

## Apply Your Knowledge

**Keeping Customers with Allergies Safe** Read each situation and determine whether the employee did the right thing to help prevent an allergic reaction.

- 1 A customer told Daniel the server that he had a dairy allergy. The customer wanted to know if the chicken salad had any dairy in it. Daniel was honest and told him that he was not totally sure, but it was probably fine.

**Did Daniel do the right thing to keep the customer safe? Why or why not?**

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- 2 The customer with the dairy allergy then asked about the chicken sandwich. Now Daniel was positive that there was no dairy in that one, so he let him know. The customer ordered the chicken sandwich and fries, and Daniel made sure to note the allergy on the order. The customer's friend ordered a cheeseburger.

**Did Daniel do the right thing to keep the customer safe? Why or why not?**

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- 3 In the kitchen, Laura the cook noted the allergen special order. She could not remember if the breaded chicken used in the sandwich was dairy-free, so she double-checked the label. Fortunately, it did not have any dairy.

**Did Laura do the right thing to keep the customer safe? Why or why not?**

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**Keeping Customers with Allergies Safe (continued)**

- 4 Before starting the order, Laura washed, rinsed, and sanitized the prep station and got out clean utensils. Then she washed her hands and put on new gloves. She used the fryer that is only for allergen special orders to cook the chicken and fries. As she finished assembling the sandwich and plating the order, she was careful to use the clean prep station and keep the special order separated from the other orders.

**Did Laura do the right thing to keep the customer safe? Why or why not?**

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- 5 When the order was ready, Daniel confirmed with the kitchen that it was the allergen special order. He also checked the plate to make sure that there was not anything with any dairy on it. Then he hand-delivered the chicken sandwich order to the customer with the dairy allergy. Another server brought out the cheeseburger for the customer's friend.

**Did Daniel do the right thing to keep the customer safe? Why or why not?**

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For answers, please turn to page 2.34.