Nine confirmation requests, seven direct exchanges

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **A safety rule that yields to insistence protects only the unassertive.**

Situation	Count
Allergy notes	**41**
Customers asking again for a direct confirmation	**9**
Followed by a direct exchange within 3 minutes	**7**
Customers who preferred to change dish	**2**

The two dish changes are not a failure: the customer decided on accurate information rather than on a reassuring, unverifiable answer.

Retention of the allergy

Element	Kept?	Why
During the service	**Yes**	**It serves to prepare a dish**
After the service	**No**	**It is health data**
To recognise the customer next time	**No**	**Deliberate**

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