



LEVEL 4 – Student Journal (750 words)

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
- 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** on the subject? Why is this **topic important within the industry**? Provide **evidence of further reading**. Include a minimum of 5 references.

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Module:
BMIH4002
Lecturer:
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Topic of choice:
Allergies and Intolerances and the
importance within the industry

Allergies and intolerances are vital in the hotel industry, before and during the pandemic. People are allergic to certain foods; the consequences of the food are also fatal. Hotels must serve safe food according to the law. Therefore, safe systems need to be implemented for guests with a food allergy or an intolerance. Hotels must serve food according to the law and accommodate people with food intolerances and allergies. Understanding allergens is important as, unlike other types of food intolerance, food allergies are fatal (Carrie Dennet, 2016). The food information to consumers regulations requires businesses to have information listed of foods and is recommended to clearly show this by customer communication from the hotel/restaurant.

In our hotel business, ensuring customers food safety is the main priority. It is important to keep customers safe and satisfied while meeting demands. Food allergy is an overreaction of the body's immune system. It affects many organs in the body. It involves a certain reaction against certain proteins in some cases, an allergic food reaction can be severe or life threatening.

An allergy is an overreaction of the immune system (BetterHealth, 2017) of a particular food or substance. A food intolerance is when people have problems digesting certain foods and have an unpleasant



reaction in their body. This topic is especially important in the hotel industry as food is vital in the hotels concierge. It is not plainly important for the customer but also the staff. It is important it is a keyway of providing customer service. More knowledge means that they can meet their expectations to a greater extent. This helps the business as it creates a positive image.

Symptoms of food allergies could include abdominal pain, collapse, dehydration, vomiting, diarrhoea and many more. The ignorance of food allergies shows poor management and a poor food safety culture. There are 14 major allergens: cereals (containing gluten), crustaceans (prawns, crabs etc), eggs, fish, Peanuts, soybeans, milk (also lactose), nuts, celery, mustard, sesame seeds, lipid mollusc (oysters, snails etc) and sulphur dioxide. (Food Standards agency, 2021) They are distinguishable in restraint allergen folders. It is crucial to look out for allergens as hospital admissions for food allergies have increased by 33% in the last five years (BBC news, 2016). Food business operators in the retail and the catering sector are required to provide allergen information and following labelling rules as set out in food law (European parliament and of the council, 2011). Due to this business operators serving food must: give appropriate training on allergens to staff, provide allergy information when packing the food during food preparation. This is important as the customer satisfaction and safety is reliant on these factors.

Allergens are sources of major problems as they can be fatal and taking care of this improves business reputation. A better business reputation means that you will attract more important people, creating more value. therefore, it is important to ensure the staff and the customers are allergen aware, make sure any allergy changes are notified, to ensure all allergens are described review each item displayed, minimise the risk of cross contamination by using various places for the dishes containing hazardous ingredients, storing the two types of food in other places, monitor all the ingredients. The avoidance of these laws set up instances like Natasha. It is important so it does not happen again. The laws have been updated due to this as there was an unfortunate loophole.

Natasha's law is a law after the sad passing of Natasha Ednan-Laperouse (a teen who died after an allergic reaction). This law requires allergen labelling on pre-packaged foods to be given more clarity and emphasis. (Marcel Deer, 2020). The law also meant that there is a mandatory requirement for allergen information be provided on non-prepacked foods. The purpose of this law is to provide satisfaction, clarity, and safety to consumers. It is especially important to increase our awareness against food allergies and intolerances. It is not exceedingly difficult to implement. Our life is more important than difficult. We need to do this to save our lives. We must need to follow Natasha's law.



The most common food intolerances are lactose, histamine, and gluten. Many of these are in daily common products. Therefore, it is especially important to make customers aware of this even though the symptoms are not fatal, but problematic.

Food hygienic training is important for several reasons, especially due to the urgency of the issue. Business that serves food have a legal duty to ensure staff receive edits training to engage in this specific area of work. (HSE, 2019) Practical knowledge on control measures and risk perception is provided by food training. Food dealers can protect customers from avoidable harm caused by food allergies and intolerances, this also shows a duty of care.

Cross contamination is also a reason many guests are affected. In this instance, cross contamination is when ingredients are spread between food, surfaces, and equipment. It happens in equipment when you use the same equipment for diverse types of food. Hands may also spread ingredients, so it is vital to wash hands after the preparation of food as it reduces the risk of cross contamination. This is important as unknown ingredients can trigger food allergies and intolerances and it is important to reduce this as the consequences can be fatal.

The menu is just as important as the other factors. There should be several meal choices suitable for a range of dietary needs. Catering for diverse cultures as it is crucial for success and shows a sense of care. There should also be vegan and halal options. This is important as takeaway is distance selling. With this type of selling allergen information must be made available before purchase of the food is completed (at the point of sale) and when food is delivered. (Food Standards Agency, 2021). Delivery services must follow the same allergen information as restaurants/hotels.

Personal hygiene is the basic framework of food care; prevents spread of bacteria, washing hands is a priority and PPE must be worn. To prevent bacteria you should clean, separate raw and cooked foods and serve correctly. Low risk food is stable whereas high risk foods are not. Although they are safe for consumption. The risk of foods is also determined by food temperature.

My personal reflection is that you need to understand the importance of food safety and knowledge of safe procedures to free the customers from the risk of food allergies and intolerances. I should follow the rule and apply it. This topic will benefit me as I may need this in pursuing my career as a hotelier, food is



a massive part in hospitality. I will also benefit my everyday life as it will improve my restaurant experience. Before working you need to maintain the 4 Cs: Cleaning, chilling, cross contamination, and cooking.

It is crucial to monitor the jobs that staff do and if they reach satisfaction a reward should be given. It is legal to provide the training and follow food law and digitalise food systems.

REFERENCE LIST (not included in word count)

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