WORKSHEET 3.12

Following One Allergy from Booking to Plate

Subchapter 3.12 · case in the book: Vancouver

Every department in your hotel may follow its own procedure for allergies perfectly. Has anyone ever followed a single guest's allergy through all of them, from the moment it was declared to the moment the plate was set down?

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
An owner for the path: The food safety team leader was named owner of the allergy path from declaration to plate, with authority to convene any department.		
Systems: The booking engine, guest profile, restaurant platform and point-of-sale system were configured so that a declared allergy travelled as a structured field to every outlet and could not be omitted from a kitchen ticket.		
Banquets: Event orders carried named dietary lists with seat numbers, place cards were checked by the banquet captain before service, and amendments after the final count were confirmed with the kitchen in writing.		
Traces in the audit programme: Twice a year an internal audit would trace at least five real allergies through different routes, including one banquet and one room-service order, with information minimised and kept confidential.		

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
"If each department follows its procedure, allergens are controlled."	No. Internal communication must be an effective system; the test is whether the information arrives.	
"Allergen control is a kitchen matter."	No. Communication with customers, contracts and orders, and consumer groups, are all in scope.	
"Internal audits are organised by department."	Not as stated. The organisation defines the scope of each audit; it can be a process.	

What is commonly believed	What actually holds	Our position
“A dietary count on the event order is sufficient.”	Not as stated. Amendments to orders are part of effective communication; the information must reach the plate.	
“Real guest cases cannot be used in an audit.”	No. They can, where data protection rules allow that use, with information reduced to what the audit needs and kept confidential.	

Common mistakes: a self-check

Mistake (from the book)	Present here?	Action / owner
Auditing allergens by department only		
Allergy held in free-text comments		
Verbal hand-off to the kitchen		
Dietary counts instead of named seats		
No owner for the whole path		
Careless use of guest data in audits		

Operative synthesis

- **Are cross-department processes audited by trace? (Programme manager): Audit plans with process scope**
- **Does every allergy route reach the kitchen in usable form? (Path owner): Trace results by route**
- **Is there one owner for the allergy path? (General manager): Designation**
- **Do banquet orders carry named seats and amendments? (Banquet manager): Event orders; captain checks**
- **Is guest information in audits minimised and protected? (Lead auditor): Working papers**
- **If a guest declares an allergy online tonight, who in the kitchen will know?: A named route, tested by trace**
- **Which route failed in our last trace?: A named route and what was changed**
- **Who owns the path from declaration to plate?: A named person**

Action plan for our property

Action	Owner	Due	How we will know it worked

Source: Francesco Dore, The Helm and the Lens, Volume 6b «The Lens», subchapter 3.12. Edizioni Effedore, 2026. Clause references are paraphrased; this sheet does not reproduce the text of ISO 22000, ISO 19011, ISO 22003-1 or ISO/IEC 17021-1. It is not legal advice: food law is that of the place where the property operates.