

What People Are Saying About the Award-Winning *Let's Eat Out!*

“Great when visiting local restaurants serving foreign foods or traveling abroad”

Coeliac UK

“Wonderful resources for the coeliac / celiac diner and the food industry”

Coeliac New Zealand

“Essential reference for celiac / coeliac and food allergy clients that eat in restaurants and travel”

Dietitians of Canada

“Pioneering effort for safe eating experiences”

Celiac Sprue Association

“Must read for anyone with food sensitivities or celiac / coeliac disease and the hospitality industry”

Shelley Case, BSc, RD & Author

“You can eat out and enjoy it—thanks to these invaluable reference tools for safe gluten-free and allergen-free eating”

American Celiac Disease Alliance

“Built on a framework of empowerment”

Today's Dietitian Magazine

“Even chefs and restaurant owners could learn something about the food they serve”

Writer's Digest, US

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Gluten Free Dining in Steak & Seafood Restaurants

Part of the Award-Winning *Let's Eat Out!* Series

Kim Koeller & Robert La France



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Introduction

Overview

Eating out in restaurants, at social gatherings and while traveling are key concerns for those on special diets, greatly impacting each individual's quality of life. Cutting edge global market research from AllergyFree Passport® and its affiliate GlutenFree Passport® reveals that the primary factors which influence special diet guests when eating away from home include:

- Safety of gluten-free meals
- Knowledgeable restaurant and food service personnel
- Fear of a gluten reaction

In addition, individuals are also concerned about traveling, which includes eating out in restaurants, finding snacks, flying, choosing accommodations and communicating in foreign languages. At the same time, many restaurants and travel providers around the world are expanding their gluten-free offerings due to increased customer demand.

This resource addresses these considerations and facilitates safe eating experiences by empowering individuals and businesses alike. Focused on ingredients, food preparation techniques, hidden allergens and cross-contamination, this ebook can be used as a daily resource, a reference guide, an educational tool and/or a training manual depending upon your specific perspective.

Scope and Approach



The *Let's Eat Out!* series includes cuisine-specific guides, such as this ebook, multi-lingual phrases, print books, applications and other ebooks as described in the Appendix.

It should be noted that celiac / coeliac disease is an auto-immune disorder with a permanent intolerance to gluten, the protein found in wheat, rye and barley. Spelled celiac in North America and coeliac throughout the rest of the world, it can only be treated and controlled by the strict adherence to a 100% gluten-free diet. In addition, some individuals managing food allergies may be at risk to anaphylaxis which is a life threatening condition requiring immediate medical attention.

This award-winning series provides easy-to-use resources that are succinct and flexible to meet the various readers' needs. The scope is the result of years of extensive global market research, consultations, analysis and personal experiences. The content approach and structure are based upon focus group testing/feedback by hundreds of individuals impacted by gluten-free diets, in-depth hospitality industry assessments and proven results with safe eating experiences worldwide.

The content of this ebook encompasses Steak & Seafood restaurant cuisine which can be found in many cities and countries around the world. This innovative initiative focuses on what can be safely eaten when ordering meals in Steak & Seafood restaurants based upon a "cuisine-specific" approach.

The restaurant cuisine details suggested dishes, meal descriptions and potential food allergen consid-

erations. To determine the menu items provided in this ebook, thousands of menus and recipes from all over the world were researched to identify which items were most commonly found in Steak & Seafood restaurants. Once established, each was then reviewed to determine which had the highest likelihood of being gluten and wheat-free. Then, ingredients, food preparation techniques, hidden allergens and cross-contamination concerns were defined for each menu item.

To ensure accuracy, rigorous quality assurance testing was also conducted with chefs, restaurants and culinary schools worldwide to confirm each of the descriptions, considerations and traditional/non-traditional culinary practices.

Other sections of the book focus on additional eating out guidelines including the proven guest and restaurant approach to safe eating experiences, the learning curve for special diets and the collaborative process.

Armed with the critical questions to ask, appropriate knowledge and preparation checklists, you now have the opportunity and freedom to safely eat in any Steak & Seafood restaurant.

At the same time, eating establishments can ensure that potentially problematic ingredients, preparation techniques and cross-contamination concerns are addressed when preparing and serving special diet guests.

Background of Creators

Kim Koeller and Robert La France are co-authors of the award-winning *Let's Eat Out!* series, creators of innovative mobile applications and authoritative experts on eating out and traveling with special diets. As internationally recognized speakers, Kim and Robert have presented at celiac / coeliac, food allergy and product industry conferences across Australia, Canada, Europe, New Zealand, United States and other parts of the world.

Kim personally manages celiac / coeliac disease as well as over a dozen food related allergies and



intolerances including dairy, seafood, fish, pork, preservatives and chemicals. As an international business consultant, she has worked with clients on four continents, traveled over 2 million miles and dined in over 25 countries.

In 2005, Kim founded AllergyFree Passport® and GlutenFree Passport®, global health consulting firms, to educate individuals and businesses worldwide about gluten and allergen-free lifestyles.

Prior to this, she was a partner with Accenture, the world's leading management consulting firm. Focused on global customer relationship management (CRM) and cutting edge technologies, Kim collaborated with cross-industry Fortune 500 clients delivering innovative sales and service project solutions worldwide for over 17 years. She earned her Masters degree in International Management from the Thunderbird School of Global Management and her Bachelors degree in the French Language from Purdue University.



As a restaurant industry veteran, Robert has spent over 15 years in the hospitality and food service business across all aspects of operations. His international expertise has ranged from small single restaurants to large publicly traded companies with 100-plus locations. Robert's first-hand experiences have afforded him the opportunity to develop deep insights into guest requirements, concerns of cross-contamination and hidden allergens in food preparation.

With a passion for the culinary arts, Robert has been responsible for training hundreds of restaurant personnel, working extensively with Asian, European and North American cuisines. He graduated cum laude from Arizona State University with a Bachelor of Music in Vocal Performance.

Inspiration for Book and Series

The inspiration to create the original *Let's Eat Out!* book and associated series evolved from a number of events, factors and experiences including:

1. Kim's diagnosis with celiac / coeliac disease and food allergies
2. Void in global market place for educational resources about safe eating out experiences
3. Combination of Kim and Robert's areas of expertise
4. Desire to share proven results with hundreds of millions of people impacted by special diets worldwide

After years of misdiagnosis, in 2002, Kim was diagnosed with celiac / coeliac disease and dozens of food allergies as detailed in Chapter 1—Our Personal Journeys from Both Sides of the Table. At that time, she was a partner with Accenture, working with clients across the globe which required her to travel the majority of the time. After tremendous research and effort, she discovered that information about eating outside the home with special diets was practically non-existent. Consequently, she was unsure about what dishes were safe for her to eat while eating out away from home and traveling to various destinations.

Robert, on the other hand, as a restaurant industry professional, had a deep understanding of culinary practices in most international cuisines. When Kim and Robert began going out to eat, he would help expand her choices of eating options either by knowing what was in the dish or by asking the waiter or chef a series of questions to ensure that the meal was safe. Through trial and error, they developed the “cuisine-specific” approach to eating out. After years of research and effort, coupled with overwhelming excitement, they decided to share this invaluable knowledge to improve overall quality of life and give the gift of freedom to others around the world.

Due to Kim's expertise with delivering industry-leading solutions and her love for pioneering projects, she teamed up with Robert to create this first-of-its-kind book series educating individuals and businesses on safe eating out and traveling with special diets.



Initially published in 2005, the book has won key awards for 5 consecutive years including Best Healthy & Cooking, Best Health & Diet, Best Travel, Best Non-Fiction, Best Health, Wellness & Nutrition, Best First Non-Fiction and Best Classic Reference. In addition, the *Multi-Lingual Phrase Passport* has also received Best Language and Best Travel Guide awards. The *Let's Eat Out!* book series has been featured in hundreds of magazines, newspapers, radio and TV shows as well as endorsed by celiac / coeliac and food allergy associations across the globe.

While presenting at hundreds of conferences worldwide, Kim and Robert received tremendous positive feedback about the book series and its impact on special diet lifestyles. At the same time, individuals and businesses requested even more detailed information specific to eating out and traveling. To address this demand, in-depth travel checklists have been developed based upon thousands of discussions, to further increase the comfort level with airlines, hotels, cruises and foreign travel.

Voilà! The enhanced and revised edition was created, published and even in its next printing. Additionally, convenient mobile applications and ebooks such as this are now available based upon the *Let's Eat Out!* series.

Design and Methodology

Sold in 50-plus countries, this innovative series reflects the collaborative efforts of hundreds of individuals and organizations around the world. The ebook chapters are categorized into the following areas for your reference.

Steak & Seafood Restaurant Cuisine— Chapters 1 & 2

The cuisine chapters highlight the following:

Gluten Awareness details the areas of food preparation that must be considered for gluten-free meals. These areas of food preparation are explained in detail and a series of requests are presented to help simplify the ordering process.

Allergen Considerations identify potential sources of hidden food allergens that may be present based upon both traditional and non-traditional culinary practices. There are many reasons why restaurants may incorporate non-traditional culinary practices into their cuisine. Lack of availability, associated costs of importing special ingredients and regular customers' preferences can influence an establishment's approach to cooking.

Traditional Ingredients outline the most common types of foods and beverages that are found in the cuisine such as vegetables, meats, seafood, sides and seasonings.

Dining Considerations outline relevant service styles and what to expect from a dining experience based on meal schedules and cultural customs. Specific information about restaurant menus is also presented.

Sample Steak & Seafood Restaurant Menu identifies the name of each dish in its native language along with the English equivalent. Ethnic cuisines often present each menu item in the language of the country you are in as well as the native language.

Steak & Seafood Menu Item Descriptions summarize each dish's ingredients and the culinary preparation techniques involved in their creation. Specific areas of food preparation are detailed to show what items need to be confirmed with the restaurant for a safe meal. Each description also identifies common food allergens that could potentially be included as well as areas of food preparation that must be questioned to ensure safe gluten-free eating experiences. After each description, gluten-free factors are outlined.

As an example, under the Meat Dishes category, the sample menu item Hamburger & French Fried Potatoes is detailed as follows:

Hamburger & French Fried Potatoes

Although there are many styles of hamburgers, most are made with ground meats including beef, chicken and pork. The most common is the beef hamburger, which is made of ground chuck or ground sirloin and either grilled or pan-fried. Some restaurants may add bread crumbs to the ground meat prior to cooking.





Hamburgers are generally served on a bun with pickles, lettuce, onions and tomatoes, with French fried potatoes on the side. Ketchup, mustard and mayonnaise are usually offered as condiments.

Gluten-Free Decision Factors:

- Ensure no bread crumbs
- Ensure potatoes are not dusted with wheat flour or seasonings that contain gluten
- Ensure oil used for frying is designated for potatoes only and is not used to fry other items that may be battered or dusted with wheat flour
- Ensure no bun—order gluten-free bun if available

**Approach to Safe Eating Experiences—
Chapters 3 & 4**

These chapters outline the learning curve associated with special dietary needs as well as the approach to dining out from both the guest and restaurant perspectives. The guest approach to eating outside the home and the restaurant approach to handling special diets detail specific “how-to” steps for each respective party. In addition, suggested questions are provided to help assess your level of preparedness along the way. The collaborative process then outlines the key components required for mutually safe eating experiences from the planning effort to table-side communications.

**Additional Gluten-Free Resources—
Chapter 5**



The appendix outlines extensive educational resources available to further assist in your search for information about eating outside the home as well as catering to guests with special dietary needs.

A variety of anytime, anywhere eating out tools and reading materials are also detailed including:

- Personalized mobile applications on the iPhone, iPod touch & iPad
- Digital content on eReading devices such smartphones and tablets
- Pocket-size paper guides by restaurant cuisine and translation phrases
- Global market research trends

The on-line resources available from www.Gluten-FreePassport.com and www.AllergyFreePassport.com reflect thousands of gluten and allergen-free organizations, restaurants, bakeries, eating establishments, stores, manufacturers, airlines, products, labeling regulations, translation cards and websites from around the world.