

# Staff Allergy Response SOP

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## When a guest mentions an allergy

1. Stop and listen.
2. Repeat the allergy back to confirm.
3. Ask whether cross-contact is a concern.
4. Do not guess.
5. Check the ingredient matrix and kitchen lead.
6. Explain shared equipment risk.
7. Mark the ticket clearly.
8. Confirm with kitchen before serving.

## Words to avoid

- “It is safe”
- “No problem”
- “Definitely gluten-free”
- “There is none”

unless verified and supported by the kitchen.

## Better wording

Thank you for telling us. I will check the ingredients and preparation method. We use shared equipment, so I can help identify ingredients and cross-contact risks, but I do not want to guess.

## Escalation

**Server:**

**Manager:**

**Kitchen lead:**

**Customer decision:**

**Ticket marked:**