

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 is 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.