

Restaurants - Sample Entry Form 2017

GUIDELINES FOR FILLING IN YOUR ENTRY FORM – PLEASE READ CAREFULLY.

1. This form is designed to discover how much you know about catering for people on restricted diets, what sort of training you give your staff and what systems for allergen control you have in place.
2. This form is sent to THREE FREEFROM EATING OUT AWARDS JUDGES who will comment on, and mark, each section.
3. Whether or not your establishment is shortlisted, and whether or not it goes on to be judged 'in person', WILL DEPEND ON THE COMMENTS AND THE MARKS THE JUDGES GIVE YOU.
4. So, it is VERY IMPORTANT that you fill it in as much detail as you can – including the sections where it gives you 100 words to tell us what is particularly good about your establishment's procedures.

WEBSITES.

1. Most people on restricted diets, for whatever reasons, will check an establishment's website before booking or visiting that establishment.
2. Our judges will look at your websites and will evaluate them for the information they give, how well laid out and easy to follow they are, and how comprehensive and how helpful they are. Their evaluation of your website will count towards your overall 'mark'.
3. Facebook pages can double as websites provided they give comprehensive information.
4. If an establishment does not have a website or Facebook page they need to tell us, on the form, how prospective customers can find out more about their offer.

THE ENTRY FORM COMES IN 4 SECTIONS:

1. Staff (kitchen and front of house) allergy awareness and training
2. Kitchen – food preparation and storage
3. Menus and recipes
4. Buffet service (if applicable)

If a question is not applicable to your establishment, please put N/A.

Finally we ask you to tell us (in a maximum of 100 words) what you do to enhance the eating experience of your allergic/intolerant/coeliac guests - and **MAKES YOU WORTHY OF AN AWARD!!**

PLEASE FILL IN ALL BOXES: with N/A if the question is not applicable. We cannot accept forms with blank answer boxes.

ENTRY FEES:

Individual restaurants: £65 + VAT

Restaurant chains with more than 3 outlets: £195 + VAT

10% DISCOUNT for completed entry forms received before 31st July.

WORKING ON YOUR ENTRY FORM...

You can save the form and come back to it, but you will need to fill in the 'required' questions

before you can do so.

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If you have problems with the form please email us at info@freefromeatingoutwards.co.uk

*Required

Your Establishment's Details

1. **1. Name of Establishment ***

2. **2. Address of Establishment or address of head office if you are a chain ***

3. **3. Your name (as awards contact) and telephone number ***

4. **4. Your email address (as awards contact) ***

5. **5. The name, address, email address and telephone number of the person or company to whom we should send the invoice for your entry fee. ***

6. **6. Are you a single restaurant (not part of a chain) and how many covers can you serve?**

7. **7. if you are a chain, how many outlets do you have and in what parts of the country?**

8. **8. if you are a chain, roughly how many people can you serve?**

9. **9. Website**

10. **10. Twitter**

To enable us to Tweet your entry and your progress in the awards

11. **11. Facebook**

To enable us to post your entry and your progress in the awards

12. **12. Why did you start serving 'freefrom'/allergen-free food?**

Tick all that apply.

- Personal need - self /family/friends on gluten-free diet
- Personal need - self /family/friends on allergen-free diet
- Customer demand
- Saw it as a marketing opportunity
- Policy of your group
- Other

13. **13. How did you hear about the FreeFrom Eating Out Awards?**

1. Staff (kitchen & front of house) allergy awareness & training

Service is a CRUCIAL part of caring for allergic customers. Please read the following carefully to see what we expect from our entrants:

1. We would expect all staff actively involved in the preparation or service of food to have a basic knowledge of allergy and the issues around allergen contamination with at least two members of staff having a detailed knowledge.
2. We would expect all staff to be polite and helpful at all times and if they do not know the answer to any question, never to guess but to go and ask.

RESTAURANT CHAINS

We do understand that fully educating all staff in allergy across a chain, especially a large chain, is all but impossible. We therefore:

1. Would expect that there would always be at least one operative in every outlet who was fully trained in allergy management and who was always available to answer queries.
2. All other staff should have a basic training (on a level with a basic hygiene training) in allergy and to understand that allergies are serious and potentially life threatening. We would expect them:
 - a. Always to be polite and helpful (not dismissive or uninterested) when asked a question about an allergen or a dish
 - b. Never to guess an answer if they are not absolutely sure what the correct answer is.
 - c. Always to go and ask if they are in any way doubtful about the answer to a question.

14. **1. Do your staff undergo basic allergen training?**

Tick all that apply.

- Front of house staff
- Kitchen staff
- All your staff regardless of role

15. **2. If so, please give details of the course or training programme.**

16. **3. How often do they have a 'refresher' course?**

17. **4. What are the THREE most important things they learn about preparing/serving food for food-allergic/intolerant and coeliac customers ?**

18. **5. Do you have two members of staff (two so that one is always available) who have had a more in depth allergen training so that they can advise other staff and liaise with the customers/guests?**

19. **6. If you suffer from anaphylaxis does that mean that:**

Tick all that apply.

- You could vomit if you eat something to which you are allergic
- You could die if you eat something to which you are allergic
- You will get a migraine if you eat something to which you are allergic

20. **7. If you have coeliac disease does that mean that you cannot eat:**

Tick all that apply.

- Nuts or peanuts
- Milk and milk products
- Wheat, barley and rye based products

21. **8. If you have a milk allergy does that mean that you cannot eat:**

Tick all that apply.

- Ice cream or frozen yogurt
- Products with gluten in them
- Cream or fromage frais
- Sauces made with butter

22. **9. Do you have the 14 major allergens prominently displayed in the kitchen and available to front of house staff?**

23. **10. What TWO QUESTIONS would you ask a customer who said that they had an allergy/dietary problem.**

24. **11. If a customer books on line does your system allow you to record their dietary needs?**

25. **12. How are 'freefrom'/special dietary requests passed from front of house to the kitchen?**

26. **13. Do you keep details what allergic customers ate and any comments?**

This information would be useful as reference if there were any problems – and as a resource for staff.

27. **14. What would you do if someone were to suffer an anaphylactic reaction in your establishment?**

28. **Please tell us (max. 100 words) of anything extra that you do when booking in or taking an order from an allergic/coeliac person to make them feel safe and comfortable and to ensure that they get safe food.**

2. KITCHEN

We would expect all staff actively involved in the preparation of food to have a basic knowledge of allergy and the issues around allergen contamination with at least two members of staff having a detailed knowledge.

29. **1. Do you exclude any ingredient entirely from your kitchen?**

Tick all that apply.

- Gluten
- Milk/dairy products
- Eggs
- Peanuts
- Treenuts
- Any animal products (vegan)
- All grains

30. **2. If not, do you have a separate area for the preparation of gluten-free/allergen-free dishes?**

Remember that even if you run a gluten-free establishment, you still need to be aware of the 14 major allergens.

31. **3. Do you have separate saucepans, mixing bowls, chopping boards, knives, spoons and other utensils etc for the preparation of gluten-free/allergen-free dishes and how do you distinguish them from your other utensils?**

32. **4. If your cooking area/utensils are shared between normal and allergen-free cooking, how and when do you clean them if you need to prepare an allergen-free dish?**

33. **5. Do you have separate areas in the kitchen, chillers/freezers in which you can store your gluten-free/allergen-free ingredients?**

34. **6. How do you differentiate your gluten-free/allergen-free ingredients from your 'normal' ingredients?**

35. **7. If you buy in products in multipacks, or decant ingredients from their original container, how do you mark up their allergen status on the individual products/containers?**

36. **8. Do you check each batch of bought in products to ensure that the recipe has not changed to include a new or additional allergen?**

37. **9. Can your suppliers provide you with full traceability for their products and how often do you update your information?**

38. **10. If your kitchen runs out of an ingredient or there is a product substitution, where and how would you note these changes?**

39. **Please tell us (max. 100 words) of anything that you may do in your kitchen areas to reduce the possibility of allergen contamination and ensure that an allergic/coeliac guest will always get the correct food.**

3. MENUS AND RECIPES

40. **1. Do you have:**

Tick all that apply.

- A separate gluten-free/allergen-free menu
- A printed menu with specific gluten-free/allergen-free dishes highlighted on it?
- Neither

41. **2. If you don't have a printed 'allergy' menu how do you tell your customers about your freefrom offer?**

Tick all that apply.

- Daily changing menu
- Blackboard
- Notice telling the customer to ask the staff
- Waiting staff give information verbally

42. **4. Do you use fixed standard recipes that never vary?**

43. **5. Do the recipes/menus change every day/week according to the discretion of the chef / seasonal availability etc?**

44. **6. If so, how does the chef record/document the ingredients of each recipe and convey this information to the kitchen or serving staff?**

45. **Please tell us (max. 100 words) about the more exciting dairy/gluten/egg free dishes and menus that you offer to your allergic/coeliac guests.**

4. BUFFET SERVICE

If a buffet is offered we would expect all members of staff to understand the risks of contamination that buffet service presents and act accordingly.

If you do not offer a buffet service, put N/A in each answer box.

46. **1. If you use buffet service are your gluten-free/allergen-free dishes separated from your 'normal' dishes?**

If you do not offer a buffet service please please put N/A in each of these answer boxes.

47. **2. Do you use separate serving dishes/utensils for gluten-free/allergen-free dishes and if so, how do you differentiate them from 'normal' dishes/utensils?**

48. **3. How do you prevent allergen contamination arising from customers self serving and mixing up serving utensils?**

49. **4. Are the dishes on your buffet clearly marked as 'containing' or 'freefrom' any of the major allergens or as 'no gluten containing ingredients'?**

50. **5. Do you have a menu on the wall or the buffet with either the freefrom dishes or the major allergens clearly flagged up on the relevant dishes?**

51. **Please tell us (max. 100 words) of anything else you do in your buffet service to make eating at your buffet safe for allergic or coeliac customers.**

SUBMITTING YOUR ENTRY

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