



ALLERGEN PLATFORM TRAINING

August /2016

Steps to follow for Allergen Training



Steps



These are the necessary steps restaurant managers have to take in order to be allergen training certified and be able to train new employees on allergen procedures.

Allergen Platform steps and Training 2016 EMEA.

This is the deck (second part of this deck) that will be used to train the management team and crew members.

The servsafe online course will prepare you to deliver it.

1. Read it in advance and solve any doubts with your supervisor.
2. Use the Ops Manual (food allergies) to complement the information.

WHAT IS A FOOD ALLERGY?



- Food allergies are adverse reactions of the body to certain foods. They can be serious enough to result in **hospitalization or even death**.

Most common food allergens



- Foods causing food **allergens**.
- A food allergen is people are sensitive to an allergic reaction.

- Peanuts
- Pecan nuts, brazil nuts (nut products)
- Milk and milk products
- Egg products
- Shellfish
- Soy products

- CEREAL WITH GLUTEN
- SESAME SEEDS
- MUSTARD



If cross- contact happens....



- If the potentially allergenic food touches other smallwares or work surfaces: that smallware or container **must be thoroughly cleaned and sanitized (and rinse again if applicable)**
- If there is a spill of the "may contain" ingredient, you must thoroughly clean and sanitize the contact surface involved **using a separate sanitizer bucket and cloth**, and remove it after using it to clean the area
- If you placed other types of food in direct contact with the potentially allergenic containers or smallwares, you **need to discard those foods and record them as waste**

Steps





Once restaurant manager is ready to deliver training on allergen procedures these are the steps to train new employees.

1. Deliver the training using the **Allergen Platform steps and Training 2016 EMEA** deck (second part of the presentation)

Training must be delivered when training new employee on Basics (restaurants with GURU) or Welcome to the Team presenter (restaurants with RTT).

Allergen training course can be delivered by the restaurant manager or can be centralized by the franchisee's training department, in case of this last option franchisee has to provide Team Member with a document stating that allergen training has been completed, this document has to be stored together with rest of training materials of the Team Member and must be shown to BKE or any other designated people when required.


Most common food allergens




- Peanuts
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- Milk and milk products
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- Shellfish and fish
- Soy and soybean products
- CEREAL WITH GLUTEN
- SESAME SEEDS
- MUSTARD
- CELERY
- LUPINS
- MOLLUSCS
- SULPHITS

1. Deliver the training
2. Request crew members to complete the **Food allergen training acknowledgement form.**

The poster has to be placed as close as possible to the manager command station.



ALLERGENS IN BURGER KING®



What is an allergen?


An ingredient that may cause an illness in some of our Guests. We are required to provide them the proper information to ensure their health and safety.

- Gluten*	- Nuts*
- Soybean*	- Lupin*
- Sesame seeds*	- Fish*
- Crustaceans*	- Celery*
- Milk*	- Mollusca*
- Sulphur Dioxide*	- Peanuts*
- Eggs*	- Mustard*

*and products thereof

What should we do?

- Avoid cross contamination
- Ensure nutritional/allergen information is always posted, updated and close to the front counter area.
- Pay attention to Guests' special orders and, if returned, NEVER remove the ingredient. Make as waste and repeat the menu item.
- NEVER guarantee any of our products is free from any allergen.
- We segregate the ingredients. We cannot ensure there has not been cross contamination.



Peanuts & Nuts ingredients handling

Due to the high severity of peanuts & nuts symptoms in sensitive people, we need to handle products containing traces of them in a different way to avoid contamination.

- Follow OPS Procedures with allergen icon.
- Handle the ingredients in the specific area identified with allergen icon.
- Use specific smallware and containers, identify them with allergen icon and separate them from other smallware at all times.
- Clean, rinse and sanitize those smallware last and separately.

Products with peanuts & nuts traces:

Place here the local Emergency Number and nearest Hospital route map

Place here the Food Allergen Training Acknowledgment Form (add new team members signatures)

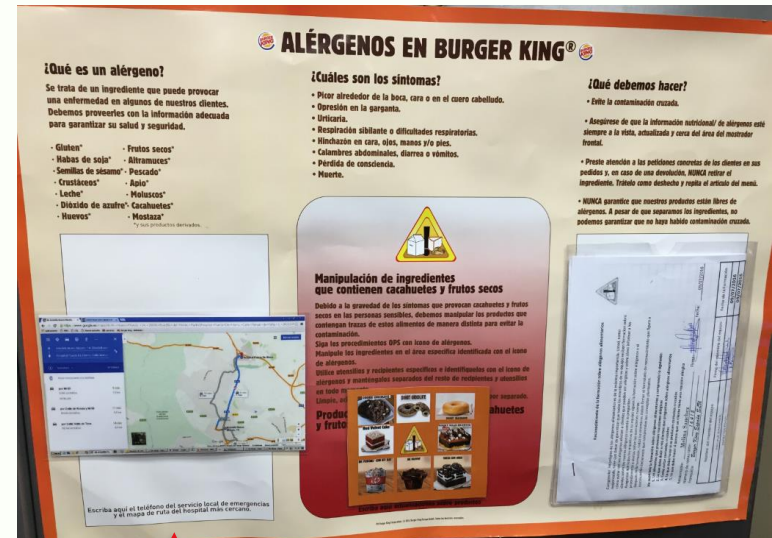
Steps



Once restaurant manager is ready to deliver training on allergen procedures these are the steps to train new employees.

1. Deliver the training.
2. Request crew members to complete the Food allergen training acknowledgement form.
3. Explain new employees what information can be found on the back of the house poster and where the allergen products are listed.

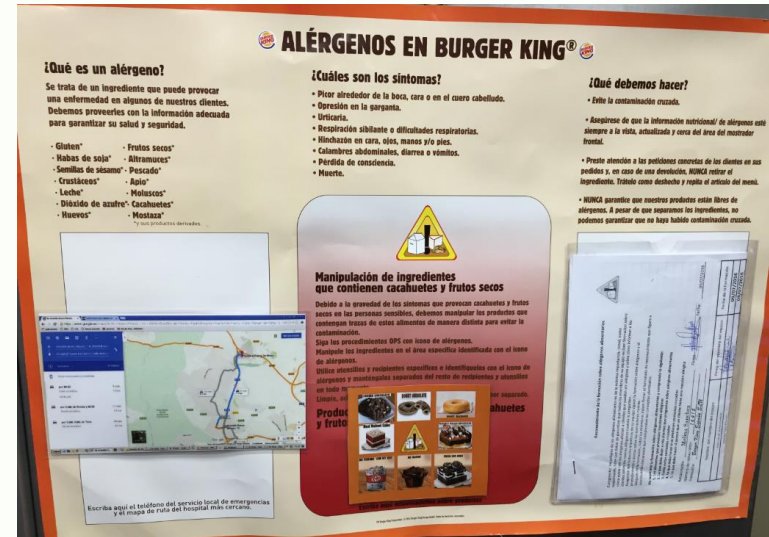
1. Every time a new product is included restaurant manager has the responsibility to inform existing and new employees about it.



What to do when a new allergen product is launched?



1. Review Ops alert.
2. Inform employees of new item/ ingredient/ product
3. Ask them to read Ops alert
4. Clarify all possible questions employees may have.
5. Update the list on the back of the house poster.
6. Follow up on execution to ensure procedures are applied.



Update list



General information

1. THIS PROCESS APPLIES TO EVERY NEW EMPLOYEE
 2. IT IS FRANCHISEE RESPONSIBILITY TO ENSURE THE PROCESS IS COMPLETED CORRECTLY AND THAT ALL EXISTING AND NEW EMPLOYEES ARE TRAINED ON ALLERGEN PROCEDURES
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1. ARL SHOULD CHECK DURING THEIR VISITS THE FOLLOWING:
 1. EMPLOYEES KNOW WHAT TO DO IN CASE GUESTS ASK
 2. COMMUNICATION MATERIALS ARE IN PLACE
 3. FOOD ALLERGEN TRAINING ACKNOWLEDGEMENT FORM IS IN PLACE
 4. HANDLING AND STORING PROCEDURES ARE FOLLOWED
 5. OPS ALERTS IS AT THE RESTAURANT
 2. IN CASE THE PROGRAM IS NOT CORRECTLY IMPLEMENTED REV WILL MEASURE IN REV AS:
 1. CRITICAL FOOD SAFETY FACTORS – CROSS CONTAMINATION.
 2. TRAINING SYSTEM IS NOT IN PLACE (In case employee has not been trained and/or not completed the acknowledgement form)

Allergen Training for new employees



ALLERGEN TRAINING FOR ANY NEW MEMBER OF THE RESTAURANT TEAM



SCOPE

Allergen training must be delivered to any **new employee** (whether if the Team member is part of the management team or is a crew members)

OBJECTIVE

Understanding the dangers of Food Allergens is of utmost importance. Restaurant Managers have the responsibility to ensure all their team members are trained on how to prevent allergens from reaching Guests who may be allergic, and how to inform Guest about the new allergens when asked.

WHAT IS A FOOD ALLERGY?



- Food allergies are adverse reactions of the body to certain foods. They can be serious enough to result in **hospitalization or even death**.
- Foods causing food allergies contain what are called ***allergens***.
- A food allergen is a protein in a food or ingredient that some people are sensitive to. When enough of an allergen is eaten, an allergic reaction can occur

Most common food allergens



- Peanuts
- Pecan nuts, brazil nuts (nut products)
- Milk and milk products
- Eggs and egg products
- Shellfish and fish
- Soy and soybean products



- CEREAL WITH GLUTEN
- SESAME SEEDS
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Symptoms of an allergic reaction?



- Itching around the mouth, face or scalp
- Tightening of the throat
- Hives
- Wheezing or shortness of breath
- Swelling of face, eyes, hands and/or feet
- Abdominal cramps, diarrhea or vomiting
- Loss of consciousness

Potential allergens in Burger King





- When food containing allergens are handled in the restaurant, the key is avoiding cross contact
- Cross contact will occur when the allergenic product passes traces of the allergen to other foods. This can take place on work surfaces, smallwares, cleaning cloths, 3-compartment sinks and even hands

Avoiding cross- contact



- Use only containers and smallwares designated for the potentially allergenic product when required.
- Containers and smallwares for potentially allergenic products must be LABELED for clear identification, including after cleaning and sanitizing
- Keep designated smallwares separate from all other smallwares at all times
- The designated smallwares should be washed, rinsed and sanitized (and rinse again if applicable) LAST AND SEPARATELY, to avoid cross contamination in the three compartment sink
- Avoid bringing peanuts or nut fruits to the restaurant, also for personal consumption
- Look for the parts of the OPS Alert labeled with the *allergy icon*. These are the ones to focus on to prevent cross-contact





If cross- contact happens....

- If the potentially allergenic food touches other smallwares or work surfaces: that smallware or container *must be thoroughly cleaned and sanitized (and rinse again if applicable)*
- If there is a spill of the “may contain” ingredient/ product, you must thoroughly clean and sanitize the contact surface involved *using a separate sanitizer bucket and cloth*, and remove it after using it to clean the area
- If you placed other types of food in direct contact with the potentially allergenic containers or smallwares, you *need to discard those foods and record them as waste*

Protecting our guests



- It is our responsibility to protect the guests
- It is extremely important that you pay close attention when your guest places a “special” order or asks questions regarding allergens
 - If a guest places a “special order”, make an extra effort to ensure it is prepared correctly
 - If a guest brings back a special order because it was made incorrectly, throw it away and remake the item. **NEVER** just remove an ingredient

What should I tell my guests



- If a guest asks: “i am allergic to nuts, does this product contain nuts?”
 - You should say: “this new product may contain nuts, you should avoid this product”
- If a guest asks: “ i am allergic to nuts, and i’m not eating this product. Are other products on the menu at risk of being contaminated with nuts?”
 - You should say: “we segregate the allergen’s containing ingredient. However, we cannot guarantee that the other ingredients have not been in cross-contact with the allergen”



- If a guest appears to have an allergic reaction:
 - You should dial the emergency number
 - Notify your restaurant manager immediately
 - You are not a doctor, so please maintain your distance and rely on your restaurant manager to guide you through the situation
 - Do not admit or avoid guilt

What do I do now?



- Review all questions and concerns
- Sign the allergen acknowledgment training form
- Review the allergen poster to locate the emergency number and nearest hospital routemap
- Identify the products listed on the back of the house poster
- Identify and locate all allergen materials (stickers and postings) located in the restaurant
- Review how to answer guest inquiries regarding allergens



This brand is about
authenticity.

A thick, horizontal yellow brushstroke underline is positioned below the text "authenticity.".



THANK YOU