
Gluten-Free Guest

Demographics and needs of the gluten-free guest.

1. Identify gluten related conditions
 2. Describe who is eating gluten-free
 3. Identify characteristics of the gluten-free market place
 4. List the needs of your GF guest
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Gluten-Free Ingredients

What to avoid and how to replace ingredients.

1. Describe gluten and list the grains that contain it.
 2. Identify naturally gluten-free ingredients
 3. Identify hidden sources of gluten
 4. List the steps you can take to verify the safety of your ingredients
 5. Recognize appropriate substitutions for gluten containing ingredients.
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Front of the House Basics

Using your wait staff to build trust and customer loyalty.

1. Describe how to welcome and seat the GF diner.
 2. Identify the steps in taking a GF order from GF guest
 3. Identify the steps to communicate GF order to kitchen
 4. Describe how to serve a GF guest
 - Describe how to serve bread to a table with GF guest
 - Recognize safe way to make salad
 - Describe garnishing a plate for a GF guest
 - List the points at which the GF status of an order is confirmed
 - Describe what to do if a mistake has been made
 5. Assess correct handling of dining scenarios to create good experience
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Back-of-House

Explore kitchen hot spots and create a gluten-free protocol.

Learning Objectives for Part 1 of this module:

1. Recognize GF products in your pantry
2. Reading labels
 - Identify ingredients that contain gluten
 - Identify allergens regulated by food labeling laws
 - Recognize hidden gluten ingredients on labels
 - Recognize GF certification labels
3. Describe process of GF menu development
4. Identify proper storage location & handling of GF Supplies
5. List methods to identify GF supplies & equipment

Learning Objectives for Part 2 of this module:

1. Describe the biggest challenge in offering GF options
 2. List elements of a gluten free workspace
 3. Identify proper procedure to clean crumbs or flour from a counter
 4. Recognize which equipment should be dedicated for GF food prep
 5. Identify ways to prevent contamination when cooking
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Implementation

1. Perform assessment of staff & operational capabilities
2. Assess sample menu for viable GF options
3. Identify the essential visual elements of a GF menu
4. Recognize the three recommended training methods
5. List the essential steps required to execute a GF program