

Food Allergy Safety Tips

For front-of-house staff

You play an important role in keeping customers with food allergies safe.

Take food allergies seriously.



Peanuts



Tree nuts



Wheat



Sesame

You need to know

- The 9 major food allergens
- Where to find the list of ingredients for all recipes
- How to prevent cross-contact with allergens
- Cooking does not kill allergens
- Trace amounts of allergens can trigger an allergic reaction



Eggs



Dairy



Soy

Customer communication

- Listen carefully to customer requests. Repeat back the food allergy requests to the customer.
- Help customers find menu items that do not include certain allergens or that can be made without allergens
- Answer customer questions about food allergens honestly. If you don't know, don't guess.
- Follow your food allergy safety plan on when to tell your manager about a customer's food allergy questions
- Share any cross-contact risks for customers with food allergies
- Always let the customer make their own informed decision



Fish



Seafood

How to serve allergen free food

- Clearly communicate customer allergy information to the kitchen staff
- Take allergen-free orders to the table separately as soon as they are ready

minneapolismn.gov/food-allergens

For reasonable accommodations or alternative formats please contact an Environmental Health supervisor at 612-673-2301 or Health@Minneapolismn.gov. People who are deaf or hard of hearing can use a relay service to call 311 at 612-673-3000. TTY users call 612-263-6850. Para ayuda, llame al 612-673-2700 - Rau kev pab 612-673-2800 - Hadii aad Caawimaad u baahantahay 612-673-3500.