

Activity 1:

Where Did She Go Wrong?

Read the following story to the students. Discuss what was done wrong, and what could have been done better.

Tegan was a server at a diner in the town she lives in. One busy Sunday morning, the hostess was not able to make it in, so Tegan was seating and serving her own tables. She was very busy. While cleaning up after one table, Tegan noticed two men waiting by the hostess stand. She hurried over to them and greeted them.

"Good morning, gentlemen! I apologize for the wait. Will there just be two of you?" She asked.

"Yes," one of the gentlemen replied. "And I wanted to let you know that I have a wheat allergy."

"Ok!" Tegan said, brightly. "We have plenty of wheat-free options! Why don't you follow me and I'll seat you at this table that just opened up?"

Tegan led the men back to the table she had been cleaning. She grabbed the half-empty bread basket off of the table and hastily pulled a rag out of her pocket and brushed off the table. She then invited the gentlemen to sit down. After taking their drink orders, she dropped the bread basket back at the busser station and went to put the drink orders in.

The service went very well. The gentleman with the wheat allergy ordered a Cobb salad and Tegan gave him some hash browns on the side, rather than the usual bread option. Overall, the gentlemen enjoyed their meals and told Tegan as much after they finished. The rest of her shift went smoothly.

That night, the manager of the diner received a call from Tegan's customer with the wheat allergy. After leaving the diner, he had suffered from an allergic reaction.

What happened?

Tegan should have removed the bread first, washed her hands after handling the bread basket, then come back to clean the table with cleaning solution. She should not be storing her cleaning rag in her pocket. It should be kept in the cleaning solution, or she could use single-use paper towels and cleaning solution.



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**Activity 2:
What to Clean?**AVOID A **REACTION**
BY
TAKING **ACTION**

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Place an X beneath the photo of the items that should be cleaned for people with food allergies.

**Laminated menu****X**

**Fountain machine**

**Salt and pepper shaker****X**

**Single-use forks
and knives**

