



Module 7 Workbook: Preparing, handling and serving

This workbook aims to help you reflect on and improve your current processes and practices for preparing, handling and serving food.

Do you have a formal procedure for preparing, handling and serving food to a customer with an identified allergy?

- Yes
- No

If yes, where is this information kept?

Note: If you answered no, then we recommend creating one and storing it somewhere easy for staff to view and refer to.

Who knows about your procedures? How do you communicate your procedures to staff?

Did staff help you in creating or providing feedback on the procedure?

- Yes
- No

(Note: If you answered no, we would recommend updating your procedure and asking your staff for feedback. They will be able to provide you with key insights on the allergen issues they face day-to-day and might be able to offer some ideas for improvement.)

Preparing food

Cross-contamination can happen via work surfaces, equipment, cloths, clothing, and hands when preparing food. What processes do you have in place to ensure that this doesn't happen?



During a service is one person assigned to preparing the food containing allergens? Or are allergens handled by many staff members during the preparation stage?

What allergen training do the people who prepare your food have?

Do you pre-prepare any components that would be used in an allergen-free order?

- Yes
- No

How do you prepare and store these components to prevent cross-contamination?

Handling food

How does the chef receiving an allergen-free order communicate that information to other food handlers?

How does the chef confirm that their allergy communications have been received by the food handlers?

Are allergen-free orders prepared in a separate area of the kitchen?

- Yes
- No



Do you use the same piece of equipment for allergen containing and allergen-free foods?

- Yes
- No

Can you clean this equipment fully in between uses?

- Yes
- No

Who is responsible for cleaning equipment between uses when an allergy-related order comes in?

Some pieces of equipment are inherently difficult to clean properly. For example, fryers, woks, griddles, tandoors, microwaves, pizza ovens, vacuum packer, blenders and mixers and other pieces of complex equipment. Do you have equipment like this?

- Yes
- No

Which of this equipment do you use?

(Note: Remember, it must not be assumed that residues can ever be removed from equipment with uneven, porous cooking surfaces or intricate parts.)

What cleaning products and equipment do you use to clean an area or piece of equipment before preparing food for an allergen-free order?

Do all food handlers follow adequate hand washing procedures?

- Yes
- No



How do you check?

Do you re-use cloths?

- Yes
- No

How do you clean them?

Are clean cloths considered when preparing an allergen-free meal order?

- Yes
- No

Are disposable or separate aprons used for handling allergens, if so, which are worn and for what?

Serving food

Are garnishes, drizzling oils, dessert toppings and other 'finishing products' included in your allergen matrix? If so, what?

(**Note:** See Module 2 to download our Food Allergen Matrix template.)



Are desserts, bread or any other dishes prepared by serving staff or staff outside the kitchen? If so, identify what allergens they would be handling?

What controls are in place to prevent cross-contamination?

Do you have a self-service counter?

- Yes
- No

If yes, is allergen signage provided?

- Yes
- No

Is the self-service counter supervised?

- Yes
- No

What other controls are in place at your self-service counter to prevent cross-contamination?