



# Culinary Considerations for Serving Guests with Celiac, Gluten Intolerance & Wheat Allergies

## Gluten-Free Grains and Flours

Gluten is the protein found in wheat, rye and barley. The following is a list of grains, flours and starches that ARE GLUTEN-FREE and may be substituted for traditionally gluten containing items:

- Amaranth
- Arrowroot
- Beans
- Black Gram
- Buckwheat
- Chickpea (Besan)
- Corn
- Garbanzo
- Garfava
- Lentil
- Millet
- Montina™
- Nut Flours
- Pea
- Pinto
- Potato
- Quinoa
- Rice
- Sorghum
- Soy
- Sweet Potato
- Tapioca (Manioc)
- Teff

**Oats**—Testing shows that most oats have gluten levels beyond the acceptable range for those following gluten-free diets, due to cross-contamination in the milling process. There are several manufacturers in North America that produce tested & certified gluten-free oats. Unless you are using certified gluten-free oats, it is recommended that you avoid oats when preparing meals for guests requiring a gluten-free diet.

It should be noted that an individual can have allergies, intolerances or sensitivities to wheat without having the dietary concerns for other grains that contain gluten. The following grains, although wheat-free, CONTAIN GLUTEN and must be avoided to ensure a gluten-free meal for your guests:

- Kamut
- Spelt
- Triticale



The following is a listing of other grains and flours that CONTAIN GLUTEN OR WHEAT:

- Barley
- Bulgur
- Couscous
- Durum
- Einkorn
- Emmer
- Farina
- Farro
- Graham
- Matzoh Meal
- Rye
- Semolina
- Wheat Germ
- Wheat Starch

## Potential Gluten-Containing Ingredients\*

The following ingredients represent potential sources of gluten, wheat and their derivatives:



- Artificial Bacon Bits
- Artificial Mashed Potato Mix
- Bouillon (packaged)
- Bread or Bread Crumbs
- Cakes or Cookies
- Cheese (pasteurized processed)
- Colors or Flavors (produced outside of North America)
- Croutons
- Dumpling Skins
- Fish Sauce (made outside of Thailand)
- Imitation Crabmeat or Seafood (Surimi)
- Malt
- Malt Vinegar
- Noodles or Pasta
- Salad Dressing (commercially produced)
- Sauce, Dipping Sauce or Salsa
- Seasonings (commercially produced)
- Soy Sauce
- Tortillas or Tortilla Chips
- Yogurt, Yogurt Curd or Yogurt Sauce (commercially produced)

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## Key Preparation Techniques and Other Considerations\*

The following additional ingredients and preparation techniques represent areas of concern while serving guests managing celiac and intolerance to gluten, wheat and their derivatives:

**Batter** typically contains gluten/wheat flour.

**Beans** may include wheat flour as an ingredient.

**Boiling Water** must be fresh in all cases to eliminate the possibility of cross-contamination from water used to prepare gluten-containing items.

**Breading** typically contains gluten/wheat flour.

**Dedicated Fryer** is a fryer that only fries one particular food type (e.g. battered items only or French fries). Dedicated fryers eliminate the possibility of gluten/wheat cross-contamination from frying battered, breaded or wheat flour dusted foods with non-gluten containing foods.

**Flour Dusting** is a technique used for coating meat or fish with an ingredient, such as gluten/wheat flour, for texture prior to pan-frying.

**Fluffing Agent** is a term used for adding an ingredient, such as gluten/wheat flour to eggs to enhance their appearance and increase their volume.

**Fresh Oil** is necessary for gluten-free food preparation to eliminate the possibility of cross-contamination from cooking oil used for gluten-containing items.

**Marinades** may have soy sauce or packaged seasonings which contains gluten/wheat or gluten/wheat flour as an ingredient.

**Side Dishes or Accompaniments** can often contain gluten/wheat containing ingredients.

**Thickening Agent** is an ingredient, such as gluten/wheat flour, added to soups or sauces so they may have a higher viscosity or thickness.



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\*Excerpted from the award-winning book series, *Let's Eat Out with Celiac / Coeliac & Food Allergies!*, co-authored by Kim Koeller and Robert La France, and published by R & R Publishing, LLC.



## Service Protocol for Guests with Special Dietary Requirements

### Cross-Contamination Considerations\*

Cross-contamination occurs in two primary instances and should be considered each time you serve guests with gluten and allergen-free requirements.

1. When the menu item is prepared in the same frying oil or boiling water as other foods containing gluten or other common allergens.
2. When microbes or food particles are transferred from one food to another by using the same knife, cutting board, pots, pans or other utensils without washing the surfaces or tools in between uses.

In the case of open flamed grills, the extreme temperature turns most food particles into carbon. Use of a clean wire brush designed for grill racks typically removes residual contaminants.

To avoid cross-contamination, your restaurant should use a dedicated fryer for gluten-free foods, identify oils used for frying and monitor allergen foods prepared in a shared fryer. Also, wash all materials that may come in contact with food in hot, soapy water prior to preparing items for those following a gluten and allergen-free diet. Following these procedures will help to ensure safe dining experiences for your guests.



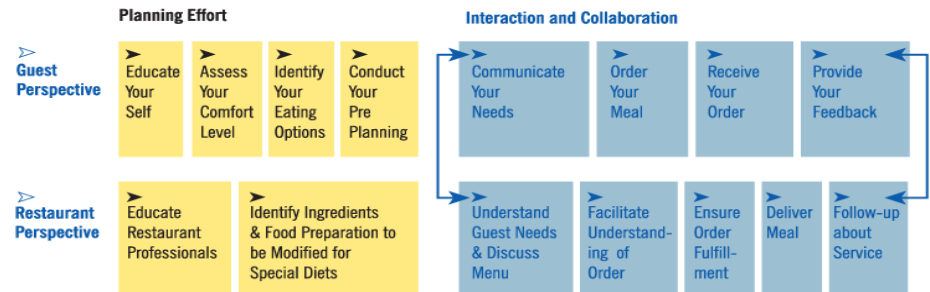
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### Ensuring Safe, Gluten and Allergen-Free Meals for Your Guests\*

There is a learning curve for both individuals following gluten and allergen-free diets and the restaurants who serve them. The process of gaining the necessary knowledge to successfully handle special dietary requirements & the path to empowerment is similar for both parties. At the highest level, eating out is comprised of two components—the planning effort and table-side communications. The guest and restaurant perspective are outlined in the chart below.

#### Collaborative Process Between Guests and Restaurants



The planning effort for both parties focuses on education and should be completed prior to any interaction between the two. Based upon where your guests are in the learning curve, their approach to successfully dining out and interacting with your restaurant staff will vary. It is important to understand the spectrum of your guests' general knowledge about their diets; just as the individual impacted by special dietary requirements needs to understand how different restaurants approach handling gluten and allergen-free meals.

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### Seven Steps to Ensuring a Gluten and Allergen-Free Experience for Your Guests: The Restaurant Perspective

Tableside collaboration helps to ensure that your guests are served an enjoyable, gluten and allergen-free meal. Appropriate training and procedures for handling special diets also need to be in place. Having a protocol for addressing special needs that is understood by all personnel will produce consistent gluten and allergen-free dining experiences for each and every guest. In order to successfully handle special diet requests, your restaurant needs to follow seven key steps:

1. Educate staff about potential dietary requirements
2. Identify restaurant-specific ingredients and preparation techniques to be potentially modified for specialized diets
3. Understand guest's special dietary needs and discuss menu
4. Facilitate accurate understanding of the order and special requirements
5. Ensure fulfillment of special order
6. Deliver meal
7. Follow-up with guests about service and ensure satisfactory dining experience



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