

SUBSTITUTIONS

AllerSTAR™
Staff Training for Allergy Review



SUBSTITUTIONS



OBJECTIVE

Staff members will feel comfortable interrupting chefs and managers to let them know about substitutions and will know how to distinguish substitutions with higher allergy risk..

STUDENT WILL LEARN

How to spot a substitution. Why it's important to notify the manager or chef.

MATERIALS

Any food packages where you might have received a substitution, particularly if it changed the allergens. A list of items substituted in the past month.

SAMPLE

STEP 1 READ SCRIPT WORD-FOR-WORD

Substitutions are a major problem at the best of times, but particularly when there are supply chain challenges around the world. Distributors may not receive what they order, then have no choice but to offer restaurants and other customers only what they are able to get. Substitutions may affect the flavor and quality of the recipe prepared, the nutritional information (example substituting low fat cheese), and especially the allergens in the item. If you share allergen information with your customer, the information may not be accurate if you've used a substituted ingredient in the recipe prepared.

The person responsible for receiving and storing food orders is a key gate-keeper for noticing product substitutions and bringing them to the attention of the manager or chef. Some substitutions should not be accepted. For example, if your operation has told customers that nut ingredients are not in use, and you receive a nut-containing rather than a nut-free pesto, that item should be refused. Other substitutions don't affect allergens, such as receiving a whole cauliflower vs. cauliflower rice. Equipment or labor may be affected, but major allergens are the same for all fresh produce.

If the decision is made to accept a substitution, for instance for a convenience sauce, staff members must be notified if the allergens in the recipe have changed. Wait staff should be in the habit of notifying a manager of a food-allergic customer and investigating their menu request every time. Chefs and cooks must read every label when deciding to accept a substitution, or when investigating the request of a food-allergic customer.

STEP 2 TRAINING REVIEW

1. Are there allergy implications if you received fresh produce of a different size than you ordered?
No.
2. What are some ways to spot a substitution?
 - Package looks different than normal
 - Packing slip differs from order placed
 - Item received different from what is shown on the packing slip
 - Allergens are different from what shows on menu or sign

STEP 3 FLIP OVER PACKET AND HAVE STAFF SIGN TRAINING RECORD

Resources: https://www.fightbac.org/food-safety-education/recall-basics/?gclid=Cj0KCQjwrJOMBhCZARIsAGEd4VEqPmEUWoQPpytfVTxhkiJeKXmAEyq73rAY0z7Sdsie_rpWaFOj05uYaArrIEALw_wcB

After the staff member has answered both questions correctly in Step 2, please sign training record.

