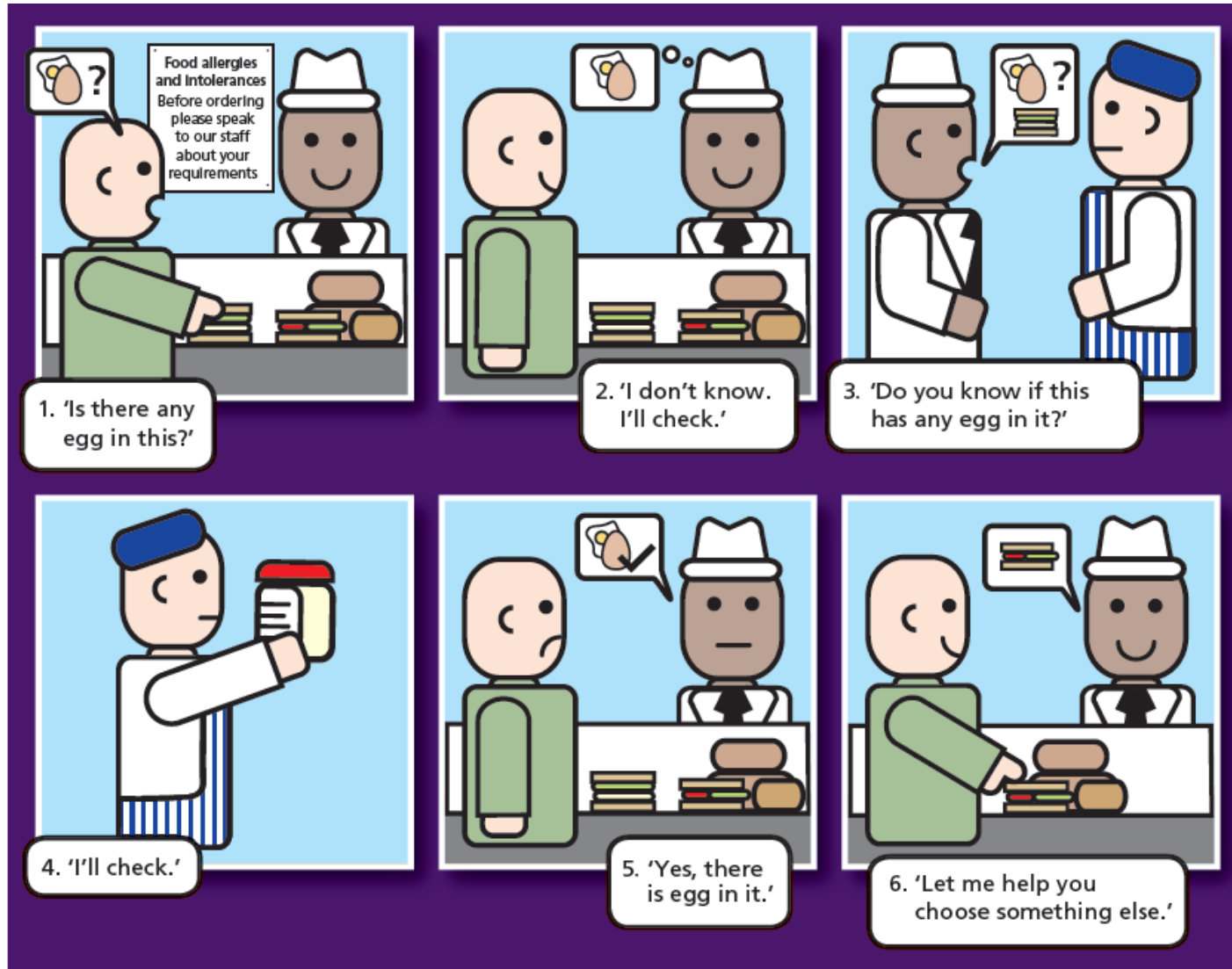
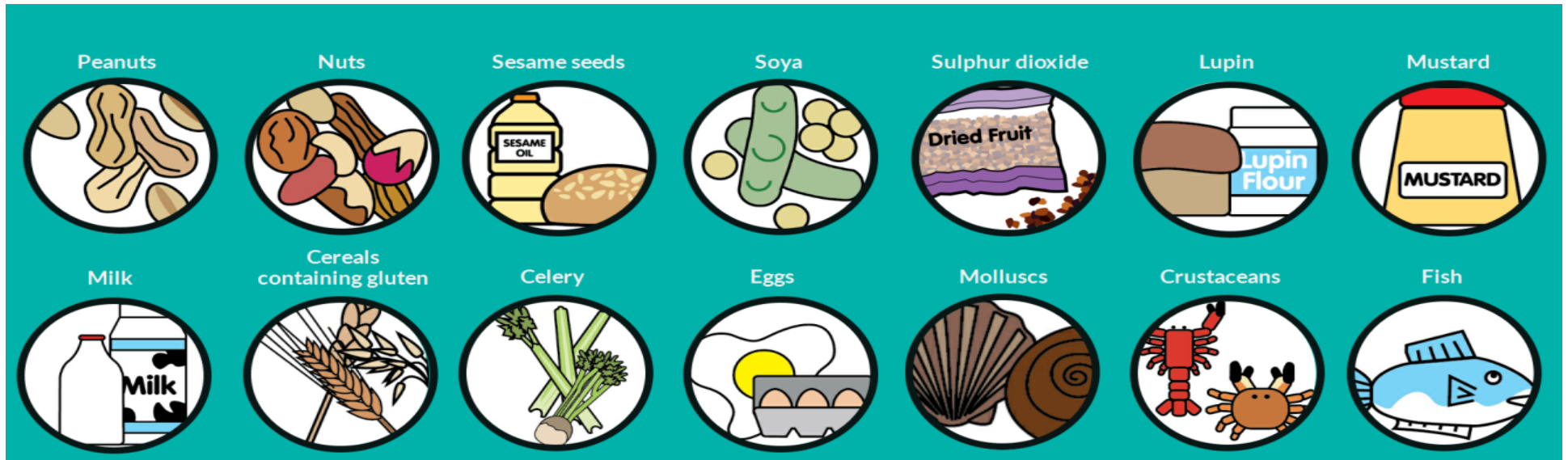


What to do if a customer asks questions about allergens?



1. If a customer asks if a food contains a particular ingredient always check, don't guess
2. When making food keep a record of all the ingredients
3. If you change the ingredients of a food make sure you inform your manager so they can update the ingredients information
4. If a customer asks you to make food that doesn't contain a certain ingredient don't say yes unless you are certain it doesn't contain that ingredient
5. If you are making food for someone with an allergy always make sure your work surfaces and equipment have been thoroughly cleaned. Always wash your hands thoroughly before preparing the food

Common Allergens



What to do if a customer has an allergic reaction?

Signs of Allergic reaction

You may not always know if someone is having an allergic reaction, other serious conditions can have similar symptoms. Warning signs to look for are difficulty breathing, swollen mouth or lips, if they collapse

1. Do not move the customer, you could make them worse, call for a first aider straight away
2. Call 999 immediately and describe the situation, explain that you think it is a serious allergic reaction
3. Ask the customer if they carry an adrenaline pen, if so you may need to help then retrieve it. If the first aider is trained in administering the adrenaline and the customer is struggling offer to assist them
4. Make sure there is someone waiting with the customer whilst someone else waits outside for the ambulance

Suggested Menu Choices for The Three Shells

If a customer has an allergy to any of the below you can suggest the following menu choices as an alternative...

GLUTEN

- Chips
- Cheesy chips

Kid's meals

- Fish fingers and chips

Desert

- Hazelnut and cocoa plus par
- Pecan and cranberry plus bar
- Apricot and orange plus bar
- Ice cream sundae
- Tub of ice cream
-

EGGS

- Chips
- Cheesy chips
- sandwich with: cheese, ham, bacon, sausage, fish finger
- Fish
- Scampi
- Mini fillets
- Chips

Kid's meals

- Sandwich meal
- Mini fillets meal

Desert and cakes

- Flapjacks
- Millionaires slice
- Malty crunch
- Lemon meringue crunch
- Vegan rocky road
- Sunshine muffin
- Plus bars
- Ice cream sundae
- King Kone
- Kiddie Kone

DAIRY

- sandwich (no butter) with ham, bacon, sausage, egg, fish finger
- Cod and chips
- Veggie nuggets and chips

Kid's meal

- Fish fingers
- Sandwich meal
- Veggie nuggets and chips

Desserts and cakes

- Mango and coconut flapjack
- Vegan rocky road
- Sunshine muffin
- Hazelnut and cocoa plus par
- Pecan and cranberry plus bar
- Apricot and orange plus bar

NUTS AND PEANUTS

Our menu choices don't contain nuts but we can't guarantee they don't contain traces

Due to some of our products being cooked in the same oil we cannot always guarantee that these will not be free from the following allergens: gluten, eggs, milk, molluscs, sulphur dioxide, crustaceans, fish, soya, mustard. We do use vegetable oil. Speak to a member of staff if you require more information