**Rugged Rooster:Monarch & Misfits:Sweet Jesus:Docs:Ops Doc:SJ - Title.eps**

**SECTION 7**

MODIFICATIONS

# SWEET JESUS ALLERGY POLICY

Due to the fact that the Sweet Jesus menu contains nuts, gluten, dairy, soy and many other common allergens it is very important that all staff are trained on this policy. If any customer makes an inquiry regarding allergies, reference the allergy check sheet to see which items do not contain the specific item they are asking about. However, it must be made VERY clear to the customer that there is an extremely strong chance of cross contamination on every menu item. A sample conversation should be carried out as follows:

Customer: Hi, I am allergic to peanuts, can you inform me which menu items are safe for me to eat?

Cone Artist: The Cookies, Cookies, Cookies & Cream, Banging Brownie, Red Rapture, and Birthday Cake do not contain peanuts in their specific recipe; however please be aware that there is a VERY strong chance of cross contamination with peanuts for every single menu item. We use the same equipment to process nut and non-nut product and our cone line is arranged in such a way that we cannot guarantee a piece of peanut has not jumped from bin to bin during service. As such it is the safest assumption depending on the severity of your allergy that EVERYTHING here has at some point been in contact with peanuts in one form or another. If this is OK with you, we will make a note for our cone artists of your allergy and they’ll wash their hands and change their gloves before making the order to minimize the risk of cross contamination.

If the customer wishes to order still, a note is to be made on the order for XXX ALLERGY. Anytime an allergy tagged chit comes through on the cone line, cone artists are required to wash their hands and change their gloves before preparing.

# SWEET JESUS MODIFICATION POLICY

We really strive to maintain a food-driven menu and the recipes we have on our menu have undergone significant research and development. We believe it’s the best expression of the food, and helps to maintain the integrity of our business, to serve everything as it was designed to be served.

Modifications can also potentially lead to cross contamination of menu items, and affects our ability to promptly / efficiently serve our customers.

That said, we are sensitive to allergies and dietary restrictions and try to ensure that there are always dairy free options available on the menu, and also wish to have every guest leave as satisfied with their order as possible. As such, our modification policy is as follows:

1. Soft serve flavours can be substituted across the board. This allows for the dairy free customer to order anything off the menu if they substitute the dairy free soft serve. Other substitutions are fine as well (IE Vanilla soft serve instead of chocolate in the Banging Brownie)
2. Sauces, brownies, cookie dough and marshmallows can be removed from any individual cone at customer request. All other items are pre-mixed for the recipes and therefore cannot be removed (IE you cannot remove pistachios from the Hella Nutella as they will already be mixed in with the cornflakes and wafers)
3. No additions may be made to individual cones. Customers can order a sauced cone (any flavour soft serve with any flavour sauce on top) however there is no “build your own” option.
4. Extra sauce can be added to any cone for an additional charge.
5. Outside of these rules, no additions/subtractions/modifications are permitted on the menu.