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Free sample
Café & Takeaway Vault

One complete playbook from the Vault, free, plus the full list of what's inside. Written for cafés, coffee shops and takeaways. Doable yourself, no coding, no setup from us.

5 pages

1 full playbook

12 in the full Vault

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What's inside the full Vault

12 step-by-step playbooks and 13 copy-paste templates in a members web app. Tick steps off as you go; it remembers your progress on phone or computer.

Section	Playbook	Time
Safe and legal	**Register and get inspection-ready**	1–2 hours
Safe and legal	**Allergens handled properly, every order** (this sample)	3–4 hours to set up
Safe and legal	**Food safety records that take minutes, not hours**	2–3 hours to set up, 10 minutes a day
Safe and legal	**Fridge, cooking and hot-holding temperatures**	1 hour to set up, 5 minutes a day
More orders	**A Google profile that fills tables and gets calls**	2 hours, then 15 minutes a week
More orders	**Delivery apps without losing your margin**	2–3 hours
More orders	**Order-ahead and click-and-collect**	2–4 hours
More orders	**Price your menu so every item makes money**	3–4 hours
Keep them coming back	**Reviews and replying to them well**	30 minutes to set up
Keep them coming back	**A simple loyalty scheme**	1–2 hours
Keep them coming back	**Fill the quiet hours**	1–2 hours a month
Keep them coming back	**Local offices, events and catering orders**	2–3 hours

Sample playbook: Allergens handled properly, every order

You know which of the 14 major allergens are in every item, staff can answer questions confidently, and pre-packed items are labelled correctly.

Time	Cost	Level
3–4 hours to set up	Free to low cost	Intermediate

Why it matters

Allergic reactions can be serious or fatal. The law requires you to give accurate allergen information, and getting it wrong can lead to enforcement action.

Tools

- An allergen matrix (spreadsheet or the FSA's free template)
- FSA allergen guidance and free online training

Steps

1. **Build an allergen matrix**: List every menu item and tick which of the 14 major allergens it contains, using your recipes and supplier labels.
2. **Check pre-packed for direct sale**: If you make and pack food on site before a customer orders it (for example wrapped sandwiches on a shelf), it needs full labelling with the name, a full ingredients list and allergens emphasised (often called Natasha's Law). Check the FSA's guidance on what counts.
3. **Tell customers how to ask**: A clear sign or menu note asking customers to tell you about allergies, and the information available in writing or verbally.

Steps (continued)

4. **Train every staff member**: How to check the matrix, avoid cross-contamination and when to say 'we can't guarantee it'. The FSA offers free online allergen training.
5. **Update with every change**: New recipe, supplier or substitute ingredient means updating the matrix and labels the same day.

Copy-paste templates

> **Menu allergy note:** Food allergies or intolerances? Please speak to a member of staff before you order. Full allergen information is available.

> **Staff allergy script:** Thanks for telling me. Let me check our allergen sheet for that item. [Check.] It contains / doesn't contain [allergen]. We prepare food in a kitchen that handles [allergens], so we can't rule out traces.

Done when

- [ ] Allergen matrix for every item
- [ ] PPDS items fully labelled
- [ ] Customer allergy sign displayed
- [ ] All staff trained
- [ ] Matrix updated with every change

Avoid these

- Never guess. If you're not sure, say so.
- Supplier substitutions are a common cause of mistakes: check labels on every delivery.
- This is a summary: the FSA's allergen guidance is the authoritative source.

The 90-day quick start in the full Vault

1. Week 1: Check your registration and get your food safety records and temperature checks running.
2. Week 2: Build your allergen matrix, label pre-packed items and train the team.
3. Week 3: Google profile with menu, hours and photos, plus the review routine.
4. Week 4: Cost your menu and fix the items that lose money.
5. Month 2: Order-ahead, delivery app pricing and a loyalty scheme.
6. Month 3: Quiet-hour offers and local catering orders.

Get the full Café & Takeaway Vault

All 12 playbooks and 13 templates, £47 one-off, lifetime access, instant access after payment.
See inside: **lumin42.com/cafe-vault**

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