

## SOP – Customer Food Allergy Accommodations

There are some customers who are unable to purchase our concession products due to food allergies, some even have very severe food allergies that could cause major health complications. Due to this some of these individuals need to bring in their own concession products so they can enjoy their movie experience. Always accommodate the guest, especially if they offer to purchase something else from the concession stand. If they do bring in their own popcorn, ask them to pay for the size popcorn they need and hand them the bag, they can then put their popcorn in the bag they purchased so as to not show the other guests we are allowing in outside food items. There will also be situations that will arise that this SOP will not cover, just take care of the guest and then email Operations and tell us what you did and we will respond with a “you did the right thing” or “ok but next time this situation arises then do it this way”. Make sure all managers are aware of this and in turn train all of your employees to ask for a manager’s assistance when a situation like this occurs so the manager can help the guest and answer any of their questions.

Note – If a customer requests the nutritional facts of our concession items due to allergies explain to them that these nutritional facts can be viewed on our web page and give them the location on the site. Do not answer their direct question if an item contains something that they may be allergic to, you are not a Doctor or Nutritionist and if you answer them wrong it could make for a terrible situation. Let them figure it out for themselves.

Website Nutritional Facts - <https://xscapetheatres.com/page/10764/Nutrition-Information>