STANDARD OPERATING PROCEDURE

Kitchen Allergen Control SOP

Document no.	SOP-KIT-006
Revision	1.0
Owner	Executive Chef
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Review cycle	Every 12 months

1. Purpose

To prevent allergen cross-contact and serve guests with food allergies safely by defining how allergy orders are flagged, prepared, checked and served.

2. Scope

Applies to any order flagged with a food allergy or intolerance, from the point a server takes the order through plating and pass. General cross-contamination prevention during routine prep is covered by the food preparation SOP.

Definitions

Allergen matrix	A chart listing every menu item against the major allergens it contains, used to answer guest questions accurately.
Cross-contact	An allergen transferring to a dish that is not supposed to contain it, through shared equipment, surfaces or hands.
Allergy ticket	A kitchen order flagged in the point of sale system or verbally called out as containing a food allergy.

3. Responsibilities

Server	Asks about allergies, flags the order correctly in the point of sale system, and confirms the dish with the guest before serving.
Line Cook	Prepares allergy orders using dedicated tools and clean surfaces, and calls out allergy tickets clearly.
Sous Chef	Checks every allergy plate against the allergen matrix before it leaves the pass.
Executive Chef	Maintains the allergen matrix, trains staff, and reviews any allergy-related incident.

RACI matrix

Activity	Server	Line Cook	Sous Chef	Executive Chef
Ask guests about allergies and flag the order	R/A	I	-	-
Prepare the allergy order with dedicated tools	I	R/A	C	-
Check the allergy plate before pass	I	C	R/A	-

Activity	Server	Line Cook	Sous Chef	Executive Chef
Confirm the dish with the guest before serving	R/A	-	I	-
Maintain the allergen matrix and train staff	I	I	C	R/A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Printed or digital allergen matrix for every menu item
- Allergy-specific colored tickets or POS flags
- Dedicated allergen-safe cutting boards and utensils
- Dedicated allergen-safe pans and fryer basket where applicable
- Allergy plate marker or pick
- Allergen incident log

Personal protective equipment

- Fresh disposable gloves changed before each allergy order

5. Procedure

Step	Task	Owner	Done
5.1	**Ask every guest about food allergies** The server asks about food allergies or intolerances when taking the order, and checks the allergen matrix if a guest asks whether a specific dish is safe.	Server	☐
5.2	**Flag the allergy clearly in the order** Enter the allergy in the point of sale system using the correct allergen flag, and add a note describing exactly what must be avoided. **Checkpoint:** The kitchen ticket clearly shows the allergen and which item it applies to before the order prints.	Server	☐
5.3	**Call out the allergy ticket in the kitchen** When an allergy ticket comes in, the line cook calls it out loudly to the station and to the expediter so everyone handling the plate is aware. **Warning:** Never assume the next cook saw the allergy flag. Call it out every time.	Line Cook	☐
5.4	**Wash hands and change gloves before starting** Wash hands and put on a fresh pair of gloves before touching any ingredient or surface for the allergy order, even mid-shift.	Line Cook	☐
5.5	**Clear and sanitize the work surface** Clean and sanitize the section of counter, cutting board and any shared surface before starting the allergy order, or move to a dedicated allergen-safe station if one exists.	Line Cook	☐
5.6	**Use dedicated tools and equipment** Prepare the dish using dedicated allergen-safe utensils, pans and fryer basket where the menu requires it, never tools that touched the allergen earlier in the shift. **Warning:** Never fry an allergy-free item in oil that has been used for the allergen, such as shellfish or gluten-containing breading.	Line Cook	☐

Step	Task	Owner	Done
5.7	**Confirm ingredients against the allergen matrix** Before adding any sauce, garnish or premade component, check it against the allergen matrix to confirm it does not contain the flagged allergen. **Checkpoint:** Every component added to the plate is confirmed safe against the allergen matrix.	Line Cook	☐
5.8	**Plate the allergy order separately** Plate the allergy dish away from other active tickets and mark it with the agreed allergy pick or marker so it is not confused with a regular order.	Line Cook	☐
5.9	**Verify the plate before it leaves the pass** The sous chef checks the marked allergy plate against the ticket and the allergen matrix before it is handed to a server. **Checkpoint:** Every allergy plate is checked at the pass and matches the ticket before it leaves the kitchen.	Sous Chef	☐
5.10	**Confirm the dish with the guest at the table** The server tells the guest which dish is the allergy order and briefly confirms what was left out or substituted before setting it down.	Server	☐
5.11	**Handle a suspected allergic reaction** If a guest reports symptoms of a reaction, notify the manager immediately, offer to call emergency services, and preserve the plate and ticket for review. **Warning:** Never wait to see if symptoms pass before notifying the manager and offering emergency help.	Server	☐
5.12	**Log and review allergy incidents** Record any allergy-related complaint, near-miss or reaction in the allergen incident log and review it with staff to identify and fix the cause.	Executive Chef	☐

6. Quality checks

- Every allergy ticket is flagged in the POS and called out verbally in the kitchen.
- Dedicated tools and a sanitized surface are used for each allergy order.
- The sous chef checks each allergy plate against the matrix before it leaves the pass.
- The server confirms the allergy dish with the guest before it is set down.

7. Records

- Allergen matrix, reviewed and dated
- Allergy incident log
- Staff allergen training sign-off sheet

8. KPIs

- Number of allergy-related incidents or near-misses per quarter
- Percent of staff current on allergen training
- Time from allergy ticket call-out to pass check
- Guest complaints related to allergens

9. Common mistakes

- Taking an allergy order without flagging it clearly in the POS.

- Using the same cutting board for the allergen order without cleaning it first.
- Frying an allergen-free item in oil shared with the allergen.
- Skipping the pass check because the kitchen is busy.
- Not confirming the dish with the guest before serving it.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

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