



Resource Person (RP) Guidelines

The Gluten-Free Restaurant Awareness Program™ A Program of the Gluten Intolerance Group of North America®

The Gluten-Free Restaurant Awareness Program™ (GFRAP) facilitates a relationship between restaurants and persons following a gluten-free lifestyle. The relationship builds a win-win opportunity for both restaurants and consumers. An important service is provided to a growing population of people following the gluten-free diet, and consumers gain confidence in dining away from home. GFRAP accomplishes this by providing consistent preparation and serving guidelines. Participating restaurants are able to provide gluten-free meals similar to their regular meal selections. Restaurants receive national publicity through a listing on the GFRAP website.

GFRAP Resource Persons (RPs), whether they are available in person, by phone or email) consult with the participating restaurants to review guidelines for the gluten-free diet and food preparation. Through this relationship, restaurants are given support and knowledge necessary to provide gluten-free meals to patrons.

Each participating restaurant is provided resources, specifically designed to include meal preparation guidelines, employee awareness posters, and sources for gluten-free foods. Ongoing communication between the restaurant and the RP provides additional support to the restaurant. In return, participating restaurants agree to prepare meals that conform to gluten-free dietary guidelines. People with gluten intolerance can use our website, www.glutenfreerestaurants.org, to locate participating restaurants.

This program is a voluntary one for the patron. The participating restaurants and the Gluten-Free Restaurant Awareness Program only suggest possibilities for gluten-free dining options. Each diner is ultimately responsible for his/her dining food selections.

The Gluten-Free Restaurant Awareness Program addresses **only** gluten. No other food sensitivities, allergies, or intolerances are addressed; however, through participation in GFRAP, many restaurants are more aware of and able to handle other allergens as well. Patrons with additional food sensitivities are encouraged to address these with the restaurant staff.

GFRAP is an “awareness” program. It is not a guarantee or certification program. Comments regarding the serving of gluten-free meals by participating restaurants are monitored through confidential feedback from patrons via our website. These comments are passed on to the restaurant owners and RPs.

Job Description

As a representative of GFRAP, the Resource Person:

- Reports to the GFRAP Managers of the Gluten Intolerance Group of NA® (GIG)
- Assists in identifying appropriate restaurants for GFRAP. These may include restaurants that have expressed an interest in GFRAP, or are already accommodating gluten-free requests

- The RP contacts the restaurant owner about participation in the program. and does the following:
 - Provides the owner introductory information about GFRAP including:
 - A letter of program introduction that explains the program options and participation guidelines
 - Provides the benefits of participation for the restaurant, including:
 - Publicity on national website
 - Incremental increase in business
 - Increased customer loyalty
 - Increased awareness and sensitivity of staff for patrons with special diet needs.

The Resource Person must present a professional image, keeping in line with GIG's mission, vision, and message. The guidelines provided in the program must be followed. Personal views and opinions that differ with the guidelines are not to be shared with the restaurant.

The RP will receive a duplicate copy of the manual sent to restaurants as a reference copy for working with the restaurant.

When a restaurant decides to join GFRAP:

- The restaurant owner signs the introductory letter acknowledging his interest in the program and returns the letter, with payment to GFRAP.
 - The GFRAP packet of materials is then sent to the restaurant and the RP.
 - The RP check-ins with the restaurant periodically as the restaurant works on their menu development and food preparation guidelines.
 - The RP keeps the restaurant management up-to-date on changes to the program.

- The restaurant's gluten-free menu is submitted to the RP and GFRAP Advisory Committee for approval.
 - When approved, the RP notifies the restaurant of approval.
 - GFRAP sends the data registration sheet and agreement contract to the restaurant for completion and subsequent return to GFRAP.
- Upon receipt of the above, GFRAP will:
 - Send to the restaurant a welcome letter to the program and a window sign for posting in a visible location near the main entry.
 - Add the restaurant to the GFRAP website
 - Notify the restaurant and the RP when the restaurant listing is present on the GFRAP website
 - Publicize the restaurant's participation in the program to the gluten intolerant community through various channels
- The RP creates and maintains a strong relationship with the participating restaurant, frequently checking with the restaurant owner to see how things are going. This relationship provides the restaurant the opportunity to ask questions and shows GFRAP's ongoing support of their efforts.
- Feedback submitted to GFRAP, regarding the restaurant's performance, is sent by GFRAP to the RP and the restaurant owner.
- GFRAP will notify the RP and restaurant regarding annual renewal.

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