

Serving gluten free

To serve correctly in the dining room

Remember: safety comes first



INFORMARE
SENZA GLUTINE



01

Clean hands and clothes

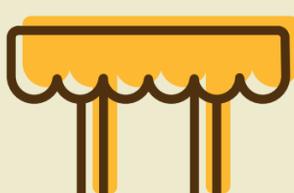
Wash hands and make sure clothes are without any flour/bread residue before serving food without gluten.



02

Clean tablecloth or brushed down

Change or make sure the tablecloth is free of crumbs before seating a celiac customer.



03

Cleaned dishes and silverware must be kept far from source of contamination

Make sure that dishes and silverware for celiac customers are not kept in risky places for contamination of flour or bread.



04

Bread and other food with or without gluten must be well identified on the table

When bread or other food is brought to the table it must be clearly distinguished and indicated which are with gluten and which are without gluten in order to avoid a dangerous mix-up.



05

Communication with the kitchen

Warn the kitchen that there is a celiac customer and indicate with accuracy which plate is gluten free.



06

The food is gluten free, it is not celiac

Never say the pasta/ pizza celiac. The person is celiac, the food is gluten free.



07

The celiac is a customer, not someone ill

Never imply the celiac customer as someone "ill", "the sick person".



08

The restaurant is informed of celiac disease adherent to afc of aic network

Provide correct information. Restaurants adherent to the AFC OF AIC network are not "certified", but informed about celiac disease.



Informare senza glutine © 01/2015 - Lesley Ann Cullis, Elena Corban Verzeletti, Giulia Piccoli Troplatti, Laura Toffetti - Studenti del Corso di laurea in Design della Comunicazione - Scuola del Design - Politecnico di Milano



Remember that it is a responsibility to offer a service gluten free. Following these simple rules will help you serve the celiac customer correctly.



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