

YOUR PRACTICAL GUIDE TO

# Gluten Free in Food Service

Based on Coeliac Australia's Gluten Free Standard for Food Service®



Brought to you by **nutripro**





# INTRODUCTION



## GLUTEN FREE

### Best Practice

We published our first gluten free Practical Guide for food services in 2015 and today gluten free continues to dominate the agenda of food service operators, and remains a challenge.

With this most recent version of the Guide, we aim to update you with the latest knowledge you need to put gluten free into practice.

We cover the key areas you need to understand when making a gluten free claim on your menu according to three main principles:

- SOURCING** 
- SEGREGATION** 
- SERVICE** 

The helpful, plain English, hints and tips enclosed in this guide will allow you not only to create a delicious menu but also ensure it's gluten free, guaranteeing customer satisfaction, return business and a better bottom line.

This guide references Coeliac Australia's Gluten Free Standard for Food Service Providers® and provides practical tips on how to successfully carry out its best practice guidelines in your kitchen. Download your copy of The Standard at:

[www.coeliac.org.au/gf-standard/](http://www.coeliac.org.au/gf-standard/)

PROUDLY SPONSORED BY



**Michelle McCracken**  
Accredited Practising Dietitian  
Nestlé Professional

We are thrilled to be able to bring you the third edition of Your Practical Guide to Gluten Free in Food Service. With demand for gluten free remaining high it continues to be a special dietary request that can't be ignored.

This Gluten Free Guide provides the latest up to date advice on best practice for managing gluten in your kitchen. The Guide also includes practical scenarios to help understand where kitchen processes can be difficult and the simple steps necessary to streamline or correct these.

As your trusted partner in the provision of quality gluten free ingredient solutions, we know without good supporting processes in your kitchen, it will always be a challenge to produce a menu that is free of gluten. Our partnership with Coeliac Australia allows us to support you in making it easy to take the steps necessary to transform gluten free ingredients into a gluten free menu that will meet your customers needs not only for health but also for taste.



**Andrew Logan**  
Head of Partnerships & Sponsorship  
Coeliac Australia

Coeliac Australia developed the Gluten Free Standard for Food Service Providers® in 2015 to establish the best practice for gluten free food preparation. We have had many requests for practical tips on how to successfully implement the best practice guidelines.

Coeliac Australia is the national registered charity supporting Australians with coeliac disease and associated conditions requiring a gluten free diet. Coeliac Australia provides membership and a range of support and information services to enhance the lives of people with coeliac disease, raise vital funds for research and create awareness of coeliac disease and the gluten free diet within the medical profession, food & hospitality industry and the broader community.



# CONTENTS

## What's in this Guide

The importance of gluten free	03
Who wants gluten free and why?	05
Back to basics: what is gluten?	07
Making a gluten free claim	08
Be allergen aware	09
Sourcing	10
Sourcing from a trusted supplier	12
Planning a gluten free menu	13
Sourcing scenario & best practice check list	15
Segregation	16
Managing cross contact	17
Being food safe	18
Identifying hazards	19
Can pizza be gluten free	21
Segregation scenario & best practice check list	23
Service	24
Ensuring quality customer service	25
Communicating your menu	27
Building customer satisfaction	28
The Food Allergen Matrix	29
Service scenario & best practice check list	31
Easy ways to identify gluten free	32
How can Coeliac Australia help?	33
How can Nestlé Professional help?	34





**GOOD TO KNOW** ★

It's not just the person living with coeliac disease you could be missing out on as a customer, but their entire party.

## The importance of gluten free

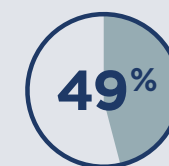
Offering a genuine gluten free menu attracts diners and drives your bottom line.



An estimated 3.1 million (12.1%)<sup>1</sup> Australians are eating gluten free and requests for gluten free options continue to be the largest special diet request in food service today.



For customers needing a gluten free meal, 45% find eating out as gluten free to be challenging.<sup>2</sup>



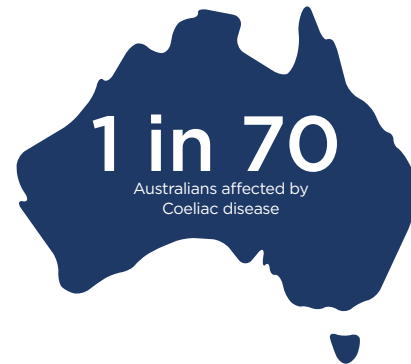
Only 49% of gluten free diners feel confident when dining out.<sup>2</sup>



# Who wants gluten free and why?

Customers ask for gluten free food for three main reasons:

## 1 COELIAC DISEASE



Coeliac disease affects around **1 in 70** Australians<sup>3</sup> and a strict life-long gluten free diet is the only medical treatment. It results when eating gluten triggers the immune system to attack itself, causing damage to the small intestine.

For some, eating gluten results in severe symptoms while others may suffer little or no obvious effects at all despite the damage occurring within their body.

Symptoms may arise within hours after gluten intake and include one or more of the following:

- Nausea and/or vomiting
- Diarrhoea, constipation, wind, cramping, bloating, tummy pain
- Tiredness or general weakness
- Headache

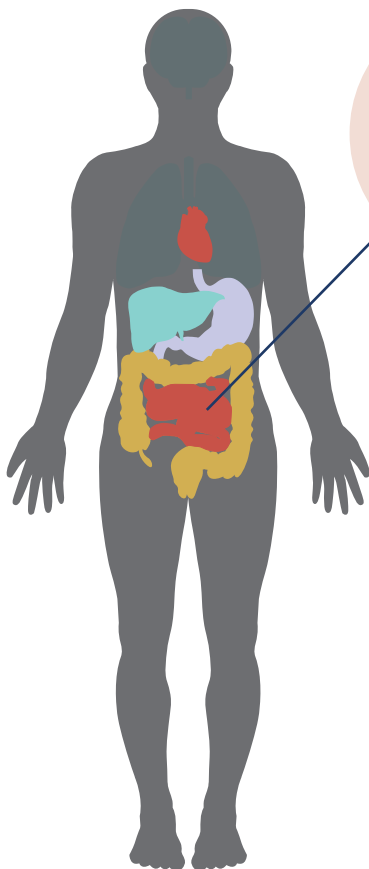
### Consequences of ongoing gluten consumption<sup>4</sup>

- Some types of cancers
- Liver disease
- Osteoporosis
- Vitamin and mineral deficiencies, including iron and vitamin D
- Failure to thrive or delayed puberty in children

### The surface of the small bowel is made up of tiny finger like folds called villi

The villi in the intestines become inflamed, swell and flatten, which is called villous atrophy. This damage. This damage to the small bowel affects the absorption of nutrients from food.

Gluten triggers the immune system to attack itself, causing damage to the small intestine.



## 2 OTHER MEDICAL CONDITIONS

The malabsorption of fermentable sugars (FODMAPs) (including wheat) is a common cause of symptoms in those with Irritable Bowel Syndrome (IBS). Those with a wheat allergy may also request gluten free food.

These conditions should be managed with the guidance of a GP or dietitian.

## 3 DIETARY CHOICE

Some people choose a gluten free diet as a lifestyle choice believing it may offer added benefits to their health and wellbeing.

### GOOD TO KNOW

- You have an obligation to ensure menu items labelled gluten free are actually gluten free
- Always treat requests for gluten free food seriously
- Never make a judgment on why a person makes a gluten free request



# What is Gluten?

Gluten is the name for the protein found in the following grains and any foods made from them.



**BARLEY**

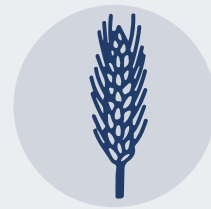
including malt barley



**RYE**



**OATS**



**WHEAT**

including other wheat varieties like spelt, durum, KAMUT, einkorn and farro, and the hybrid Triticale

Did you know that all these grains and grain based foods contain gluten?



**COUSCOUS**



**BURGHUL**



**SEMOLINA**



**KAMUT**



**DURUM WHEAT**



**SPELT**



**FARRO**



**FREEKEH**

### GOOD TO KNOW



Coeliac Australia have an Ingredient List Booklet to help you identify gluten containing ingredients. Contact Coeliac Australia for a printed version.

1300 458 836 | [info@coeliac.org.au](mailto:info@coeliac.org.au) | [www.coeliac.org.au](http://www.coeliac.org.au)

# Making a gluten free claim

**GLUTEN FREE FOOD MUST NOT CONTAIN<sup>5</sup>:**



- ⊗ any detectable gluten; or
- ⊗ oats or oat products; or
- ⊗ cereals containing gluten that have been malted, or products of such cereals



**LOW GLUTEN FOOD<sup>5</sup>:**



- ✓ contains less than 200ppm of gluten
- ⊗ is not suitable for people with coeliac disease because low gluten foods contain gluten



### GOOD TO KNOW

Claims such as "99% Gluten Free" or "Gluten Friendly" may not guarantee the product is gluten free. Check the Nutrition Information Panel for gluten to see if the product has undergone analytical testing for no detectable gluten.



# Be allergen aware

*Do you know your responsibilities on allergens?*

It's your responsibility to provide your customers with reliable information about the allergens on your menu. With the prominence of social media and online reviews, the reputation of your business can easily be placed at risk if you can't.

Ensuring a good dining experience is important for business and the health of your customers.

Allergens defined by The Food Standards Code in Standard 1.2.3 and Schedule 9 list all the allergens that must be declared on the labels of packaged food. The location, format, declaration summary statement and required names of allergens are mandatory requirements for all packaged foods.

An Allergen Matrix can help you and your staff identify allergens in your menu. For more information on how to create an Allergen Matrix see page 29-30.



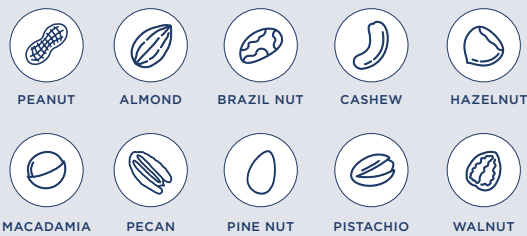
## GOOD TO KNOW



Food Standards Australia New Zealand [FSANZ] [www.foodstandards.gov.au](http://www.foodstandards.gov.au), the Allergen Bureau [www.allergenbureau.net](http://www.allergenbureau.net), the National Allergy Strategy [nationalallergystategy.org.au](http://nationalallergystategy.org.au) and your local health department or council have resources to help with your allergen management plan.

## Know the allergens that must be declared on food labels:

### PEANUT and 9 TREE NUTS to be named as individual allergens:



### GLUTEN and cereals containing gluten - WHEAT, BARELY, OATS & RYE to be named as individual allergens



### FISH, MOLLUSC AND CRUSTACEAN to be named as individual allergens:



### ALL other allergens to be named on food labels:



YOUR PRACTICAL GUIDE TO

# Sourcing



The first step in planning a gluten free menu is to source gluten free ingredients.



## 'Contains Wheat' - Is this suitable for a gluten free diet?

Allergens must be declared on the label. There are however some labelling exemptions, for example, wheat derived from glucose syrup where the gluten content is below 20ppm does not need to label for wheat on the label.

There are other ingredients e.g. soy sauce powder and caramel colour, derived from wheat that are so highly refined that there is no detectable gluten in them. These ingredients must still be labelled as 'contains wheat' but they can be considered suitable for a gluten free diet because there is no detectable gluten present in the final product.

Remember: a 'Gluten Free' claim overrides the ingredient list because processing can mean that even though wheat may be declared in the ingredient list, a product can still be free of gluten and therefore suitable for a gluten free diet.

### When sourcing your gluten free ingredients remember:

1. If you are using a trusted supplier, a gluten free claim will always mean no detectable gluten, regardless of the presence of wheat derived ingredients in the ingredients list
2. Look for 'gluten' in the nutrition information panel to validate a gluten free claim
3. Check for 'May Contain Gluten or Wheat' statements and avoid products containing these

Country of origin	Blended in New Zealand from local and imported ingredients.
Ingredients	Iodised Salt, Sugar, Corn Starch, Beef Fat (5%) [Beef Fat, Antioxidant (307b), Food Acid (330) (contains <b>Soy</b> )], Yeast Extract Powder, <b>Soy</b> Sauce Powder (derived from <b>Wheat</b> ), Colour (150c), Hydrolysed Vegetable Protein (derived from <b>Wheat</b> ) (Contains <b>Soy</b> ), Flavour, Onion Powder, Flavour Enhancer (635), Spice, Food Acid (330), and Herb. <b>Contains Soy &amp; Wheat</b> <b>May contain Milk, Celery &amp; Sesame</b>

## Sourcing from a trusted supplier

A trusted supplier is vital to the success of your gluten free menu. Consider these tips when sourcing your gluten free ingredients:

- ✔ Use a supplier who validates their gluten free claims with product testing
- ✔ Ask your supplier for a Product Information Form (PIF) or product specification form which specifies that there is no detectable gluten in the ingredient or product
- ✔ Engage a qualified consultant to help
- ✔ Check packaging for a gluten free claim or Coeliac Australia endorsement



**Avoid** precautionary or 'May Contain' statements on labels that mention wheat, gluten or any gluten containing ingredients. These statements indicate that gluten may be present due to cross contact, and therefore should not be used for gluten free recipes.

- ✘ May contain wheat/rye/barley/oats or gluten
- ✘ May contain traces of wheat/rye/barley/oats or gluten
- ✘ Manufactured on the same line as wheat/rye/barley/oats or gluten containing products

### GOOD TO KNOW

Australia and New Zealand have different gluten free standards to other countries. If you are sourcing an ingredient or product that is made elsewhere, ask for confirmation that it meets the Australian and New Zealand standard for gluten free claims (no detectable gluten).



GLUTEN FREE



# Gluten free menu

When planning your gluten free menu, source your ingredients from these two main groups:

## NATURALLY GLUTEN FREE FOODS

## FOODS IDENTIFIED AS GLUTEN FREE



These ingredients are naturally gluten free and are mostly unprocessed. As soon as foods are packaged or processed, they need to be checked to ensure they are still gluten free. Products that include a 'May contain' statement for gluten or a gluten containing ingredients, are not suitable for use in gluten free menus.

Rice, corn (maize), sago, tapioca, buckwheat, millet, amaranth, sorghum, quinoa, teff and arrowroot

RICE, SAGO, BUCKWHEAT, AMARANTH, QUINOA, ARROWROOT, CORN, TAPIOCA, MILLET, SORGHUM, TEFF

Fresh fruit, vegetables and herbs

Unprocessed nuts and legumes

Milk and eggs

Unprocessed meat, poultry and seafood

Cooking fats and oils



These foods are generally processed or packaged. Always check the ingredient list or check the PIF or Product Specification Form from the manufacturer to determine their suitability for your gluten free menu.

Dairy products; yoghurt, custard, coffee creamers, ice cream

Beverages; soy milk, drinking chocolate, cordial

Condiments; salad dressings, vinegars, sauces, mustards and mayonnaise

Processed meats; smallgoods, sausages, crumbed or marinated meats, meat spreads, meat substitutes

Stocks, gravies, seasonings, dried herbs and spices, seasonings and marinades

Desserts, confectionery and icing sugar mixture



These foods are derived from gluten containing grains and are not suitable for use in gluten free recipes.

Wheat of all types (including the hybrid Triticale and other wheat varieties such as spelt, durum, KAMUT, einkorn and farro), rye, oats (Including oats labeled as gluten free, gluten friendly, wheat free and gloriously free) and barley

WHEAT & SPELT, RYE, OATS, BARLEY

**GOOD TO KNOW** ★

If ever in doubt about a product, contact the manufacturer, or leave it off your menu.



SOURCE WITH CONFIDENCE

Endorsed products have been verified as gluten free by Coeliac Australia. Where you see this logo you don't need to read the label to know that a product is gluten free.

For more information visit [www.coeliac.org.au](http://www.coeliac.org.au)



## SOURCING SCENARIO

Isaac owns a small gluten free bakery and recently changed suppliers of the besan (chickpea) flour he uses in his 'house blend' flour.

Within days of using the new product his customers began complaining of becoming unwell after consuming his bread.

Isaac reviewed ingredients and processes in the bakery and was confident there was no risk of cross contact. Seeking to verify this he had his bread tested at a laboratory. The results of the gluten testing came back positive with 105ppm of gluten detected in the bread.

Upon enquiry, the supplier advised besan flour was packed in the same factory on the same line as their wheat flour and no testing was done to confirm gluten free status of the besan flour. Isaac returned his unopened stock to the supplier and began the search for a supplier who could validate their gluten free claims.

## KEY TAKEOUT:

- ✓ Ensure the ingredients in the food products you buy are from a trusted supplier.
- ✓ A trusted supplier will batch test for gluten to confirm gluten free status.
- ✓ Check product specifications or PIF for a declaration of no detected gluten and/or Coeliac Australia endorsement

## GOOD TO KNOW



- Wheat free won't always mean gluten free.
- Gluten free alternatives can be found for most ingredients.
- Never assume all products within the one brand will be gluten free. Ingredients and processes may vary with different pack sizes or between mild, medium and hot variants. Check every label on every product.
- Regularly recheck product ingredients and allergen statements when re-ordering, as ingredients and allergen statements can change.

# Sourcing scenario & best practice check list

- ✓ Identify your gluten free ingredients using our guide on page 13-14 along with your PIF or Product Specification Forms
- ✓ Use a trusted supplier who validates the gluten free nature of their products with regular product testing and declares gluten as 'not detectable' on their nutrition information panel
- ✓ Use gluten free versions of kitchen staples to minimise gluten cross contact
- ✓ Ensure all components on your gluten free menu item are gluten free; including garnishes, sauces and dustings
- ✓ Check labels of newly delivered gluten free products with their PIF or Product Specification Form to ensure they are still gluten free. Manufacturers can change ingredients or processes at any time



YOUR PRACTICAL GUIDE TO

# Segregation



Segregation ensures your gluten free ingredients and menu items stay gluten free.



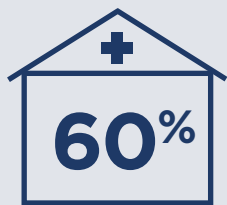
# Managing cross contact

Segregation is all about minimising the risk of cross contact in your kitchen and requires good processes for ingredient storage, preparation, food safety and hygiene.

## CROSS CONTACT EXPLAINED

Cross contact results when allergens from other foods are transferred to allergen free foods. Cross contact is most likely to occur when:

- ⊗ Handling or storing an allergen free product with or near foods which contain allergens
- ⊗ Reaching across surfaces or sharing equipment
- ⊗ Using the same knives, utensils or chopping boards for multiple food products
- ⊗ Staff move from gluten containing to gluten free food preparation without changing gloves, aprons or washing hands
- ⊗ Walking through or preparing food in a heavily floured environment



60% of diners with coeliac disease reported falling ill with gluten related symptoms after eating out<sup>6</sup>



Eating out causes anxiety in around 86% of diners with coeliac disease<sup>6</sup>



# Being food safe



Good food safety practices are essential in any kitchen and are vital in the preparation of gluten free food. Consider these measures to minimise cross contact risk in your kitchen:

- ✓ Have a HACCP plan that addresses allergen hazards such as gluten
- ✓ Conduct routine thorough cleaning and sanitisations
- ✓ Hand washing and/or changing of gloves is essential prior to gluten free preparation
- ✓ Dedicate cleaning cloths to gluten free preparation
- ✓ Dry wipe with a disposable towel to remove visible crumbs prior to cleaning and sanitising
- ✓ Use clean protective clothing for gluten free food preparation
- ✓ Colour coded equipment is useful when handling gluten free foods. For example some kitchens use purple to indicate gluten free use such as using a purple chopping board with purple coloured knives.

## GOOD TO KNOW



In environments such as bakeries, there are considerable amounts of flour which can remain airborne for hours. In a high risk environment such as this, consider a separate preparation room or create a physical barrier for gluten free zones.



# Identifying hazards



The identification of hazards and development of standard procedures at every stage will help you

avoid cross contact in your kitchen and keep your gluten free ingredients and menu items gluten free.



## SOURCING

- Identify gluten free ingredients using your Product Specification Forms
- Use a trusted supplier who validates their gluten free claims
- Use gluten free versions of kitchen staples to minimise contact
- Ensure all components on your gluten free menu are gluten free; including garnishes, sauces and dustings

## DELIVERY

- Ingredients may change. Check labels of newly delivered products with their Product Specification Form
- Check packaging is not broken
- Decant ingredients delivered in porous packaging into sealed, labeled containers to avoid the risk of cross contact
- Cover gluten free items when transferring to storage, especially through highly floured areas

## STORAGE

- Store all gluten free ingredients in sealed containers in their dedicated zone or on the top shelf
- Consider colour coded containers for gluten free foods
- When it's necessary to decant ingredients, clearly mark container with ingredient name, allergen details, best before/use by date and batch number



## PREPARATION

- Use separate butters, sauces, fillings and toppings
- Consider squeeze bottles for gluten free sauces, salad dressings and mayonnaise
- Designate an area away from gluten containing ingredients, or carry out a thorough clean down before sandwich/burger/pizza preparation and assembly
- Use clean and fresh water for cooking or refreshing

## COOKING

- Dedicate equipment such as fryers, toasters and ovens for gluten free or carry out a thorough clean of shared equipment and utensils
- Fryers: use a separate fryer and note gluten is NOT destroyed at high temperatures
- Grill: line grill with baking paper if unable to dedicate to gluten free
- Oven: Always cook gluten free items on the top shelf and line all trays with baking paper
- Toaster: Bon bon wrap bread if unable to dedicate this equipment
- Thoroughly clean temperature probes before use during cooking and service
- Clean all cooking equipment and be careful of mesh style items such as cooling racks, sieves and colanders where grains or food residue can become lodged and difficult to remove with cleaning

## DISPLAY

- Clearly label gluten free items and display on top cabinet shelves
- Never display gluten free and gluten containing foods on the same platter
- In a bain mare position gluten free foods on the window side or the furthest from serving so that drips or spills will occur into gluten containing items
- Different colour coded utensils and plates for gluten free use
- Dedicate a separate buffet area for gluten free and a separate, clearly labelled toaster at breakfast
- Offer portion control spreads and condiments to avoid double dipping from gluten containing foods into gluten free options
- Avoid biscuit or marshmallow garnishes with beverage orders



# Can pizza be gluten free?

Pizza definitely ranks as high risk for gluten contamination however by following these steps it is possible to provide a gluten free option:

1. Make wheat based pizza bases well before service
2. Conduct a thorough clean down of all surfaces before starting gluten free food prep
3. Dust **ALL** bases; wheat containing and gluten free, with a gluten free flour or polenta to prevent airborne cross contact during service.
4. Use a different size or colour tray for the gluten free pizza
5. Dedicate separate sauces, toppings and cheese for gluten free pizza
6. In a wood fire oven dedicate one side for gluten free and **ALWAYS** cook gluten free pizzas on a tray or baking paper as gluten is not 'destroyed' by heat
7. Use a dedicated paddle and pizza cutter for gluten free pizza
8. Use different coloured pizza boxes or a GF sticker to clearly identify a prepared gluten free pizza



## GOOD TO KNOW



It's impossible to distinguish between gluten containing and gluten free crumbs.





## SEGREGATION SCENARIO

To attract more customers a local burger café introduces a gluten free hamburger to the menu. With a dedicated chip fryer and gluten free frozen chips they were able to offer a variety of gluten free burger variations.

The gluten free options were popular but staff struggled with the processes necessary to ensure cross contact was prevented and the head chef had to intervene regularly to ensure utensils weren't shared and gloves were changed for gluten free food prep.

In reviewing the situation the chef and café owner decided to simplify processes by ensuring all food cooked on the grill was gluten free and sourcing gluten free staples such as sauces and fillings.

A dedicated gluten free preparation area close to the grill was also introduced to allow more streamlined preparation.

The unforeseen result of this was a 50% increase in gluten free menu items with only little extra work load in the kitchen.

### KEY TAKEOUT:

- ✓ Gluten free alternatives exist for many staple ingredients, simplifying kitchen processes for staff and reducing the risk of cross contact when offering gluten free menu items.

# Segregation scenario & best practice check list

- ✓ Identify potential areas of cross contact in your kitchen
- ✓ Prepare gluten free meals first
- ✓ Dedicate colour coded utensils for gluten free food handling. Assign a unique colour e.g. purple to signify 'gluten free'
- ✓ Dedicate equipment to gluten free food preparation in your kitchen
- ✓ Ensure all gluten free fillings, toppings and spreads are separated from gluten containing foods and ingredients
- ✓ Dedicate pots, pans and grills or ensure cooking equipment is clean and free of residue prior to use
- ✓ A dedicated fryer for gluten free is essential to avoid cross contact
- ✓ Consider regular testing of your gluten free menu items to validate that protocols are effective - this can only be done in a food testing laboratory
- ✓ Stick, spot and lateral flow tests are not considered reliable methods of testing for gluten

### GOOD TO KNOW



- Very small amounts of gluten can cause symptoms in people living with coeliac disease
- Gluten is not destroyed at high temperatures and will not dissolve in hot oil or water
- Washing equipment with hot, soapy water will remove gluten containing crumbs



YOUR PRACTICAL GUIDE TO

# Service



Good customer service is essential to support your efforts in creating a gluten free menu.



# Ensuring quality customer service

Clearly communicating accurate information about allergens to customers is essential for quality service and the ongoing success of your business.

And whilst as a business you may be following best practice, if your Front-of-House staff are not able to clearly communicate this then your gluten free customers may decide to eat elsewhere.



99% of gluten free customers would return to a venue if they had a good experience<sup>6</sup>

**Good communication is essential in ensuring customer satisfaction.**

Step

1

## GLUTEN FREE CUSTOMER

Communicates need for a special dietary request when ordering

Step

2

## FRONT-OF-HOUSE

Confirms order with customer and conveys special dietary request to chef. When delivering meal to customer confirms meal is their gluten free order

Step

3

## BACK-OF-HOUSE

Ensure process is followed to fulfill the special diet request and be able to communicate this if asked





# Communicating your menu

Once you've sourced quality ingredients and have sound processes in place to produce a gluten free menu, it's important to let gluten free customers know what you can offer.

- ✔ Participate in the Coeliac Australia Gluten Free Accreditation Program (details on page 33) Only accredited businesses are permitted to use the trademarked logo.
- ✔ Clearly mark 'GF' or 'Gluten Free' on relevant menu items or create a separate 'Gluten Free Menu'
- ✔ Ensure you have gluten free choices throughout your menu and don't forget that children can have coeliac disease too
- ✔ Give gluten free menu items unique names to allow them to stand out and prevent confusion eg. Raisin Toast versus Gluten Free Fruit Toast



## GOOD TO KNOW



A blanket allergen disclaimer such as "we cannot guarantee our gluten free menu items are gluten free" won't give your customers confidence that you treat their request seriously. Be honest about the allergens in your kitchen and ensure wait staff are confident to discuss the processes you have in place to minimise cross contact.

# Building customer satisfaction



Many gluten free customers will research restaurants online prior to dining. Highlight your gluten free menu on your website to ensure you reach your target market.

## FOLLOW THESE TIPS TO DELIVER QUALITY SERVICE AND CUSTOMER SATISFACTION:

- ✔ Ask your customers if they have any special dietary needs before taking their orders
- ✔ Take requests for gluten free meals seriously, never judge a request
- ✔ Be familiar with your menu and its preparation so you can provide guidance on gluten free choices
- ✘ Never guess if an item is gluten free, use the Food Allergen Matrix (refer pages 29-30) or check with kitchen
- ✔ Where possible allow customers to view labels if they are unsure about an ingredient used
- ✔ Repeat orders back to your customer to confirm their gluten free order
- ✔ Clearly mark orders as gluten free and communicate this to the kitchen
- ✔ Set indicator flags for gluten free in computerised POS system
- ✘ Never add anything to a customer's order without first checking it's gluten free
- ✔ If gluten containing ingredients have accidentally been used in a gluten free meal, eg. croutons, replace the entire meal rather than removing the gluten containing item
- ✔ Carry gluten free food to the table separately and confirm the gluten free meal with your customer

## GOOD TO KNOW



- Manage customer feedback by establishing processes which includes a register detailing the complaint, resolution and any changes to in-house allergen procedures.
- Self-auditing on a regular basis is vital in maintaining allergen awareness and controls.



# The Food Allergen Matrix

Having sourced ingredients, developed processes to prevent cross contact and designed your menu, the next step is creating a credible reference guide to allow your staff to accurately communicate the presence of allergens to your customers. A Food Allergen Matrix is the perfect tool for this, consider enlisting the support of a dietitian with expertise in food services or a food safety specialist to help.

## Developing your Food Allergen Matrix

### Step 1

Develop a standardised recipe template and use this for each menu item clearly listing each ingredient, including garnishes

### Step 2

Identify all allergens in each recipe using your ingredient PIF or Product Specification Forms

### Step 3

List all your recipes on your allergen matrix and mark in identified allergens

#### GOOD TO KNOW

- Ensure all staff have access to and understand how to use the matrix
- Update your matrix when the menu or ingredients or suppliers change
- Standardised recipes ensure consistency of your menu, reliable cost control and accurate allergen identification
- Store standardised recipes with the Food Allergen Matrix for easy reference
- Remember allergens are not destroyed by heating or high temperature



**GET STARTED!**  
 Download a Food Allergen Matrix table from;  
<https://www.nestleprofessional.com.au/nutrition/gluten-free-resources>





# Easy ways to identify Gluten Free

Visual prompts are an easy way to highlight gluten free foods or processes. This is especially important when English is a second language.

## BEST VISUAL PROMPTS TO CONSIDER ARE:



### FOOD HANDLING GLOVES

Use different coloured gloves for gluten free foods



### UTENSILS

Assign a colour for gluten free utensils such as tongs, spoons, knives and cutting boards



### DISPLAY CABINETS

Display gluten free food on a different shaped or coloured platter. Ensure all gluten free food is clearly labelled



### ORDERING SYSTEM

Program 'gluten free' into your POS ordering system



### TAKE-AWAY ORDERS

Mark the gluten free order with 'GF' and place in a separate bag

## SERVICE SCENARIO

At a pasta bar in Melbourne two friends catching up for lunch both order pesto pasta. One of these two has requested gluten free.

Lunch service is always busy and the waitress is interrupted on her way to the table so when she arrives with the two dishes she can't remember which one is gluten free as they both look identical.

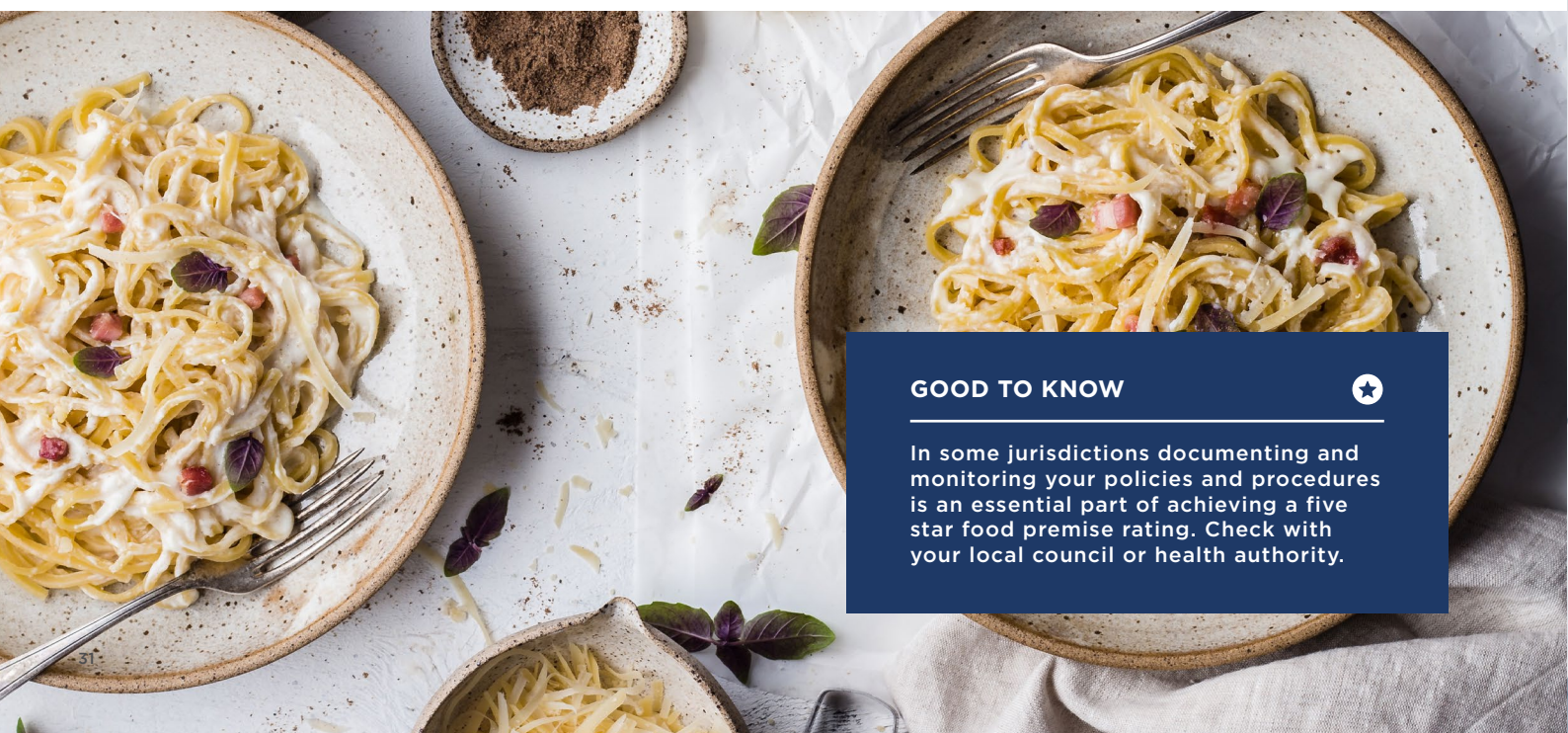
The waitress returns the meals to the kitchen and new food needs to be prepared.

## KEY TAKEOUT:

- ✓ Always deliver gluten free meals separately to the rest of the meals at a table. This prevents the risk of contact from the other gluten containing meals and also eliminates any confusion about which meal is gluten free.
- ✓ Restaurants can use visual cues such as different pasta shapes and different coloured or shaped plates to make gluten free meals more easily identifiable by all staff.

# Service scenario & best practice check list

- ✓ Have a trained staff member be responsible for allergen process and procedure
- ✓ Teach staff to read and interpret your Food Allergen Matrix
- ✓ Ensure all new staff have allergen awareness as part of their induction
- ✓ Advise all staff of menu changes and ensure these are reflected in your Food Allergen Matrix



## GOOD TO KNOW

In some jurisdictions documenting and monitoring your policies and procedures is an essential part of achieving a five star food premise rating. Check with your local council or health authority.





# How can Coeliac Australia help?



## ONLINE TRAINING

Australian research<sup>7</sup> has shown that better training and an understanding of appropriate gluten free food practices is probably the single most important step in ensuring the delivery of genuine gluten free food. This is particularly so for people with coeliac disease whose health depends upon it.

Coeliac Australia has developed a comprehensive online Gluten Free Training module for food service providers. This interactive, easy to navigate module works through the principles of the Coeliac Australia Gluten Free Standard for Food Service Providers and learners are issued with a Certificate of Completion.

## COELIAC AUSTRALIA ACCREDITATION PROGRAM



Participating in Coeliac Australia's Gluten Free Accreditation Program will ensure your gluten free customers can dine with confidence!

Businesses meeting the program requirements are licenced to use the Coeliac Australia Accreditation logo & GF symbol on their menu, website and marketing material.

Using the Coeliac Australia Accreditation Logo and GF symbol assures your gluten free customer that you follow best practice when preparing their meals.

For further information on how Coeliac Australia can help you grow your business contact:

[accreditation@coeliac.org.au](mailto:accreditation@coeliac.org.au) or [www.coeliac.org.au](http://www.coeliac.org.au) or call 1300 458 836



When asked, 71% of diners looking for a gluten free meal said the gluten free symbol would give them confidence to identify gluten free, while 34% indicated they would never trust a gluten free claim on its own<sup>6</sup>.

# How can Nestlé Professional help?

## SIMPLIFY GLUTEN FREE MENU PLANNING AND KITCHEN WORKLOAD

Nestlé Professional has developed an extensive portfolio of gluten free products, ranging from gravies, sauces, soups, boosters, mashed potato, flavour concentrates, pastes and dessert mixes. Our portfolio of gluten free ingredients offers versatility, choice, variety in flavour and convenience, helping to simplify gluten free menu planning and kitchen workload.

We guarantee our gluten free claims by:

- ✓ **Closely collaborating with our own suppliers to ensure high quality gluten free ingredients**
- ✓ **Manufacturing within purpose built gluten free production areas**
- ✓ **Testing every batch of product we make to verify its gluten free status**

These stringent processes make Nestlé Professional a supply partner you can trust.

For further information on how Nestlé Professional can help you:

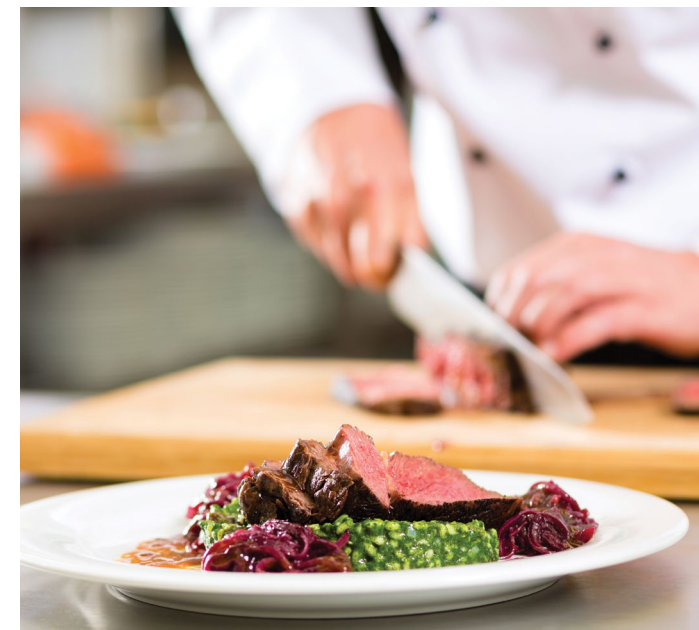
[www.nestleprofessional.com.au](http://www.nestleprofessional.com.au) or call 1800 20 30 50



\* Reg. Trademark of Société des Produits Nestlé S.A

## REFERENCES

1. Hendrie G, et al. CSIRO Healthy Diet Score. 2016
2. Coeliac Australia. Member Survey 2021
3. Anderson et al. BMC Medicine. 2013;11:188
4. Green PHR. Gastroenterology. 2005;128:S74-S78
5. Australia New Zealand Food Standards Code, Schedule 4
6. Coeliac Australia. Eating Out Survey 2019
7. Halmos et al. Med J Aust; 2018; 209 (1): 42-43





YOUR PRACTICAL GUIDE TO

# Gluten Free in Food Service

Based on Coeliac Australia's Gluten Free  
Standard for Food Service®

