SAEKER

Allergens Awareness Course - Food Safety for Catering

Course details

Introduction

Food allergies present a significant risk in food service environments. With increasing legal obligations and customer awareness, food businesses must ensure all staff understand how to manage allergens safely and effectively. This course provides comprehensive training on allergen compliance, communication, and control measures, tailored to the realities of front and back of house operations.

Our allergen management course is hospitality focused and blends up-to-date legal and best practice advice with real-life, practical examples. This course will be tailored to your policies and provides detailed advice to help minimise the risk of allergens within your business.

Key Learning Areas:

Participants will gain practical knowledge in:

Legal and regulatory understanding

- Allergens and the law
- Food outside of legal scope
- PPDS products

Front of house procedures

- Responding to customer allergen enquiries
- Taking orders with allergen safety in mind
- Communicating with the kitchen effectively
- Managing and preventing cross contamination during service

Back of house procedures

- Use of allergen matrices and accurate record keeping
- Menu production including disclaimers, descriptions, and updates
- Allergen-safe food preparation and service practices
- Cleaning protocols specific to allergen control
- Personal hygiene responsibilities in allergen management

Customer complaints and incidents

- Responding to allergen-related complaints
- Incident reporting and follow-up procedures
- Learning from near-misses and implementing corrective actions

Who should attend?

This course is intended for:

- Front of house staff e.g. servers, hosts and baristas
- Back of house staff e.g. chefs
- Managers and supervisors

Duration

The course duration is 3.5 hours with a mid-way break.

Tutor-led learning time

Choose the format that works best for your team:

On-site: At your location

Online: Live virtual sessions with interactive content and Q&A

To attend the course online, delegates will need a computer, laptop or tablet with a working web cam and microphone.

Learning outcomes

By the end of this course, participants will be able to:

- Outline the 14 main food allergens and understand the legislation governing this area
- Respond confidently to customer allergen enquiries using clear language
- Prepare and cook dishes following allergen-safe workflows
- Handle allergen-related complaints, capturing root causes and identifying corrective actions

Cost

On-site:
The course cost is £765 for 12 delegates. The cost for each additional delegate to a maximum of 16 is £40. Travel will be an additional charge. (Prices exclude VAT)

Online:
The course cost is £495 for 12 delegates. The cost for each additional delegate to a maximum of 16 is £40.
(Prices exclude VAT)

Further information & course bookings

For further information or to book, please visit our website at **www.saeker.co.uk/training** or contact us:

Telephone: **0330 333 8433**

Email: **training@saeker.co.uk**

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