

LOVE *every*  MOMENT™



Allergy Awareness Process

Allergy Ingredient Books • Start Fresh Program • Check 5 Cards • Allergy Response Emails



CULINARY SAFETY & GUEST SERVICE TRAINING

Allergy Awareness Process

Allergy Ingredient Books • Start Fresh Program • Check 5 Cards • Allergy Response Emails



TODAY'S SESSION

What We'll Cover

1

Allergy Ingredient Books

Keeping every location's binder accurate and guest-ready

2

Start Fresh Program

The step-by-step process from notification to delivery

3

Check 5 Cards

Our quick-reference safety cards, including allergen procedures

4

Allergy Response Emails

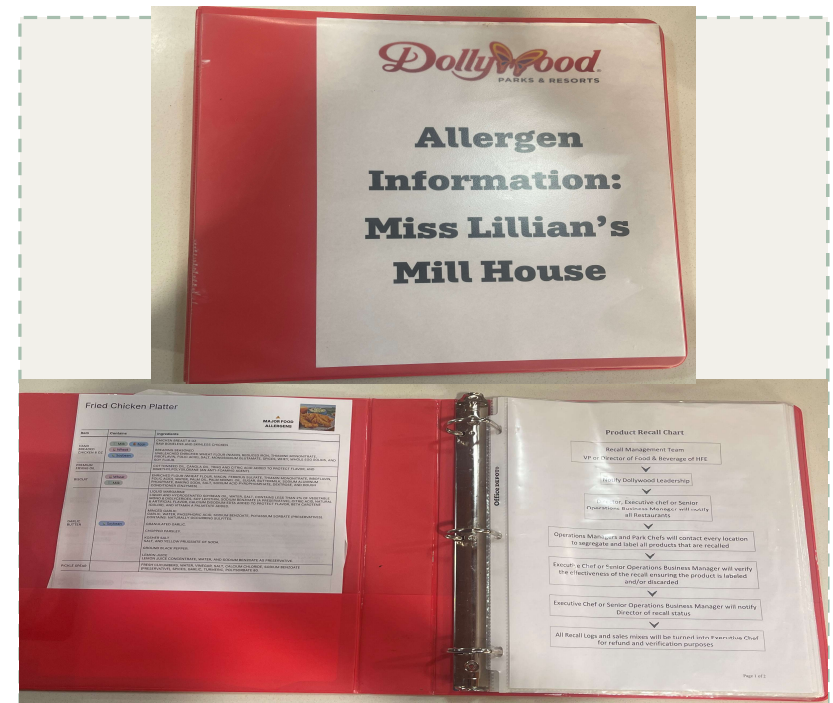
How guest emails get answered, accurately and on time



ALLERGY INGREDIENT BOOKS

Why the Book Exists

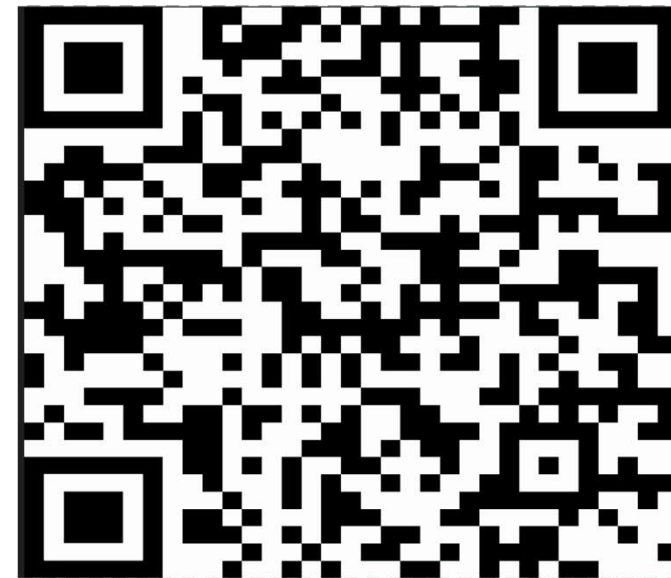
- Lists the ingredients in every recipe, at every location
- Informs guests exactly what's in each dish
- Kept up to date with festival changes and substitutions
- Must stay neat, organized, and professional



ALLERGY INGREDIENT BOOKS

Keeping It Current

- Purchasing/receiving delivers new substitution sheets to the leader's box
- Replace the old sheet — don't stack sheets on top of each other
- Retired sheets go in the training box for reference, not the book
- Don't store unrelated items in the Allergy Ingredient book

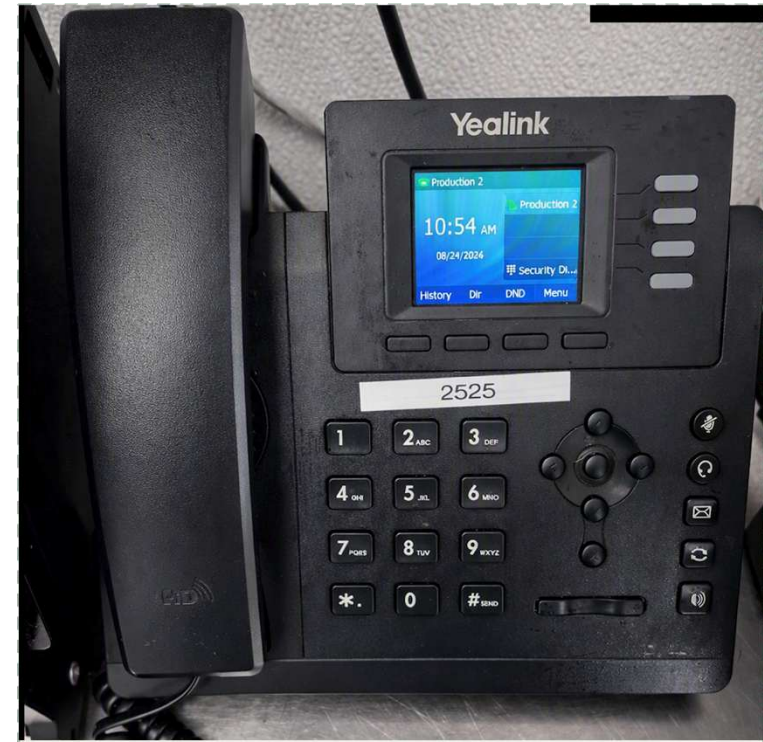


Guests can also scan a QR code at every location's menu board — it stays synced with the same substitutions and festival changes, maintained by the purchasing team.



IF A REACTION OCCURS

- Stay calm — do not wait for it to pass
- Call 911 from a mounted company phone — never a cell phone
- Only the Safety team may provide first aid
- Notify your leadership right after the call to Central Dispatch



CENTRAL DISPATCH

865.428.9463

Dollywood
PARKS & RESORTS
Love Every Moment®

Company Information

From Notification to Confirmation

1

Host notifies the PIC

A guest tells the host about an allergy

3

PIC talks with the guest

Discusses needs, then communicates with cook/prep

5

Cook/prep checks ingredients

Reviews substitutions, reports findings to PIC

2

PIC preps the table

Table, chairs, and condiment trays cleaned and sanitized

4

Cook/prep finishes current work

Completes orders already in progress

6

PIC confirms with the guest

Finalizes selection, asks for a few extra minutes





START FRESH PROGRAM

Preparing & Delivering the Order

7

Cook/prep worker prepares the order

- Wash hands, change gloves
- Clean and sanitize equipment and work area; change sanitizer water
- Use the Start Fresh Kit™
- Clearly communicate with others working nearby
- No other order starts until this one is done

8

Hand-carried, separately

The order is carried apart from all other orders to the guest

9

PIC follows up

Checks with the table to confirm everything is satisfactory

10

Kit is restocked

PIC ensures the Start Fresh Kit is fully replenished

START FRESH PROGRAM

What's in the Start Fresh Kit™

- Aprons (2)
- Box medium gloves
- Box XL gloves
- Checklist
- Coffee cup
- Drink cups (2)
- Hot pads (2)
- Plates (3)
- Colored salt & pepper shaker
- Sealed silverware (4 sets)
- Colored thermometer
- Towels (4)
- Colored wire whip
- Colored cutting board
- Colored knife
- Colored serving spoon (2)

Colored spatula • Colored tongs (2)



QUICK REFERENCE

Check 5 Cards

1 Health & Hygiene

2 Temperature Control

3 Storage, Rotation, & Labeling

4 Sanitizing & Disinfecting

5 Allergen Procedures



GUEST COMMUNICATION

Allergy Response Emails

- 3 leaders (chosen by the Executive Chef) respond to guest allergy emails
- 72 business hours to respond to each guest
- A reply arrow shows which emails have already been answered
- Template emails live in the email folders and on TEAMS (Safety and Training > Allergen)
- Personalize each reply: guest name, allergy at top left, any details they asked about
- Save every reply in the Email Responses folder for future reference



State
NY

Zip Code
12027

Country (if not U.S.)
United States

Ticket Type

Date Of Visit
Tuesday, August 18, 2026 12:00 AM

Order Details

Question or Comment

To whom it may concern, I'm trying to find out how many celiac friendly locations there are throughout the park (amusement and water). Hoping for designated friers for my kids to eat as well as staff that understands basics (e.g. cross contrition, separate space, change gloves, clean knife). I'm hopeful there are many choices/options on locations. If not yet, I'm hoping this can change. Even a gluten free option on the famous cinnamon bread. I'm always happy to be a consult with the kitchen if there are questions. Thank you for your consideration with including all!

Do you want to receive email offers and updates from us?
Yes

KEY TAKEAWAYS

Every Guest, Every Time

Keep the Allergy Ingredient Book accurate and let the guest decide

If a reaction occurs: stay calm, call 911 from a company phone, notify leadership

Follow every step of Start Fresh, and restock the kit when you're done

Use the Check 5 cards and ask a trained host or leader when unsure

