

# Hospitality & Catering - Entry Form - 2016

This entry form is VERY IMPORTANT. Please read it CAREFULLY.

The FreeFrom Eating Out Awards uses your answers on this form to assess how much you understand about catering for allergic people.

When they look at your form, our on-line judges will only recommend that you receive a visit to sample your food if they think that you have taken the right measures to safeguard allergic/intolerant or coeliac guests.

So please complete each section FULLY and COMPREHENSIVELY.

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.

**NOW FOR THE IMPORTANT BIT!!**

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:**

Organisations with 4 full-time employees or fewer: £55 + VAT

Organisations with more than 4 full-time employees: £125 + VAT

10% discount for completed entry forms received before 15th 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 any problems with the form, email us at [info@freefromeatingoutawards.co.uk](mailto:info@freefromeatingoutawards.co.uk)

\*Required

## Your Establishment's Details

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

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

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3. **3. Your email address (as awards contact) \***

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4. **4. The name, email address and telephone number of the person to whom we should send your invoice if this is not you. \***

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5. **5. Do you:**

*Mark only one oval.*

- ☐ Operate in one fixed venue
- ☐ Operate in several fixed venues
- ☐ Operate an outside catering service

6. **6. Approximate number of covers you can serve at one function**

NB This is just to give us some idea of your size.

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7. **7. Approximate number of functions you can handle simultaneously**

NB This is just to give us some idea of your size.

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8. **8. Website**

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9. **9. Twitter**

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

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10. **10. Facebook**

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

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

*Mark only one oval.*

- ☐ 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 - max 100 words

12. **12. Can you give an approximate idea of how often you get asked for 'freefrom' gluten/allergens meals.**

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

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

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

*Mark only one oval.*

- ☐ 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.**

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

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

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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?**

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

*Mark only one oval.*

- ☐ 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:**

*Mark only one oval.*

- ☐ Nuts or peanuts
- ☐ Milk and milk products
- ☐ Wheat and wheat based products

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

*Mark only one oval.*

- ☐ 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?**

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

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24. **11. When a customer books in advance does your system allow you to record their dietary needs?**

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25. **12. How are 'freefrom'/special dietary requests passed to the kitchens?**

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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.

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27. **14. What would you do if someone were to suffer an anaphylactic reaction at a function you were catering?**

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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.**

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## KITCHEN

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

*Mark only one oval.*

- ☐ 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.

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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 for your other utensils?**

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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?**

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

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

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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?**

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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?**

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

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

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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.**

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### 3. MENUS AND RECIPES

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

*Mark only one oval.*

- ☐ 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?**

*Mark only one oval.*

- ☐ 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?**

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

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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?**

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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.**

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## **4. BUFFET SERVICE**

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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.

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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?**

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

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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'?**

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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?**

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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.**

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## SUBMITTING YOUR ENTRY

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