



## **GFRAP Restaurant/Bakery Frequently Asked Questions**

- 1. I already have a gluten-free menu. What else do I need to do?** *You will need to send us a document outlining how you handle gluten-free orders in order to prevent cross-contamination. Preparation of your food is just as important as the ingredients, so we may ask for more details with regard to preparation.*
- 2. How can I learn how to set up my kitchen to avoid cross-contamination?** *The GFRAP Manual outlines how to best set up your kitchen and back-of-the-house set up in order to best prepare gluten-free foods without any fear. These tips are simple and straightforward without the need to restructure your establishment.*
- 3. Is there a program that will set up audits for my franchises/other locations?** *Our Gluten-Free Food Service Program is set up to allow audits and to best help food establishments set up BEST Practices for gluten-free food handling. For more information, please go to [www.gffoodservice.org](http://www.gffoodservice.org)*
- 4. I am trying to develop a gluten-free menu. Is there any way for me to get help with this?** *We have Resource People in many areas that are very helpful for restaurants just to set up a gluten free menu for the first time. Please contact Rebecca Powell at [rebecca.powell@gluten.net](mailto:rebecca.powell@gluten.net) for assistance with your needs.*
- 5. Is there any way I can reassure people about my set-up?** *Those restaurants that have gone through this program receive a window decal that they can place in their door or window that will let everyone know that they have been approved. This reassures diners that your practices have been reviewed by a professional.*
- 6. How can I let the gluten-free community know that I have a gluten-free menu available?** *Restaurants that have gone through the program and been approved are placed on our website, [www.glutenfreerestaurants.org](http://www.glutenfreerestaurants.org), for the gluten-free community to search for. This search engine is set up for people to search in five different ways for restaurants in their areas.*
- 7. How can I train my staff how to safely serve gluten-free orders?** *This program provides you with a couple of great tools you can use to help train your staff. First, we provide you with a laminated Kitchen Poster which outlines very simply which foods are safe and which are not safe. This can be posted in the kitchen as a quick reference guide. We also provide you with a laminated Server Card which has instructions in both English and French for how to handle a gluten-free order. This card can be used to help train your wait staff.*
- 8. I own a bakery that is starting to offer gluten-free pastries. What are the next steps I should take?** *You can sign up on the Gluten-Free Restaurant Awareness Program or the Gluten-Free Food Service Program. If you can provide us with a list of ingredients and a statement for how you reduce the risk of cross-contamination, we will treat your bakery just like we do a restaurant. We have several bakeries listed on our website already.*