



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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Topic of choice:	• Allergies and Intolerances and the importance within the industry
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The hotel industry has introduced major changes in relation to allergies and intolerances. Whilst I recent years on a restaurant menu it would have been only mentioned an “N” letter for dishes containing nuts, nowadays there is a detailed legislation to follow. During the module “Hotel placement-Food and operations” we have learned about kitchen safety policies and procedures and that included allergies and intolerances, the 14 major allergens that needs to be included in the product description for the consumers to be aware, the most current legislation, cross contamination.

The food allergies and intolerances can have a great impact on the health of the person, causing a range of symptoms or even death. The food allergies and food intolerances can have similar symptoms, but only food allergies affect the immune system and can be life threatening (Mayo Clinic, 2022).

As we learned during the module in the United Kingdom (UK) in 2019 has been elaborated a legislation related to the allergies and intolerances known as Natasha’s law, after a case of death because of lack of labelling of sesame seeds on a product. The law came into effect from 2021 when all business that produces food of all sorts had to ensure they do it by the law. The 14 major allergens are celery, gluten containing cereals containing gluten such as barley, oats, crustaceans such as prawns, crabs, lobsters, eggs, fish, lupin, milk, molluscs such as mussels, oysters, mustard, peanuts, sesame, soybeans, sulphur dioxide and sulphites when the sulphur dioxide



and sulphites are present in a concentration of more than ten parts per million, tree nuts such as almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts. The analysis of the ingredients extends to all the substances that are used in the final product such as additives and processing aids (Food Standards Agency, 2022).

The hotels in UK has to pay attention prepacked and non-prepacked in their restaurants to what ingredients and have to label it accordingly. The Menu has to have detailed information about any allergens, but the food preparation also has to be realised in a safe way regarding food allergens by handling and managing it effectively. That is why training is very important in the kitchens and also by the management and staff to be fully informed about best practices.

Nowadays the hotel industry is proactive regarding the food safety practices and follows the legislation regarding the food allergies and intolerances. It was very interesting to find out that there is a lot of support towards this requirements and guidance from the Food Standards Agency to ensure people's lives are saved. Studies show that in the UK around 10 people die in an year because of food allergies (Food Standards Agency, 2020) .

The new legislation on food allergies is very important for the hotel industry because it makes the customers feel more safe regarding food handling and precise use of ingredients.

A important aspect to look at for the hotels regarding the allergies and intolerances is the training of the staff. In a hotel especially in large ones, there is many staff that can participate to the process of cooking as we learned during the class there are kitchen hands to different types or chefs or waiting staff. The hotel has the obligation to provide information on the product and to avoid cross contamination of the ingredients by adequate storing and managing processes. The waiting staff has be aware and provide any information on allergens to the customer if they are enquired. It is the hotel obligation to ensure adequate training from day one with available information to locate such as chef's recipes. The Government does not impose a certain method for displaying allergens information, it can be presented on the menu, on the website, on a board, on a ticket, orally by hotel staff but it needs to be 100% accurate as the hotel can be liable if anything happens. In the cases when menus are changed very often the information on allergens has to be updated every time and staff informed (Hospitality law, 2022).

It is imposed by law to implement all the elements and practices discussed above but it is also important for the hotel reputation as any extreme situations could have an irrevocable effect on the business activity. Further that the hotels should go the extra mile to ensure their customers feel safe and looked after and transform that in a competitive advantage. The gluten free market could be more exploited by the hotels and ensure they provide for it. This could enhance the business performance (Big Hospitality, 2021).



In conclusion the learning during this module had provided the knowledge about the importance of food safety, legislation and procedures towards that and as a restaurant business owner and as a student it enhanced my understanding.

REFERENCE LIST (not included in word count)

- Big Hospitality (2021) "dietary requirements" [Online]. Available at: <https://www.bighospitality.co.uk/Article/2013/04/23/Dietary-requirements-Catering-for-customers-with-allergies-and-intolerances> Accessed 25.05.2022
- Food Standards Agency (2020) "Food allergies in UK" [Online]. Available at: https://www.food.gov.uk/sites/default/files/media/document/foodborne-disease-estimates-for-the-united-kingdom-in-2018_0.pdf Accessed 25.05.2022



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Mayo Clinic (2022) “intolerances and allergies” [Online]. Available at: <https://www.mayoclinic.org/diseases-conditions/food-allergy/expert-answers/food-allergy/faq-20058538> Accessed 25.05.2022