

Allergen Management Procedure

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Allergen Management Procedure

Pre-event

Sales
1

Booking contracted

If required for the event send [allergen and dietary requirements statement](#)

Sales
2

At final details stage request all dietary requirements

Send copy of our [special diets menu selector](#) if required.

Sales co-Ordinator obtains : Name, Allergy/ies and dish chosen

Send the nut free menus/DDR package if required

All dietaries recorded in online event profile under [further catering detail](#)

Sales
3

Sales Co-ordinators make any amends updating in the [further catering details](#)

If an update is less than 24 hours from the event sales to contact venue manager and also update verbally

Allergen Management Procedure

Pre-event cont...

Chef's Schedule

4

Chef's schedule prepared by the venue manager detailing dietary requirement for each event

This should give name, event space and dish to be prepared

Printed & Verbal

5

The **Chefs Schedule** should be emailed to the chef and also printed and handed over with verbal acknowledgment

If there is any doubt that a requirement status is not confirmed it should always be treated as an allergy

Pre-Event Meeting

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In some cases, for more complicated or detailed events a pre-event meeting will take place between sales & Ops

Further questions can be asked by Ops or clarified via the organiser or guest direct about dietary requirements. This is then recorded on the catering booking details and added to Chefs Schedule.

Allergen Management Procedure

Day of event

Meet & Greet 7

Meet and Greet by duty manager with the organiser

Run through and confirm dietaries on the [function sheet confirmation form](#)

Identification of guest with requirement, advised to make themselves known to team at lunch service

Not Pre- advised 8

Identified by organiser or individual guest

Team to ascertain [N.E.A.D](#)

- N** Name
- E** Event
- A** Allergy
- D** Dish to be served

Use of [Allergen Matrix](#) if required, duty manager or floor supervisor with duty chef checks that a suitable dish has been chosen to accommodate the customer requirement

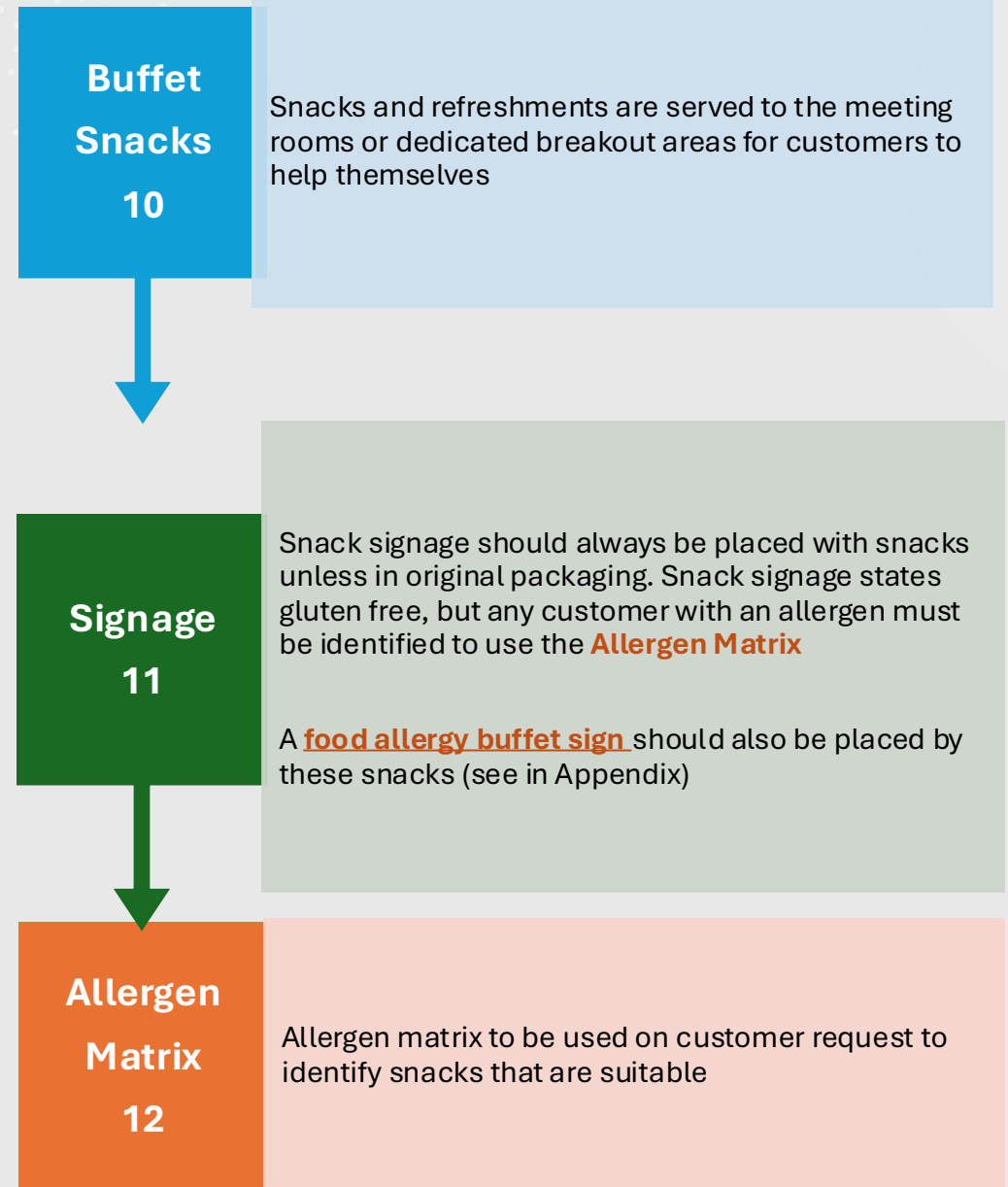
Confirm to kitchen 9

FOH update with the kitchen duty chef, verbally and update daily sheets and service whiteboard, confirming the N.E.A.D as stated above.

If there is any doubt that a requirement status is not confirmed it should always be treated as an allergy

Allergen Management Procedure

Snacks & Refreshments



Allergen Management Procedure

Buffet food service,
delivery of dietary
requirements

Identify Guest 13

Guest identifies themselves to FOH team as ordered a dietary requirement

Or support with the use of Allergen Matrix

All buffets to have allergy notice and state dishes may not be suitable for allergies and to speak with a member of the team

Wash Hands Collect 14

Team member washes hands thoroughly and changes any PPE before handling and special diets

Team collect appropriate dish from kitchen which will be in sealed box labelled with

Name
Event
Allergy
Dish

Delivery Confirm 15

Sealed box delivered to the customer, on handing over verbally confirming

This is (name)

In (event space)

Your allergy is (state the allergy)

This dish is (state the dish)

Allergen Management Procedure

Sit down food service

Sales Pre-event

16

Ideally sales to obtain from organiser a table plan with names and allergies of attendees

If possible, for the style event use tent cards to identify guests at their place setting, the dish they have ordered, and allergies identified.

Day of event

17

Menu card to be placed on each table, stating that any person with an allergy or intolerance must make themselves known to a member of the team

Team member washes hands thoroughly and changes any PPE before handling and special diets

Collect the ordered dish from the chef with confirmation of the N.E.A.D. Customer name, event attending, allergen and dish.

Delivery Confirm

18

Deliver the dish to the customer and verbally confirm: N.E.A.D

This is (name)

(Event attending if required)

Your allergy is (state the allergy)

This dish is (state the dish)

Additional Allergen Management

- Cross contamination, see [Food Hygiene Policy, section 15 including E Coli 0157](#)
- Preparation of dishes for customers with allergies, see [Food Hygiene Policy, section 23 Allergens](#)
- Signage, we should always display our [Food allergy notice](#) and advise that food from buffets may not be suitable
- Guests bringing in their own food (ie a customer bringing in a birthday cake to share) do so at their own risk and potential risk to others at their event. They should be made aware of [clause 20.8 of our Booking terms and conditions](#)

Documents stored ...

Studio Web Documents (SWD)
www.thestudio.co.uk/documents

Studio Internal Documents (SID)
Found in teams /internal documents

- **Allergen and Dietary Requirements Statement (SWD)**
- **Special diets menu selector (SID)**
- **Chef's schedule template (SID)**
- **Function sheet confirmation form (SID)**
- **N.E.A.D – name, event space, allergy and dish served (SID)**
- **Allergen matrix (SID)**
- **Booking terms and conditions (SWD)**
- **Food allergy buffet sign (SID)**
- **Food Hygiene Policy (SWD)**