

RESTAURANTS PROVIDING BEST CHOICE ONE YEAR ON FROM ALLERGEN LEGISLATION INTRODUCTION



10/12/2015 10:03:36

A new HospitalityGEM survey has found that 89% of consumers feel that the availability of 'free from' foods when eating out has improved with 72% recognising restaurants for providing the best choice of dishes.

Vegetarianism is the number one special dietary requirement and shellfish is the most avoided food, receiving 44% of the vote.

However, the survey found that 58% of people feel that while the ingredients in dishes are clearly communicated by eating operators, there is room for improvement.

A similar representation also felt that staff could be better trained in this area, with 30% of people saying that team members were not well trained

on the ingredients in dishes.

Steven Pike, managing director of HospitalityGEM, said: "One year on from the introduction of the EU allergen legislation and it's clear many operators are doing what they can to make consumers more confident when eating out, through clearer communication about ingredients and a greater range of 'free-from' dishes.

"However, the identification of staff training as an area in need of improvement should encourage the operator to look hard at their sites and how team members are briefed on this important aspect of food service. It should be part of any induction and also revisited regularly as menus and teams change."

While restaurants were highlighted as having the best choice of 'free from' dishes, takeaways didn't fare as well, 0% of respondents identified these establishments as having the best range, with fast food outlets not far behind at just 2%.

This lack of choice of suitable dishes is the greatest concern for those who have special dietary requirements, with 40% saying this is what they worry about the most when they eat out.

Marks & Spencer Foodhall was seen as the best caterer (43%) for those with special dietary requirements, followed by Pret A Manger in second with 18% of the vote.

Written by [Andrew McClean](#)