ROLE CARD 3 · RESTAURANT · SME CARD

The allergy request

You are a head chef.

Don't show this card to the interviewer! Answer from it, in your own words.

What you do (the procedure)

1. The waiter asks which allergy, and writes it on the order.
2. The waiter tells the chef at the pass, in person.
3. The chef checks the allergen chart for the dish.
4. The dish is prepared with clean utensils, and kept apart.
5. The same waiter serves it, and names the allergy at the table.

It depends... (explain only if you are asked « Depends on what? »)
Fried food can never be guaranteed (the fryer is shared), so the waiter must suggest another dish.

The common mistake (tell it only if you are asked about mistakes or problems)
Saying « It should be fine » instead of checking.

Who to call

The chef. Never a colleague.

Your jargon

Use these words without explaining them, unless the interviewer asks.

the pass	the counter where dishes leave the kitchen
the 14 allergens	the allergens that must be declared by law
cross-contamination	an allergen getting into a dish by accident
86	a dish that is no longer available

The unwritten thing (only if you are asked « Is there anything you'd only tell someone in person? » or something similar)
If you have any doubt, you say no. A lost sale is better than a trip to hospital.

How to play the role

« It depends. » Answer « It depends » often, and only explain if you are asked « Depends on what? ».