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Allergies and Intolerances	Date Completed: 19/10/2021

Food intolerance

It is a sensitivity to certain food additives and food, creating a bad digestion. Adults are mainly affected with this discomfort, manifesting less frequently in children, they are more prone to food allergies. Lactose intolerance is the most common.

It is good to know that food intolerance does not involve the immune system. It is often limited to digestive symptoms, such as: abdominal pain, bloating, gas, nausea, vomiting, soft stools (L. Patel, 2021)

Food allergy

It is a protein hypersensitivity and involves the immune system. The most common food allergens are cow's milk and dairy products, nuts and peanuts, seafood, egg, fish, cereal gluten and soy.

(L. Patel,2021)

Anaphylaxis is the most severe form of a food allergic reaction. It appears suddenly, can unfold very quickly and can endanger the life of the affected person if not intervened promptly. In other words, **anaphylaxis is a medical emergency** (Anon, 2021)

There are over 250 million people worldwide who suffer from food allergies, of which 17 million are European. In the last 10 years, the number of new cases of food allergies has doubled, and the number of hospitalizations due to severe reactions has increased 7 times (clinicamedicum.ro). Food allergy is the main cause of anaphylaxis in the 0-14 age segment. Statistics show that 4-7% of children suffer from

one or more food allergies, respectively 1 in 13 children in the USA and 1 in 20 in Europe. 8% of them are at risk of anaphylaxis. (clinicamedicum.ro)

We are dealing with an anaphylactic reaction if, in a few minutes to a few hours after eating a food - two or more of the following occur:

- sudden redness of a large area of skin, generalized urticarial rash, edema of the lips, tongue or uvula.
- hoarseness, squeaking, persistent cough, wheezing, suffocation.
- nausea, vomiting, abdominal pain, explosive stools.
- rapid or very irregular pulse, low blood pressure.
- dizziness, confusion, fainting, loss of consciousness, involuntary loss of urine or feces. (NHS.co.uk).

Accidental allergic contact - even with tiny amounts of the food allergen, only with "traces" can trigger a severe allergic reaction to those people who are severely allergic sensitized! Even saliva from either a person or a pet can be a source of allergenic contact. The risk of Cross-Contamination and poisoning the customers is very big and can destroy the business in a second.

Cross-contamination of food refers to the transfer of microorganisms and different bacteria from one to other. Can also appear in allergens, chemicals and toxins. It can occur:

- from food - food
- from people - food
- from equipment - food

The following tips can help to prevent cross-contamination and food poisoning in Hospitality Industry and not only:

- check the temperature at delivery time.
- keep toxic chemical's apart from the food.
- never store on the floor.
- keep the storage very clean and well maintained.
- use FIFO system -first in/first out.
- food labeling. (unileverfoodsolution.com)

During the lecture presentation we analyzed Natasha's story, who was allergic at sesame and she died after eating a sandwich with hidden sesame seeds; when she asked, the employees didn't have a

clue about the sandwich ingredients, and the label was unclear with important missing information. Her parents, finally after 3 years, they successfully implement, Natasha's law, in the UK, starting from 1st October 2021. (Week 2/Lecture course presentation), this law requires that food companies are obliged to provide complete ingredients lists and allergen labeling for prepackaged foods which is sold direct on-premises. This legislation has been implemented to protect people with allergies, to give them confidence in the food they buy and to save lives. (natashas-law.com.uk)

We need to know that people with food allergies need accurate information about the ingredients; So, make an easy-to-understand menu with clear details about the ingredients and how you prepare them (horeca.ro). To avoid allergic reactions, inform the customers that it is necessary to mention in advance whether special changes need to be made to prepare a particular dish. Avoid food contact when cooking or serving food!

Creating a well-designed and organized menu is a difficult thing, especially when we must consider including special dishes, for customers with allergies, for those on a diet or for children.

By simply removing the harmful ingredient from a preparation does not mean solving the problem, the best solution is to cancel the order and prepare it again. We need to have our eyes and ears wide open, to communicate and to respect customers. A well-trained staff and a very good teamwork plus communication are the key factors for a good hospitality business and I would like to think that this day more employees and employers are aware; **we**, as a team, we can make a difference between satisfied customer and a very disappointed customer, from a wow -pleasant moment or a wow- disaster moment.

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Week 2 Lecture course Presentation/2021 UWTSD, Lecturer Kathryn Roberts/ BMIH4002 F&B.