



LEVEL 4 – Student Journal

You are required to complete a journal entry to capture the learning experience and knowledge you have acquiring during a particular lecture. You may choose from the following topics:

- Allergies and Intolerances and the importance within the industry
- Food Safety Fundamentals (The 4 C's)
- Ratings, Inspections and Reporting Procedures

Consider the appropriate lectures. What was the topic and what have you learnt? Provide a brief summary. What new skills / knowledge have you acquired? How will you apply your knowledge in the future? What are your personal reflections?

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Topic of choice: Allergies & Intolerances and importance within the industry	Date Completed: 20/10/21
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Throughout this unit of learning about allergies and intolerances and how important this is within the industry, I have discovered that there are a lot more allergies that people suffer with than I initially thought. My prior knowledge led me to believe that most allergies could be treated if a person came into contact with a certain food, however I have come to realise that allergies and intolerances can be very life-threatening and scary situations which can make people close to the situation very worried and may lead to people panicking in this very scary situation. I was very shocked to learn how some people can have an allergy towards certain fish products which are commonly used within the industry. When I discovered this, I was keen to learn more about ways in which cross contamination can be prevented in order to keep every customer safe for the duration of time they are in the establishment. Now that I have learnt about this topic, I feel more confident and more aware of people who are suffering with allergies and can provide a suitable environment to prevent them from being placed in a potentially life-threatening situation.

Learning about allergies and intolerances within the workplace is crucial for all members of staff who are serving/preparing food for customers in order to ensure food has been prepared correctly for it to be safe for every customer. If staff do not have the adequate training and knowledge in allergies and intolerances,



this can be very dangerous for customers and does not give them the peace of mind that their food has been prepared correctly and they may not have the confidence that the food has been prepared in a way which is suitable for them and could cause a lot of worry and upset. I have gained a stronger understanding about how staff work together in order to provide a safe environment for all customers and making customers feel at ease with their selection of food so they will not suffer from an allergic reaction.

Settings such as hotels have a legal obligation under the health and safety legislation that they need to protect their customers by reducing any risks in the setting (Elsam, 2019). There is a legal duty for businesses such as hotels to take reasonable steps to prevent allergies and intolerances from occurring as a personal injury claim could be presented if sufficient steps are not taken (ibid). Over the past several years there has been an increase in the number of customers who are presenting with allergies such as gluten and other ingredients, making it a higher concern for restaurants and hotels – through clear communication from staff members to other staff members then situations such as customer's suffering from an allergic reaction can be avoided (Williams, 2021). Every member of staff should be trained in how to tackle allergies and intolerances within the workplace with effective communication in place to make sure all of the needs of the customers are met and to also avoid any miscommunication (Restaurant Business Staff, 2009). Any specials requests made by the customer should be noted immediately to avoid any mistakes being made and these should be conveyed directly to the manager (ibid).

There are a number of ways in which allergies can be prevented within a hotel or restaurant, for example by avoiding cross-contamination between food in the kitchen and also by making sure staff members are prepared to change plans if necessary due to customers notifying staff at late notice of their allergies (Ovention.com, 2019). Dining out can be a very stressful experience for some customers so it is important to try and reassure them at all times that the best service will be provided to all customers and their needs will be catered from (O'Connor, 2019). Some hotels and restaurants have introduced an interactive allergen menu where customers can see dishes on the website that include the 14 most common allergies so customers can view the menu prior to their visit (ibid). Within a hotel and restaurant there should be dedicated areas and equipment to prepare food for someone who has a certain allergy – this will give the customer satisfaction that their food has not been near anyone else's and also allow the restaurant to be sure that they have prevented any cross-contamination (Unilever Food Solutions, 2021).

REFERENCE LIST



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