



Allergen awareness and food handling

THIS MONTH'S TALK FOCUSES ON ELEMENTS OF FOOD SAFETY, HYGIENE PROTOCOLS AND STRICT MANAGEMENT OF GUEST ALLERGIES IN OUR OUTLETS.

Today, our focus is on food safety, hygiene, and allergy management – key aspects of delivering excellent service and ensuring the safety and wellbeing of our team and guests. Good food hygiene and careful allergy management aren't just legal requirements; they're a part of our commitment to the highest standards every day.

Food safety starts with cleanliness. Always wash your hands thoroughly before and after handling food, garnishes, etc. Use the hand sanitisers available throughout the venue, and make sure our hand wash stations are kept in good condition and properly stocked. Proper sanitisation of surfaces is a shared responsibility – make sure tables, counters, and equipment are cleaned and sanitised regularly to avoid contamination.

When handling food, be mindful of personal hygiene. Jewellery should not pose a contamination risk, so keep it minimal and secure, and make sure your uniform is clean. If you're feeling unwell or showing symptoms like coughing, sneezing, or other potential signs of illness, let your manager know immediately, as this could impact food safety. Any incidents or allegations of food poisoning must be reported through Donesafe promptly so we can act quickly to prevent any further risks.

Effective allergy management is crucial. Always confirm with customers if they have any food allergies or intolerances and make sure this information is accurately recorded and communicated to the kitchen. Know the process for doing this correctly so that all dietary needs are met safely, be aware of ingredients that could trigger allergies – not just in dishes, but in garnishes, sauces, and even drink mixers. Use separate utensils and equipment for allergen-free orders, and ensure everything is cleaned thoroughly between uses to prevent cross-contamination.

Let's maintain our high standards by keeping our work environment clean, practicing good personal hygiene, and handling food safely. If you're ever unsure how to manage an allergy request or food safety concern, or if you notice a safety issue, speak to your manager immediately. Together, we can ensure a safe, enjoyable experience for every guest and team member.



**ACTING GENERAL
MANAGER HOSPITALITY**

This months checklist requires we ensure that:

Incidents of food poisoning are reported in Donesafe

Hand sanitiser is available and hand wash stations in good condition

Jewellery worn by service staff does not present a contamination risk

Surfaces are appropriately cleaned and sanitised at regular intervals

Team members know how to properly record and communicate food allergies to the kitchen

To complete the checklist on Donesafe scan the QR code

