



Allergen and Intolerance Workshop

Tuesday 17th October 2017 – Morning workshop

Some people have sensitivity to certain foods that non-sufferers would find harmless. A severe food allergy can cause a life-threatening reaction. It is important that food businesses owners and their staff can effectively manage allergens to enable them to cater for customers with food allergies and intolerances.

Workshop Content:

1. Key allergens that businesses must consider.
2. The impact of food allergies and intolerances– personal cost
3. Recent prosecution and incidents.
4. Where to start?
5. Do you know your menu and what about the bar?
6. Do you need to use allergenic ingredients? – some alternative ideas.
7. Handling of foods
8. Preparing and cooking of foods
9. Storage and displaying foods
10. Training of staff
11. What about delivery services?
12. The customer's responsibility
13. Dealing with queries and requests
14. Dealing with an incident or complaint
15. The law
16. What about the Local Authority?
17. Sources information and assistance

Hosted at Hertsmere Borough Council, Civic Offices, Elstree Way, Borehamwood, Herts, WD6 1WA

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