

FOOD SAFETY CONVERSATION



Levy- Allergen Awareness for Drinks with Alternatives to Milk

In this Food Safety Conversation we are going to discuss the controls we must have in place when serving drinks made with milk or alternatives to milk. This includes coffees and similar hot or iced drinks, as well as blended drinks such as smoothies, shakes etc.

Background

Where we are preparing and serving drinks that contain milk and alternatives to milk, including soy, oat and coconut milk, it is essential that there is clarity around the customers requirements and that there is effective communication from the point of order, through to the point of service.

Even if a customer does not state that they have an allergy or intolerance you should engage with them at the time of ordering, to ask whether they have any allergies. Always follow the below process to make sure that drinks preprepared are suitable for the customer and accurately reflect what they ordered.



Service Process

1. At the point of order, **ask the customer** if they have any allergies or food intolerances.
2. When taking the customer's order, make them aware that they **need to consider all components** of the drink(s), including syrups or base powders, such as hot chocolate mixes, as these can contain milk or other allergens.
3. The person taking the order must direct the customer to the **allergen information** and any required adjustments must be verified by the server from the customer.
4. Remember that you **must not advise the customer** on the products that may be suitable for their specific food allergy or intolerance. It's the responsibility of the customer to specify their own drinks order.
5. Make sure you **always communicate the details of the order**, including the type of milk or alternative to milk, and any other ingredient additions or omissions, clearly to the colleague making the drink(s) and on to the colleague serving them.
6. If a customer asks for their '**usual**' drink, clarify clearly with the customer what their specific drink is.
7. When you are preparing the drinks make sure you **follow the exact requirements** of the customer's specific order, ensuring the drink(s) are free from any allergens communicated by the customer.
8. Once the drink is prepared, secure the lid, and attach the **relevant alternative to milk sticker** for the alternative to milk used **to the lid**. DO NOT prepare lids in advance, DO NOT attach stickers to the bottom or side of the cup.
9. For drink-in beverages made with alternatives to milk, and for alternative milks served in jugs or in reusable cups without lids, attached the **relevant alternative to sticker to the cup or jug**, so that it is easily visible.
10. When handing a customer their non-dairy milk drink(s), **verbally communicate** the specified drink(s) directly to the customer ensuring it aligns with the customers' requirements. for example: soya latte, coconut latte, oat cappuccino, etc.
11. Make sure the **customer confirms** that the drinks order is correct and accurately reflects what they have ordered.
12. If the customer tells you that any of the drinks that have been made are incorrect and are not what they ordered, the drink(s) must not be handed over to the customer, but must be **disposed of immediately**.
13. If the drinks order is incorrect, apologise to the customer for any inconvenience, reconfirm their order, and follow the process again.
14. If the colleague taking the drink(s) order, making the drink(s) or serving the customer their order is **not absolutely sure** of the order at point of service, or has any concerns that the drinks order is not accurate, the colleague should **not serve the customer** until they have sought the guidance, advice and support of their line manager.
15. Ensure that stickers attached to crockery and other reusable items are **fully removed** during the wash-up process. Do not use any items that still have stickers from previous use attached.