Engaging with Customers/Stakeholders

Afnan Chikhani

Fontbonne Universality

Food allergies are an important topic because it is common and increasing. We need to raise awareness about this topic because it can cause a severe health issue and reactions. It should be part of the traing for people who work preparing food in any facility. It should be a priority in the medical facility because sick people might have a worse reaction if they have a lower immune system. My topic was about the eight most common allergies, which are ( milk, eggs, tree nuts, peanuts, shellfish, wheat, soy, and fish). I Created a nutrition-related display or booth for the cafeteria. After discussing the topic with my percolator, we choose a day and location to display my nutritional information. I display photos at the entrance of the kitchen next to the allergy checkpoint. I placed it on the port so it will stay there for other employees to read later. I included in my picture I displeased on the board—information about allergies definition. I also included photos and information about the severity of the reaction to different food allergies. Different people have different levels of response. Some of the allergies reactions are very severed for dome people that can cause death, especially for sick people whoa re already sick I the hospital. On photo showed images of the eight food items that are considered common food allergies. Another photo is about the symptoms of the food allergies reactions. I also mentioned the importance of cross-contamination in the kitchen and the avoiding food allergy reaction. The way to avoid food contamination in the kitchen was discussed too. There is a picture that has the human body and the body part the can be affected by food allergic reactions. Some of the photos I displeased then I kept on the board have a lot of information that will allow more employees did were not there on the day of the display to read and get benefits the informations.

The reason I choose this topic is that I was checking trays for allergies before food carts leave the kitchen. After I did that for a few days, I felt the importance of the employees to know the reason the hospital has this policy. The hospital requires that the kitchen supervisors need to check items on the tray, and it needs to match the receipts. During my work in this position, I found some mistakes; that what inspired me to pick this topic. I also noticed that some of the employees are not happy with the process of chicking the trys every time they leave the kitchen. One of the reasons they do not like that process is that they are timed. These processes take some time because most to the cart leave on time of meals. Raising knowledge and awareness of this topic can limit mistakes, it will also not be as annoying to them. The way mistakes corrected is essential when handling food allergy. Explaining to the employee the possible severity of allergies reaction in some people can make them more careful managing food allergies.

**Reflection**

The display was successful, and employees did interact with the information was displayed. They were interested in knowing more about the topic, so I asked questions. Some of the employees are informed about the food allergies because they have an allergy themself or a family member has one. Other employees do not know much about it, so they like new information. I think it is essential to educate the employee about the reason behind what they do daily. When watching the video, they interact with it. They relate to the information as if they know that it is ridiculous who the lady in the video is preparing the food. They laugh about it because they did exaggerate in the video. I explained that it is an exaggeration, and I stated that: you will be surprised that some people reaper the food way. Some people do not know who to handle food allergies. I used the exaggeration because I want them to remember the video. I also commented that you might know who to manage food allergy, and the reason for this presentation is to add some scientific and medical information related to this topic. It is also can be a reminder of the importance of this topic in your job.

I wish there more time to talk to them and other employees that were not working that day, but I only had a little time to talk about it because everyone is very busy in the kitchen. Fur to COVID-19, they cannot have full staff even though the hospital is fully working. For that reason, I had to make my talking sort and quick. Another essential issue that I considered is the educational level of the employed. I had to make the display simple and easy to understand, and my answers simple and sort, considering the work's instructional level and time limits.

