



NACE EXPERIENCE
July 16-19, 2017 | Houston, TX
WHERE CULINARY ARTS & EVENT DESIGN MEET

I'm Allergic: Catering to Guests with Special Needs

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Agenda

- In today's session, we will discuss:
 - Food intolerances
 - Food allergies
 - Safe menu selections
 - Prevent cross contact in your kitchen
 - Creative marketing

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Learning Objectives

- During this session, attendees will learn to:
 - Define culinary approaches to offer safe menu items to guests with food allergy
 - Identify ways to prevent cross contact in your kitchen
 - Delineate challenges in creatively marketing to special diet guests and hosts

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Lactose Intolerance

- Nonimmunologic reaction to milk sugar (lactose)
- Can often tolerate
 - 8 oz. milk with meal
 - Low lactose cheese (Cheddar, Colby, Swiss, Parmesan, cottage cheese)
 - Yogurt with live, active cultures
- Symptoms:
 - Abdominal pain
 - Bloating
 - Gas
 - Diarrhea

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Gluten Intolerance

- Celiac disease
 - autoimmune disease
 - not an allergy
- Food intolerance disorder
- Pathophysiology

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Gluten-Free Diet

- Avoid grains containing gluten
 - Wheat
 - Rye
 - Barley (malt, malt flavoring, malt vinegar, malt syrup)
 - Spelt
 - Kamut
 - Semolina
 - Durum
 - Triticale
 - Graham

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Allowed Grains on Gluten-Free Diet

- Rice
- Corn (Maize)
- Soy
- Potato
- Tapioca
- Beans
- Garfava
- Sorghum
- Quinoa
- Millet
- Buckwheat
- Arrowroot
- Amaranth
- Teff
- Montina
- Flax

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Substitute Safe Foods

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Quinoa Vegetable Medley

- Quinoa
- Olive oil, vinegar
- Eggplant
- Spices
- Snow peas
- Tomatoes

Catersource 2011
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Lucretius (Roman Poet)

“What is food to one man is bitter poison to others.”

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Recognize Symptoms of Anaphylaxis

- Respond immediately to medical emergency
 - Mouth
 - Nose
 - Skin
 - Difficulty breathing
 - Stomach pain, diarrhea, vomiting
 - Dizzy, fainting

NIAID

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Food Allergy Prevalence

Researchers report approximately ___ million Americans have food allergies.

- a) 6
- b) 8
- c) 10
- d) 12

GDC

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Food Allergy Treatment

- Strict allergen AVOIDANCE
- Research:
 - Immunotherapy
 - Herbal formulas

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Which Common Food Allergen?

- Milk
- Cream
- Half & half
- Yogurt
- Sour cream
- Cheese
- Butter
- Sherbet
- List
- Milk chocolate
- Ice cream
- Ice milk
- Cream soups
- Pudding
- Custard

Partial

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Be Proactive/Offer

- Soy milk
- Rice milk
- Oat milk
- Hemp milk
- Coconut milk

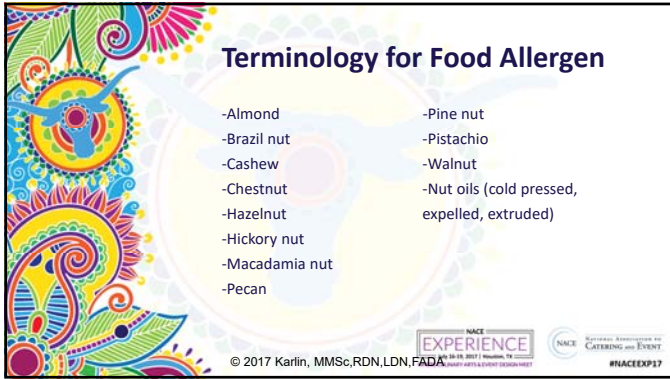
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Peanut

- Artificial nuts
- Beer nuts
- Goobers
- Ground nuts
- Monkey nuts
- Mixed nuts
- Nut pieces
- Peanut
- Peanut butter
- Peanut flour
- ?Lupine
- ?Peanut oil

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Terminology for Food Allergen

- Almond
- Brazil nut
- Cashew
- Chestnut
- Hazelnut
- Hickory nut
- Macadamia nut
- Peanut
- Pine nut
- Pistachio
- Walnut
- Nut oils (cold pressed, expelled, extruded)

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Train staff to know the facts

- Consuming small amounts of an allergen is safe
- Heat from frying foods at high temperatures destroys allergens
- It is safe to remove croutons from a finished salad if the guest has gluten intolerance

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Take Precautions

- Establish guidelines
- Written, effective, realistic food allergy plan
- Involve all staff
 - party coordinator
 - kitchen staff
 - servers
 - chef
 - suppliers

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Food Safety

- Incorporate allergy management into existing food safety and first aid
 - Proper storage of foods
 - Avoidance of food-borne illness
 - Protect all high-risk guests:
 - Those with food allergy, sensitivity

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Prevent Errors

- Communication
- Host, guest, party planner
- “Chef card”
- “Food allergy buddy card”

www.foodallergybuddy.com

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Cross Contact

Obvious →

- Crouton on salad
- Peanuts in choc chip cookie
- Potato salad with chopped eggs

Unobvious

- Crumbs left when employee picked crouton off salad
- Sugar cookies baked on same pan as peanut cookies
- Bacon fried on same griddle with eggs

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Avoid Cross Contact in Kitchen

- Shared equipment must be cleaned thoroughly (cutting board, cooking surface, utensils, grills)
- Wrap foods so they do not leak or touch during storage
- Do not wipe hands on aprons
- Avoid cross-contact during handling, preparation, and serving

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Servers must also avoid cross contact

- Hands and gloves must be clean
 - Latex gloves?
- Trays must be cleaned in hot, soapy water
- Do not carry cheese graters in apron pockets

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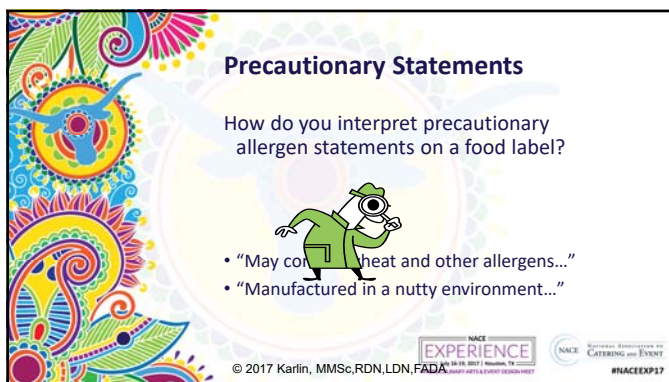
Understanding Food Labels

- Essential for chef to understand food label reading
- FALCPA
- Clearly state food source in common terms
- Does not cover
 - precautionary statements

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Precautionary Statements

How do you interpret precautionary allergen statements on a food label?



- “May contain wheat and other allergens...”
- “Manufactured in a nutty environment...”

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Food Safety

- Incorporate allergy management into existing food safety and first aid
 - Proper storage of foods
 - Avoidance of food-borne illness
 - Protect individuals with food allergy, sensitivity

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Avoid Accidents

- Train your staff to know the facts (T or F)
 - Consuming small amounts of an allergen is safe
 - Heat from frying foods at high temperatures destroys allergens
 - It is safe to remove croutons from a finished salad if the guest has gluten intolerance

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“Back of the House”

- Designated prep area
- Stickers for identification
- Separate cooking tools and equipment
- Do not fry
- Bake in foil or parchment



San Jamar “Allergen Saf-T-Zone system”

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“Front of the House”

- Hands and gloves must be clean
 - Latex gloves?
- Trays must be cleaned in hot, soapy water
- Do not carry cheese graters in apron pockets
- A garnish can contaminate
- If mistake made, remake meal in kitchen
- Carry plate separately

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Substitute Safe Foods

- Food allergy awareness posters
- Food allergy training programs
- Recipes
 - Simple, inexpensive alternatives
 - Minor adjustments
 - Cross-index allergens in all recipes
 - Modifications and substitutions for allergens
 - “Allergy-friendly” recipes

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Success

- Accommodating guests with food allergy and gluten sensitivity will provide the opportunity to increase profitability
 - 92% of allergen free guests return after “positive” restaurant experience
 - friends and family
 - 8-10% increase in business seen in restaurants that offer allergen free meals

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Simple, inexpensive measures

- Food allergy awareness poster in kitchen
- Recipe book that cross-indexes ingredients to food allergens
- Create one allergen-free meal
- Allergy restrictions = allergen-free dining experiences
- Chef delivers dish
- Create dining experience!

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Marketing: Safe Foods

- Avoid major allergens
 - Corporate events
 - Social events
 - Weddings

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Marketing: Safe Foods

- Mitzvahs
- Avoid common childhood allergens
 - milk
 - peanut
 - tree nut

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Marketing: Offering gluten-free allergen-free options

- increased awareness → loyalty
- increased understanding → better quality of life
- greater financial return → popularity in the allergen-free and gluten free community

Overall = increase in business and profits!

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Summary

- Growing demand for allergen-free and gluten-free menus at catered events
 - Be prepared
 - Offer opportunities:
 - Win-win situation
 - Repeat business
 - Create an edge over competition

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Q&A

• Continue the conversation!

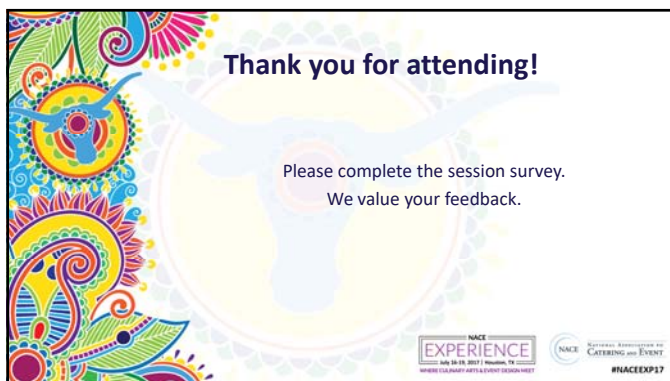
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