



Module 4 Workbook: Front of House

This workbook aims to help you reflect on and improve your current front-of-house processes and practices.

Do you have a procedure for what front-of-house staff should do if an allergy request is made by a customer?
If yes, what is it? If no, what could it be?

Out of your front-of-house staff, who is trained to be able to deal with allergy-related queries or requests?

What training have they had?

In what way is allergen information relayed to your customers?
What role do front-of-house staff play in relaying this information?

How do front-of-house staff alert back-of-house staff to the fact that a customer has an allergy?
For example, an alert is written on the order, or the chef is told directly.



For bookings, you could ask your customers if they suffer from any food allergies and identify any dishes that they will not be able to eat in advance. Do you do this?

- Yes
- No

Does your booking platform have space for allergy information?

- Yes
- No

If yes, is it used?

- Yes
- No

How does your kitchen communicate to front-of-house staff which dishes are allergen free?

If a customer complains about an allergen contaminated dish, what is your process to deal with the complaint?

Are allergy-related complaints documented?

- Yes
- No

How do you prevent any allergy-related incidents from recurring?

