

2. Describe the "Basic Lift"?

Answer -

3. What manual handling tasks do you do in your job?

Answer -

4. What should you do if an accident occurs in your workplace?

Answer -

5. Where is the Accident Book kept?

Answer -

6. Who is the appointed First Aider in your pub?

Answer -

7. Where is the First Aid box kept?

Answer -

8. Why must you report all accidents?

Answer -

9. What should you do with broken glass?

Answer -

10. What must you do if equipment appears faulty or defective?

Answer -

Manual Handling and Accident Reporting questionnaire completed:

Overall Score :

Employees Signature:

Date:

Employers Signature:

Date:

## LICENSING LAW



Please remember that, under licensing law, you could be prosecuted for serving short measures. During your first sessions behind the bar you will receive supervision and guidance if you are not experienced already.

## WEIGHTS AND MEASURES

Beer/Lager/Cider - Multiples of 1/2 pint  
Spirits - Multiples of 25ml or 35ml  
Wines - 125ml/175ml/250ml

## THE FULL PINT

We are currently allowed to serve a pint that contains 95% liquid and 5% head, but if a customer wishes to have their pint topped up then, as long as they have not touched it we are legally obliged to top it up. The same applies to half pints.

## PASSING OFF

We are legally bound to tell the guests that the product we offer is different to the one they have asked for and we must seek their approval prior to dispensing the drink. Passing off is illegal and you could be fined. e.g. A customer asks for Pepsi and we serve Coke or A customer asks for a Bells whisky and we serve Teachers

You must familiarize yourself with our product range

The Licensing Act 2003 sets out four licensing objectives which must be taken into account when a local authority carries out its functions. They are:

1. the prevention of crime and disorder,
2. public safety,
3. prevention of public nuisance, and
4. the protection of children from harm

## SALE OF ALCOHOL TO PERSONS UNDER 18 YEARS

1. It is an offence to sell intoxicating liquor to a person under 18 years of age or to permit a person under 18 to consume intoxicating liquor in a bar.
2. If you think somebody is under 18 or is buying for somebody who is under 18, you must not serve them without having seen a valid form of proof of age. Valid Passport or UK Photo Driving Licence are the only form of ID we accept



**WE FOLLOW THE CHALLENGE 21 RULE – IF THEY ARE UNLUCKY ENOUGH TO LOOK UNDER 21 YEARS OF AGE – YOU WILL ASK FOR I.D.**



## SALE OF ALCOHOL TO PERSONS WHO ARE DRUNK

1. You must refuse to serve a person who is drunk or appears to drunk
2. It is illegal for you to serve a person who is the companion of a drunk who is trying to buy alcohol for the drunk.

### Remember

You face an on the spot fine of £90 for serving a person who is under 18 or for serving someone who is or appears to be drunk, or the person who is trying to buy drink for a drunken person, with alcohol.

We could lose our licence and we could all be out of a job!

## LICENSING LAW QUESTIONS

1. What size spirit measures are used in this pub?

Answer -

2. What size glasses are used for wine?

Answer -

3. What is the maximum size of the head on draught beers, lagers or ciders?

Answer -

4. What is meant by the term "Passing Off"?

Answer -

5 Why must you familiarise yourself with the product range at The Robin Hood?

Answer -

6. What must you do if you suspect that a person is under the age of 18 years?

Answer -

7. Where would you find the PASS logo?

Answer -

8. List three acceptable proofs of identity?

Answer -

9. What must you do if you suspect that a person is, or appears to be drunk?

Answer -

10. When might you be fined £80?

Answer -

General questionnaire completed:

Overall Score:

Employees Signature:

Date:

Employers Signature:

Date:



Authority to sell alcoholic beverages in: [enter name of pub here]

Declaration of Training

I confirm that I have received training to enable me to sell alcohol within the terms of the current licensing law and the Operating Schedule for:

[enter name of pub here]

Full Name \_\_\_\_\_

Date of Birth \_\_\_\_\_

Signed \_\_\_\_\_

Date / /

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Declaration by the Designated Premises Supervisor

I, [enter name here], as Designated Premises Supervisor, confirm the above named person has received adequate training and is authorised to sell alcohol within the terms of the current licensing law and the Operating Schedule for:

[enter pub name here]

Full Name \_\_\_\_\_

Date of Birth \_\_\_\_\_

Signed \_\_\_\_\_

Date / /

On December 13th 2014 new regulations came in to force across the EU regarding Food Allergy labelling and [these changes affect our pub](#). This guide to the new regulations will help you understand what Food Allergies are, how to manage ingredients and cooking processes and then communicate to your staff and customers any potential allergenic content in the food you prepare and sell.

The New Rules In Brief

Allergen information should be easily accessible, visible and clearly legible

Where it isn't practical for this information to be in a written format, pubs should use clear "signposting" to direct the customer to where this information can be found, such as asking members of staff.



Allergen information should be made available for the entire dish served, and where food is provided in a buffet format, it should be provided for each item separately.

Pubs providing allergen information orally from a member of staff must ensure it is consistent, accurate and verifiable upon challenge. Verification of this information should be provided in written form.

### Why food allergy matters

When someone has a food allergy, eating even a small bit of that food can make them very ill, in some instances this can even be fatal, this reaction to an allergen is called anaphylaxis. You'll probably have noticed on pre-packed food you buy from suppliers will already contain details of any allergy risks but up until now you as a caterer haven't had to provide the same information to your customers, the change in the regulations will make it law for you too. So, when you are prepare and sell food it's essential you to take food allergy seriously and incorporate both risk assessment and risk management associated with the named allergins in the regulations.

Which ingredients can cause a problem?

These are some of the ingredients people may be allergic to and where they may be found in finished products:

- ) Celery including celery stalks, leaves and seeds and celeriac, in salads, soups, celery salt, some meat products
- ) Cereals such as wheat, rye and barley and foods containing containing flour, such as bread, pasta, gluten cakes, pastry, meat products, sauces, soups, batter, stock cubes, breadcrumbs, foods dusted with flour
- ) Crustacea such as prawns, lobster, scampi, crab, shrimp paste
- ) Eggs in cakes, mousses, sauces, pasta, quiche, some meat products, mayonnaise, foods brushed with egg
- ) Fish in some salad dressings, pizzas, relishes, fish sauce and some soy and Worcestershire sauces
- ) Lupin seeds and flour in some types of bread and pastries
- ) Flour
- ) Milk in yoghurt, cream, cheese, butter, milk powders, foods glazed with milk
- ) Molluscs such as mussels, whelks, squid, land snails, oyster sauce
- ) Mustard including liquid mustard, mustard powder and mustard seeds, in salad dressings, marinades, soups, sauces, curries, meat products
- ) Nuts in sauces, desserts, crackers, bread, ice cream, marzipan, ground almonds, nut oils
- ) Peanuts in sauces, cakes, desserts, groundnut oil, peanut flour
- ) Sesame in bread, breadsticks, tahini, houmous, seeds sesame oil
- ) Soya as tofu or beancurd, soya flour and textured soya protein, in some ice cream, sauces, desserts, meat products, vegetarian products
- ) Sulphur in meat products, fruit juice drinks, dried dioxide fruit and vegetables, wine, beer

Some people may ask about other foods or substances to which they are allergic and these should be treated with equal importance and in the same manner, for example, tomato, banana, kiwi fruit or latex (natural rubber, as used in "rubber food handling gloves").

You need to know if any of these allergens are in the food you buy in and prepare, so you will need to review every recipe you use in your menu to identify and record any potential allergen content, if in doubt contact the supplier concerned for guidance.

## Food Intolerance

Some people need to avoid certain foods because of a food intolerance rather than a true food allergy. Food intolerance is different from food allergy, it usually doesn't involve the immune system and is generally not life

threatening; however, if a customer eats a food to which they are intolerant, this could make them feel very ill or affect their long-term health. For example, people with lactose intolerance need to avoid lactose (a sugar found in milk), because they lack the enzyme that breaks down this sugar. This causes symptoms such as diarrhoea, weight loss, bloating and anaemia.

## Coeliac Disease (Gluten Intolerance)

Other people need to avoid certain foods because of coeliac disease, which is a life-long auto-immune disease (about 1 in 100 people have coeliac disease) and they need to avoid gluten, a type of protein found in the cereals, like wheat, barley and rye. Some coeliacs are also sensitive to oats. They have symptoms such as wind, diarrhoea, constipation, tiredness, reduced growth, skin problems and this condition can also affect their long term health.

What are the symptoms of food allergy?

The symptoms can vary and their severity can change from one occasion to the next and from one person to another, even a very small amount of allergen can present a serious problem to some people with food allergy.

The most common symptoms of an allergic reaction are:

- ) Dry, itchy throat and tongue
- ) Itchy skin or rash
- ) Nausea and feeling bloated
- ) Diarrhoea and/or vomiting
- ) Wheezing and shortness of breath
- ) Swelling of the lips and throat
- ) Coughing
- ) Runny or blocked nose
- ) Sore, red and itchy eyes

(Not all of those symptoms would necessarily occur in a single episode.)

On rare occasions allergy sufferers may experience a life threatening reaction called anaphylactic shock. When someone suffers anaphylaxis they can have symptoms in different parts of the body at the same time, including rashes, swelling of the lips and throat, difficulty in breathing, a rapid fall in blood

pressure and loss of consciousness. Anaphylaxis can be fatal if not treated immediately, usually with an injection of adrenaline (epinephrine). People with severe allergies should take their medication with them wherever they go. For these people especially, it is very important



that they are given accurate information about what is in the foods you are selling or providing if they are to avoid the risk of a severe reaction.

### Cross-contamination with food allergens

Although this guide is mainly about allergenic foods which are intentionally used as ingredients, it is important to be aware of accidental allergen cross- contamination. As even a very small amount of allergenic food can be a risk for customers with a food allergy when someone asks if the product you are selling is free of the food they are allergic to, you also need to consider possible cross-contamination in the kitchen. You need to think carefully about this when considering whether you can provide a meal without the allergen present.

There are a number of things you can do to reduce the risk of cross-contamination:

- ) Thoroughly clean work areas, surfaces, serving areas and hands, to remove traces of food allergens.
- ) Ensure any utensils, equipment, chopping boards, and the like, that have been in contact with the food that the person is allergic to have been thoroughly cleaned with hot water and detergent.
- ) Use airtight containers to store food allergens and colour code them to make them stand out.
- ) Take steps to ensure that the area where the customer will eat the food is clean, for example, the table, crockery and cutlery.
- ) Avoid cross-contamination for example, with flour or crumbs that are easily carried from one dish to another.

Whilst it may not be possible to separate all the foods to which people are allergic by using "best practice", you should be aware of where foods that can cause serious allergic reactions are coming into contact with non-allergenic ingredients. It is important that if it is not possible to provide food without the allergen present, that you say so.

### Getting The Message Out There

Effective communication among your staff, with the customer and with your suppliers, is of the highest importance in ensuring that customers with food allergy have accurate information, however, it's not solely your responsibility, your customers also have a responsibility to ask for information and relay their dietary needs to the person providing the food. Customers should make the final decision on whether or not to buy and eat a food, based on the information you provide.

In the absence of labels on non pre-packed food (i.e. the food you serve in your pub) , the allergic customer who requires ingredient information is reliant on verbal communication with staff at the point of sale, or written information provided voluntarily (for example, on menus, display tickets or information boards). Effective communication is therefore vital and could

help to ensure that a customer does not eat something that could risk their life.

You need to think carefully about how to handle requests for information from a food allergic customer and how to make sure your team have access to the requested information. It is essential that if a member of staff is asked about the ingredients of a food, they ensure that any information they provide is full and accurate. If the information is not available, they should say so and if in doubt, staff should be advised to ask another (more senior) member of staff before responding to the customer. You might consider making your chef(s) your



pub's 'allergy adviser' so that someone is available at all times to answer requests for allergen information, but don't forget to make arrangements for when these members of staff are not available.

If staff cannot obtain reliable information about the content of a food, they should never guess. Instead, they should tell the customer they are unable to provide the information requested and cannot be sure that the food in question is free of the ingredient concerned.

You may be able to provide a special meal not containing that allergen especially if the customer gives you prior warning, for example, it may be relatively easy to provide a salad without nut oil dressing (for someone who is allergic to nuts), or a meat dish without a sauce containing flour for someone who has coeliac disease, but don't forget the cross-contamination risks.

Two particularly difficult areas of pub food to police are carveries and self-service finger buffets (such as those you lay on for parties) due to the risk of cross-contamination once the food is served. If a business knows in advance that an allergic customer will be present (this is often the case for this type of event) a suitable selection from the buffet should be selected beforehand and held separately for the custom.

### Food Allergy Can Cause Embarrassment

Some of your customers may find it difficult to tell staff that they have a food allergy, and may feel awkward, not wanting to make a fuss, so you need to find ways to make your customers feel more comfortable about asking for information. This could be in the form of a poster, or a statement put on the menu, letting customers know that the establishment is happy to help with food allergy requests. For example:

"If you require further information on the allergen content of our foods please ask a member of staff and they will be happy to help you."

### What To Do If Things Go Wrong...

Hopefully our staff training, the systems we've put in place and our effective communication with staff and customers will prevent any mishaps, however, in the event someone exhibits the symptoms of anaphylaxis you need to act quickly and calmly.

This is what to do if they think a customer may be having an allergic reaction. Whether they are having an allergic reaction is not always clear because other serious conditions can have similar symptoms. But, even if you're not sure what the problem is, if a customer is finding it hard to breathe, if their lips or mouth are swollen, or if they collapse, you should:

- ) Contact our first aider(s)
- ) Call 999 immediately and describe what is happening
- ) Explain that you think the customer may be having a serious allergic reaction
- ) Do not move the customer, because this could make them worse

Send someone outside to wait for the ambulance and stay with your customer until help arrives

### FOOD ALLERGEN QUESTIONNAIRE

1. Why is food allergy awareness important?

Answer -



2. Name three of the common food allergens?

Answer -

3. What can happen if a person ingests a food allergen they are allergic to?

Answer -

4. What symptoms might a person exhibit if they are having an allergic reaction?

Answer -

5. How can we avoid bringing food allergens into contact with other foods?

Answer -

6. From whom can you seek more information about food allergens at the Plough & Harrow?

Answer -

7. How can we show our customers what allergens are present in the food we serve?

Answer -

8. What sort of food should a coeliac disease sufferer avoid?

Answer -

9. What other foods might a customer be intolerant to?

Answer -

10. What should you do if someone appears to be having an allergic reaction?

Answer -

Food Allergen questionnaire completed:

Overall Score:

Employees Signature:

Date:

Employers Signature:

Date:



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