WORKSHEET 2.6

Allergens: From the Store to the Guest's Word

Subchapter 2.6 · case in the book: Dublin

A guest tells your receptionist at check-in that she is allergic to sesame. Through how many people, systems and pieces of paper must that sentence pass before it reaches the cook, and how much of it arrives?

This worksheet turns the tools of the subchapter into a form you can fill in. The texts come from the book; the empty columns are for your own property. Adapt it before use: an unadapted checklist is exactly what the book warns against.

Practical application: what to do in your property

Step (from the book)	Done?	What we found / owner
Week 1: Free-text allergy field; full printing on tickets; flag at service station		
Week 1: No unordered items to flagged tables without chef confirmation		
Week 2: Profile notes visible to restaurant and room service		
Week 2–4: Matrix updated, including unordered items; linked to change procedure		
Month 2: Training for reception, reservations, waiters, runners, room service		
Every month: Test declaration through a different channel, followed to the plate		

These steps are the book's method, not requirements of ISO 22000. Evidence can take whatever form suits the property; a separate document is needed only where an applicable requirement, or the property's own system, makes it necessary.

Verification Pact: what is believed, tested against the standard

What is commonly believed	What actually holds	Our position
"Allergens are a labelling matter, not food safety."	No. The standard includes allergens among food safety hazards.	
"An allergen matrix is sufficient."	No. The matrix covers what is in the food. Preparation and communication with the guest are also part of control.	
"A 'may contain' warning protects the hotel."	Not as a control. It is information to the guest. It does not control cross-contamination or communication.	
"Allergen control is always a PRP."	No. Its categorisation follows from the hazard analysis; at service it is often an OPRP.	

What is commonly believed	What actually holds	Our position
“It is the guest’s responsibility to declare and to check.”	Partly. The guest declares. The hotel must have a system that receives, carries and acts on the declaration. Where the law requires it, allergen information must also be available before any declaration is made.	
“Allergen control concerns the kitchen.”	No. Front of house, reception, room service, housekeeping and banqueting are all in the chain.	

Common mistakes: a self-check

Mistake (from the book)	Present here?	Action / owner
Summarising the guest’s declaration		
Keeping allergy notes in systems the kitchen cannot see		
Serving unordered items to allergic guests		
Relying on the matrix alone		
Training only the kitchen		
Never testing the chain		

Operative synthesis

- **The first question in the table is one that any manager can test personally, and should. It takes an online booking, a note in the special requests field, and a dinner reservation. What arrives on the ticket, and what arrives on the table unbidden, will tell the manager more about the hotel’s allergen control than any audit.**
- **Does every channel record the guest’s allergy in the guest’s own words? (Front office and restaurant managers): Sample of profiles and tickets**
- **Does the full declaration reach the person who plates the food? (Chef): Tickets printed in full**
- **Are unordered items checked for flagged tables? (Restaurant manager): Rule and observation**
- **Is the matrix current and linked to changes and substitutions? (Team leader): Matrix revision dates**
- **Is the chain tested regularly through different channels? (Team leader): Test records**
- **If I declare a sesame allergy online tonight, what will the cook read?: “Sesame, severe” on the ticket, in those words**
- **What reaches a guest’s table that nobody ordered?: A list, each item in the matrix and checked for flagged tables**
- **When was the chain last tested, and through which channel?: A date, a channel and a result**

Action plan for our property

Action	Owner	Due	How we will know it worked

Action	Owner	Due	How we will know it worked

Source: Francesco Dore, The Helm and the Lens, Volume 6a «The Helm», subchapter 2.6. Edizioni Effedore, 2026. Clause references are paraphrased; this sheet does not reproduce the text of ISO 22000. It is not legal advice: food law is that of the place where the property operates.