Gluten Free in Food Service

Based on Coeliac New Zealand Dining Out
Programme Audit Accreditation







INTRODUCTION

GLUTEN FREEBest 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 provides practical tips on how to successfully carry out best practice guidelines in your kitchen.

PROUDLY SPONSORED BY







Michelle McCrackenAccredited Practising Dietitian
Nestle Professional

We are thrilled to introduce Your Practical Guide to Gluten Free in Food Service to New Zealand. 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 New Zealand 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.



Suzanne Aitken
Dietary and Health
Promotion Manager
NZ Registered Dietitian

Coeliac New Zealand developed the Dining out Programme Audit Accreditation Programme in 2016 to establish best practice guidelines for safe gluten-free food preparation to support the hospitality industry.

As a not-for-profit organisation, we promote the welfare of adults and children with coeliac disease and dermatitis herpetiformis, raising awareness and providing support, information, and resources.

Coeliac New Zealand actively support research and initiatives to improve diagnosis and treatment, working towards our vision for people with coeliac disease to live healthy lives every day.



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The importance of gluten free

Offering a genuine gluten free menu attracts diners and drives your bottom line. The prevalence of Coeliac Disease in New Zealand is 1% or 1 in 100 people¹. However, prevalence is estimated to be higher with a number of people going undiagnosed².



4.7% of New Zealanders report they are completely excluding gluten from their diet³.



For customers needing a gluten free meal, 70% identified access to safe eating out as their biggest challenge⁴.

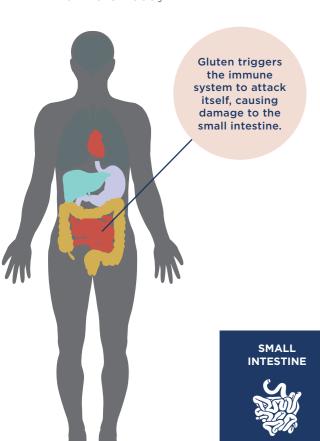
Who wants gluten free and why?

Customers ask for gluten free food for three main reasons:



Coeliac disease affects around 1 in 100 New Zealanders or 1% of the population¹. 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

in 100

- Diarrhoea, constipation, wind, cramping, bloating, tummy pain
- Tiredness or general weakness
- Headaches and migranes

Consequences of ongoing gluten consumption⁵

- 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.









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.



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.



including malt barley







WHEAT

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

GLUTEN FREE FOOD

MUST NOT CONTAIN6:

Making a



gluten free claim

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



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



couscous



DURUM WHEAT



BURGHUL



SPELT



SEMOLINA



FARRO



KAMUT



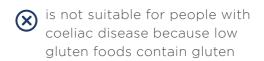
FREEKEH

GOOD TO KNOW



1300 458 836 | info@coeliac.org.au | www.coeliac.org.au

LOW GLUTEN FOOD6: or contains less than 200ppm of 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.

GOOD TO KNOW



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

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.

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,









FISH, MOLLUSC AND CRUSTACEAN to be named









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. However, some ingredients are exempt from allergy labelling rules. These ingredients have been assessed as safe because they are manufactured in a way that makes them suitable for people with allergies. This includes glucose syrups made from wheat starch (subject to gluten max limit 20 mg/kg).

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:

- 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

Ingredients

Blended in New Zealand from local and imported ingredients.

lodised Salt, Sugar, Corn Starch,
Beef Fat (5%) [Beef Fat,
Antioxidant (307b), Food Acid (330)
(contains Soy)], Yeast Extract
Powder, Soy Sauce Powder (derived
from Wheat), Colour (150c),
Hydrolysed Vegetable Protein
(derived from Wheat) (Contains
Soy), Flavour, Onion Powder,
Flavour Enhancer (635), Spice,
Food Acid (330), and Herb.
Contains Soy & Wheat
May contain Milk, Celery & Sesame



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 New Zealand Crossed Grain Logo.



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

New Zealand and Australia 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).





PLANNING A

Gluten free menu

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

NATURALLY GLUTEN FREE FOODS

FOODS IDENTIFIED

GREEN FOODS NATURALLY 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















Fresh fruit. vegetables and herbs



Unprocessed nuts and legumes



Milk and eggs



Unprocessed meat, poultry and seafood



Cooking fats and oils



AS GLUTEN FREE

AMBER FOODS CHECK PRODUCT

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



SOURCE WITH CONFIDENCE

Endorsed products have been verified as gluten free by Coeliac New Zealand. 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.nz

RED **FOODS** STOP AND AVOID

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

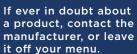
Wheat of all types (including the hybrid Triticale and other wheat varieties such as spelt, durum, KAMUT, einkorn and farro), rye, oats (Including oats labeled as gluten free, gluten friendly, wheat free and gloriously free) and barley



OATS



GOOD TO KNOW



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 New Zealand 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
- Using the same knives, utensils or chopping boards for multiple food products
- Walking through or preparing food in a heavily floured environment

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- Reaching across surfaces or sharing equipment
- Staff move from gluten containing to gluten free food preparation without changing gloves, aprons or washing hands



Eating out can be challenging for people with coeliac disease. 70% report access to safe eating out as their biggest challenge⁴.



25% of New Zealanders with Coeliac Disease reported they avoided restaurants and dining out due to coeliac disease⁷.





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 additional thorough cleaning and sanitisations throughout the kitchen environment including areas that may have airborne contaminants.
- Hand washing and/or changing of gloves is essential prior to gluten free preparation
- Dedicate cleaning cloths to gluten free preparation
- Ory 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





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

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



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-marie 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
- 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







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 to signify 'gluten free'
- Dedicate and clearly label equipment to gluten free food preparation in your kitchen
- Ensure all gluten free fillings, toppings and spreads are separated and labelled and away from gluten containing foods and ingredients
- Dedicate and clearly label pots, pans and grills

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A dedicated fryer for gluten free is essential to avoid cross contact

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Consider regular testing of your gluten free menu items to validate that protocols are effective.

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



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 experience⁸

Good communication is essential in ensuring customer satisfaction.

Step



GLUTEN FREE CUSTOMER

Communicates need for a special dietary request when ordering Step



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



BACK-OF-HOUSE

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

GOOD TO KNOW



Coeliac NZ have developed a 'consumer checklist' to help customers when navigating eating out.



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.

Get staff trained on Coeliac NZ's GF Food Safety Training Certificate.

Complete the Coeliac NZ's GF Food Safety Masterclass.

Participate in Coeliac NZ's Dining Out Programme (details on pg 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

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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

 $(\mathbf{2})$

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





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- 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





SERVICE SCENARIO

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

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 staff member be responsible for allergen process and procedure. Have staff trained with Coeliac New Zealand's Gluten Free Food Safety certificate.
- Ensure all new staff have allergen awareness as part of their induction
- your Food Allergen Matrix
- Advise all staff of menu changes and ensure these are reflected in your Food Allergen Matrix

Teach staff to read and interpret



Easy ways to

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:



HANDLING GLOVES

Use different coloured gloves for gluten free foods



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



CABINETS

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



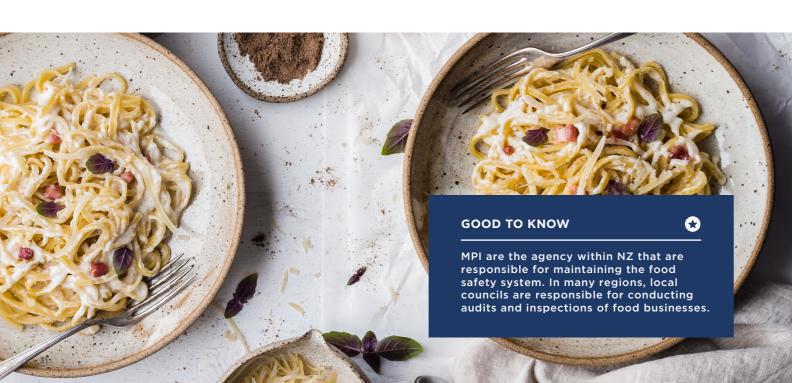
ORDERING **SYSTEM**

Program 'gluten free' into your POS ordering system



TAKE-AWAY ORDERS

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





How can Coeliac New Zealand help?



GLUTEN FREE FOOD SAFETY TRAINING CERTIFICATE.

Coeliac New Zealand provides access to an online training course available to everyone working in the food service industry. The course covers all aspects of serving safe gluten free (GF) food, including selecting ingredients, storage, food preparation, cooking, customer service, and menu labelling. The Gluten Free Food Safety Training Certificate is designed to highlight the impact of coeliac disease and non-coeliac gluten sensitivity, and to explain why the food industry must manage gluten carefully. This training ensures that individuals who need to live gluten free for life can do so with confidence.

MASTERCLASS

Coeliac New Zealand has developed a Gluten Free Food Safety Masterclass, designed for managers, business owners, and others responsible for maintaining food safety standards. This advanced training offers additional education and practical guidelines to help businesses meet audit requirements for effective allergen management.

DINING OUT PROGRAMME

Coeliac New Zealand's Dining out Programme is an accreditation programme for the hospitality and catering industry, providing education, training, and support on gluten-free best practice.

After completing our online training, venues undergo an independent gluten-free audit by an external provider. This process ensures a trusted endorsement by Coeliac New Zealand, giving your customers confidence in the safety of your glute-free offerings.

Being an accredited venue reassures a significant market of both New Zealand and international gluten-free diners that their needs are being taken seriously. It demonstrates your commitment and investment in providing safe, gluten-free food – building trust, loyalty and repeat business.



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 own⁸.



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, and dessert mixes. Our portfolio of gluten free ingredients offers versatility, choice, variety in flavour and convenience, helping to simplify gluten free.

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.co.nz or call 0800 830 840



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YOUR PRACTICAL GUIDE TO

Gluten Free in Food Service

Based on Coeliac New Zealand Dining Out Programme Audit Accreditation



