



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.

Student Name: Mohammed Selim	Module: Hotel Placement - Food & Beverage Operations (BMIH4002)
Student Number: 2007137	Lecturer: Laurence Blake

Topic of choice: Allergies and Intolerances and the importance within the industry	
In this week lecture we have learned many aspects of allergies, intolerances and how they are important within any industry that deals with food. Many hotels now a days tend to have a food section or restaurant within the hotel for guests to consume food and beverages. Not everyone has a strong immune system which means that many people may have allergies or intolerances. Food allergy occurs when individual's immune system starts to handle harmless proteins within certain foods as a threat. When this happens number of chemicals are generated and released from the immune system, which causes an allergic reaction. Immune system creates special proteins known as antibodies and it protects the body, so the antibodies can identify any threats to the body. When this occurs, the antibodies signal the immune to release chemicals in order to destroy the threat and prevent the spread of infections around the body (NHS Choices, 2020). The typical symptom during allergic reaction is caused by histamine, and these are small blood vessels, which tends to expand, and some parts of the skin tend to become red and swell up. It also affects the nerves within the skin, which leads to itchiness, and the mucus produced in your nose lining are vastly increased, which also leads to itchiness and feeling of a burning sensation. It is stated that the Food Standards Agency are the ones responsible for the creation of allergen labelling. They are required into providing guidance to consumers that may suffer from food hypersensitivity, these are known as food allergy, intolerance and coeliac disease (Food Standards Agency, n.d.).	



A food intolerance makes it difficult for individuals to digesting certain foods and this leads to them having an unpleasant physical reaction. The symptoms that get caused are stomach pain, bloating, some may get skin rash or itchiness, and these can occur few hours after eating. It is hard to determine how many people has got food intolerance, as some may think they have got it, but it could be a cause of something else. Many organisations have created food intolerance tests, but they are not backed up by any scientific evidence, they also are not recommended by British Dietary Association (BDA). One-way individuals can diagnose their food intolerance is by monitoring and noting down the symptoms and the food that is being consumed. Individual should then try cutting that food out and see what happens to eventually being able to pinpoint what food gives them those symptoms (NHS, 2017).

As many hotels serve food and beverages, this means they must inform the consumers if they use any 14 allergens within the food and drink, they serve to customers, this is also a requirement under the food law. Those major 14 allergens are:

- Peanuts
- Mustards
- Celery
- Fish
- Egg
- Lupin
- Tree nuts (such as walnuts, almonds, cashews, pecans etc)
- Sulphur dioxide and sulphites (such as having the concentration of more than ten parts per million)
- Soybeans
- Molluscs (such as oysters and mussels)
- Cereals containing gluten (such as oats and barley)
- Milk
- Crustaceans (such as lobster, prawns, crabs etc)
- Sesame

If customers cannot see an item, they are allergic to, then they should ask the staff members to investigate and inform the customers if that food item is included within the dishes, they want to order (Food Standards Agency, n.d.).

Food labelling's should be present in all food and beverages institution, including hotels too if they do serve food and drinks. This can be placed on the walls around the food place, and it should be placed on the menus, if there are any. There is a new legislation that has come into effect on 1st October 2021, which is known as the 'Natasha's Law'. It is now a requirement within the Natasha's Law to label all food



that is being pre-packed for direct sale (PPDS) by businesses, with this a full list of ingredients and the 14 allergens needs to be highlighted in bold. This legislation also applies to foods that are being packaged within the same institutional site, which then gets sold before being ordered and this can be known as packaged sandwiches or wraps (Allergy UK, n.d.).

It is a good idea that the customers are informed with what they are being provided with from small to big. Not every product needs to be labelled but it is highly recommended specially on items, that can make customers suffer from allergic reaction (Business Companion, n.d.). The hotel industry will need to follow the guidelines and the law, when they are dealing with food. Precautions will need to be taken so no customers are affected by those allergic reactions, and it will not give a good image to those institution and the customers may avoid coming to them. The staff and the owners will need to be trained and be kept up to date with the food laws, when dealing with customers.

REFERENCE LIST (not included in word count)

Allergy UK | National Charity. (n.d.). *Food Labelling Factsheet*. [online] Available at: https://www.allergyuk.org/resources/food-labelling/?gclid=Ci0KCOiAr5iOBhCsARIsAPcwROP-u3RHfrZdHOURaaGDwJBhNmA9otK7-esh4PfPf9By4CoOdTuoVtlaAok_EALw_wcB [Accessed 02 Feb. 2022].

Business Companion (n.d.). *Food and drink | Business Companion*. [online] Available at: <https://www.businesscompanion.info/en/quick-guides/food-and-drink#Foodsafetyqualityandlabelling> [Accessed 02 Feb. 2022].

Food Standards Agency. (n.d.). *Food allergy and intolerance*. [online] Available at: <https://www.food.gov.uk/safety-hygiene/food-allergy-and-intolerance>. [Accessed 02 Feb. 2022].

NHS Choices (2020). *Causes - Food allergy*. [online] Available at: <https://www.nhs.uk/conditions/food-allergy/causes/>. [Accessed 02 Feb. 2022].

NHS (2017). *Food intolerance*. [online] Available at: <https://www.nhs.uk/conditions/food-intolerance/#:~:text=A%20food%20intolerance%20is%20difficulty>. [Accessed 02 Feb. 2022].

