Unit 304: Contribute to the guest experience

# Activity 24: Impacts of not meeting customers’ food preferences and special dietary requirements

Working individually, describe the impacts of the following guest dietary requirements/food preferences not being met:

* A customer with a gluten intolerance is served a roux-based sauce.
* A diabetic customer is offered fresh fruit as a dessert option.
* A vegan customer if served a vegetable lasagne.
* A customer with a nut allergy has selected an enchilada sauce from the menu.
* A vegetarian customer with an allergy to sesame has been offered a tahini dip.
* A customer has requested the shallow fried fresh fish on the menu is cooked in a healthier way.
* A booking has been received for a large family party and they have requested smaller portions for the children and elderly members of the party.
* A Jewish wedding celebration has been booked and the menu on offer includes a chicken dish served with a cream sauce.
* The Halal meat ordered for a booking has not been delivered.
* A customer on a low fat diet has asked for an alternative to cream being served with the dessert.