



Conference of Colleges Diversity Fund
Project on special dietary requirements

Religion and Belief Workbook With Trainer Notes



CONSULTANCY



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Module: Religion and Belief

Aim

The aim of the course is to enable participants to develop skills and knowledge to cater for observant religious students and staff in a religiously appropriate way.

Objectives

By the end of the session participants will be able to:

- State the main observances of the religions collected as part of the GB Census in the context of dietary needs
- Recognise the link between being aware of religious practice and the provision of good customer service
- Acquire knowledge that will enable them to differentiate between the different religious groups when considering college menus
- Plan and change menus to meet the needs of various groups within specific settings

Programme

-00:15	Arrivals
00:00	<p>Introductions</p> <p>Overview of the main Religions and Beliefs in the UK</p> <p>Customer Service</p> <p>The Law</p> <p>BREAK</p> <p>Islam</p> <p>Judaism</p> <p>Sikhs and Hindus</p> <p>Jains and Buddhism</p> <p>Rastafari</p> <p>Christianity and Seventh Day Adventists</p> <p>Case Studies - Adapting the Menu</p>
03:00	End of session

Overview of Religion and Belief

Learning Outcomes

- What is understood by religious belief?
- An understanding of how culture can be separate from religious belief

What you can expect to hear from participants:

- Questions on clarification
- Questions about number of religious adherents

What you need to contribute?

- Answers to questions and clarifications

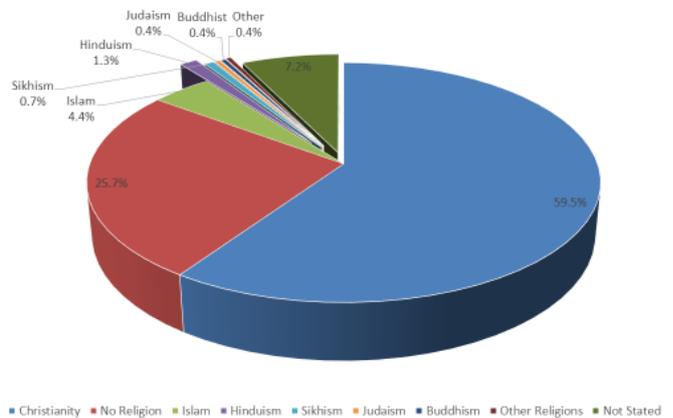


How many religions are there?

- There are said to be over 4,200 religions in the world
- However the Great Britain Census is only interested in 8 categories:
 - Buddhist
 - Christian
 - Hindu
 - Jewish
 - Muslim
 - Sikh
 - No Religion
 - Other Religion



Religion in Great Britain (2011 census)



The Fiendishly Hard Religion and Belief Food Quiz

Learning Outcomes

- Fun
- Opening-up and relaxing into the subject
- A bit of a competitive edge

What you can expect to hear from participants

- Surprise and puzzlement
- Swopping of answers
- No cheating and looking at phones

What you need to contribute if the group doesn't

Below are some interesting questions relating to religion, eating and dining and religious holidays.

Working either individually, or in pairs, see how many you can answer.

When giving the answers do not get into detail. Tell participants that all the answers will be fully explained as you go through the session. You will the answer to each question as you reach the appropriate point in the session.

1) In 2008 which religion said it was OK to eat Giraffe

Judaism – Giraffe's have cloven feet and chew the cud and as such are "Clean" animals

2) For which religion are Chips forbidden

Jains – Strict adherents of the religion do not eat root vegetables

3) Which religion has a holy day that literally means "Fat Tuesday"?

Christianity (Catholics) it marks the beginning of Lent and in many countries, it is when people have "Mardi Gras" = which translates as Fat Tuesday

4) Name two religions that eat meat but who aren't allowed to eat Black Pudding and give me the two reasons why?

The two main religions who wouldn't be happy are Judaism and Islam. The two reasons are:

- It is made from blood and both religions ban the eating and drinking of blood**
- It's made from Pig's blood – No eating Pork!**

5) Name two religions that ban Alcohol and two that allow it

Banned By: Rastafari, Muslims, Jains, Seventh Day Adventists, Mormons, Buddhists

Allowed By: Judaism, Sikhism, Most Christian Religions, Hindus

6) Which religion is a big fan of organic fruit and vegetables?

Rastafari diet focuses on food that is grown without use of synthetic fertilisers and insecticides. If they cannot grow their own fruit and veg then they recommend that you eat organic produce.

7) Name the meat-eating religion that isn't a big fan of Suet

Judaism Eating the fat that is taken from the around organs in an animal is forbidden. Suet is made from that type of fat.

8) Which religion get excited by garlic?

Buddhism find Garlic excites the senses, especially if eaten raw, so Buddhists are asked to refrain.

Jains also refrain from garlic and onions, but aren't as excitable

9) Name three religions that say No caffeine

**Jain – in general against stimulants of all kinds
Seventh Day Adventists – Also against Stimulants
Mormons – Actually against all hot drinks, but is interpreted as anti-caffeine
Rastafari – Encouraged to just say NO to caffeine
Buddhism – Encouraged to refrain**

10) Sikhs will eat most things except when its prepared

Halal mainly, but also Kashrut/Kosher

11) Which religion wouldn't be happy with a candlelit dinner?

Jains – No eating after sunset

12) For whom are Sacred Cows part of the scenery?

Hindus – they regard the cow as sacred and tend to be vegetarian.

13) Who would be most unhappy about eating Fig Rolls?

Jains – They are not particularly happy about eating multi-seeded fruit or vegetables

14) Apart from Muslims, who else can prepare Halal food?

Christians and Jews.

Because they are from the Abrahamic religions and all worship the same god.

15) Name two religions that eat meat, but don't allow you to eat Frog's legs

Judaism and Islam are both against eating amphibians. No frogs or their legs

16) Who gets very hungry and thirsty between sunrise and sunset for a month?

Muslims during Ramadan which is 29 to 30 days

17) Which religion, that eats meat, isn't allowed to eat Rump Steak?

Judaism – As a Rule they do eat the rear end of animal like a cow or a sheep

18) Which religion has a very colourful holy festival and what is the festival called?

Hindus – it's "Holi" Day also known as Festival of Spring, of Love and of Colours

19) Of the religions that eat meat name 4 that don't eat Pork

Rastafari

Islam

Judaism

Seventh Day Adventists

20) Who provides a Langar, what is it, and have you ever eaten at one?

Sikhs – Langars are free kitchens providing food for anyone who turns up. Often used by students and increasingly by people going to food banks

Customer Service

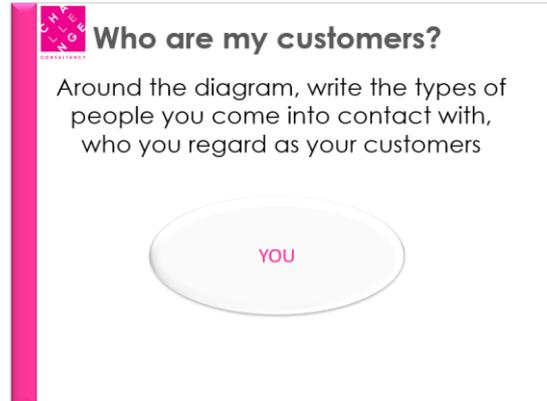
Learning Outcomes

By the end of this segment participants will be able to:

- Identify who their customers and stakeholders are
- Better understand the needs of their customers
- Differentiate between internal and external customers
- Apply the same level of professionalism and courtesy to their customers

What you can expect to hear from participants:

- Identify customers:
 - ⇒ Students
 - ⇒ Staff
 - ⇒ Language Schools
 - ⇒ Conferences
 - ⇒ Weddings and other private events
- Identify Stakeholders:
 - ⇒ Contractors
 - ⇒ Suppliers
- A certain level of awareness at what people can expect as a customer from the college



Who are my customers?

Around the diagram, write the types of people you come into contact with, who you regard as your customers

YOU



External and internal customers

Students, Conferences, College Staff, Admin Staff, Academic Staff, Language Schools, Maintenance Staff

YOU

What you need to contribute if the group doesn't:

- Broader customer base identified e.g.
 - ⇒ Students
 - ⇒ Conferences
 - ⇒ Language Schools
 - ⇒ Weddings and private Events
 - ⇒ College Staff (Porters etc)
 - ⇒ Academic Staff
 - ⇒ Administration
 - ⇒ Maintenance Staff
- Importance of an internal customer



Our customers include:

- People who use our services
- People acting on behalf of people who use our services
- Staff in the University – our internal customers
- Contractors working for the University – our external customers
- Other stakeholders

On the topic of your customers

How aware are you of how well you treat your colleagues?

You should get answers about:

- Evaluations in the dining rooms
- Online evaluations and feedback
- suggestions for meals/ingredients
- Queries regarding provenance

What happens to this information? Is it acted upon?

Question whether and how they treat customers.

- Who are the "paying customers"?
- Who are getting fed as a "Perk of the Job"?

Do students and visitors get the same level of service and respect as the permanent staff. Why are they treated differently? Are Internal and External customers taken seriously should they wish to complain about menus.

How do you ensure that people are treating both internal and external customers equitably? Why might this be difficult in your College?

On the topic of your customers

- How aware are you of how well you treat your colleagues?
- Do you provide the same level of professionalism and care to all your customers?
- The approaches we use with our colleagues should mirror those we use with other customers

Importance internal customers

- Great customer service means delivering a service to everyone we come into contact with, on top of the job we're actually employed to do
- Treating your colleagues with great customer care and respect is as important as it is with other customers

"It's almost impossible to provide good external service if you and your organisation are not providing good internal service."

Benjamin Schneider, University of Maryland

What is a customer?

- A customer is anyone who comes to you, or relies on you, for a service or for information
- Even if you do not provide a service directly to a customer, you will be providing a service to someone who does

The Law

Learning Outcomes

By the end of this segment participants will have:

- A broader understanding of religion and belief within the context of the Equality Act 2010.
- Tested their knowledge and learning regarding law

What you can expect to hear from participants:

- Some understanding of the law as it pertains to them as catering professionals
- Conversations versus the law versus good practice.

What you need to contribute if the group doesn't:

- Ask questions about the importance of customer and the law.



The Equality Act 2010

Prohibits discrimination from:

- Employers
- Businesses and organisations which provide goods or services like banks and shops
- Someone you rent or buy a property living in hall, or student letting agents
- Universities, colleges and schools
- Public bodies like government departments and local authorities.



What is a religion or belief?

The definitions of religion and belief are:

religion:

any religion or reference to religion, including a reference to a lack of religion

belief:

any religious or **philosophical belief** or reference to belief, including a reference to a lack of belief



It is covered by the Equality Policy providing for an inclusive environment, which:

'promotes equality, values diversity and maintains a working, learning and social environment in which the rights and dignity of all its staff and students are respected.'

It also provides that no student or member of staff will be treated less favourably on grounds which includes philosophical belief.

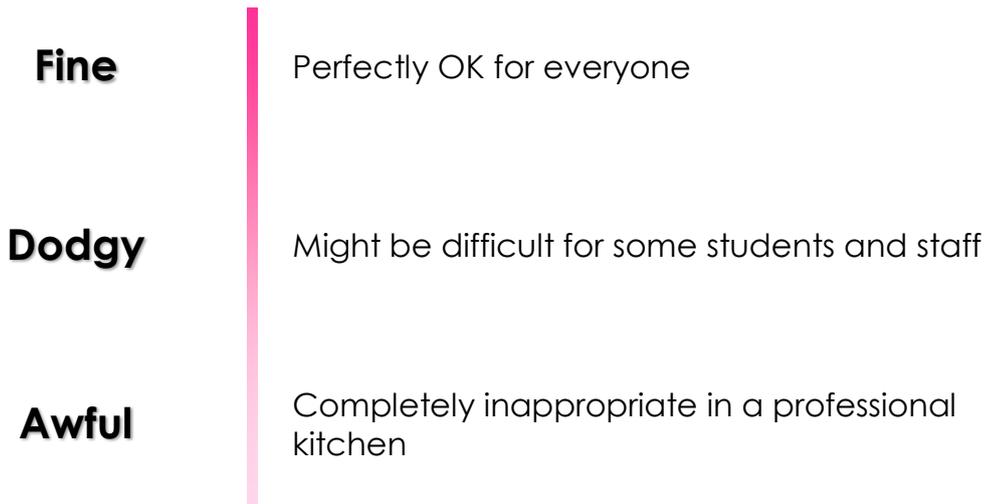


Types of unlawful treatment

- Being treated unfairly because of one or more protected characteristic is unlawful
- If you're treated unfairly because someone thinks you belong to a group of people with a protected characteristic, this is also unlawful discrimination.

Fine Dodgy Awful

The aim of this exercise is to give you the opportunity to explore some of the decisions that might be made within the context of catering and how they might affect Staff and Students who are Religious observant. In your small groups consider each of the situations listed below, discuss whether they are:



Then, consider what you would do to make things acceptable?
Try to reach your decisions by consensus.

Learning Outcomes

By the end of this segment participants will have:

- A broader understanding of the different dietary requirements of people who adhere to their religion and its requirements.
- An understanding of the way a religion can affect the cultural outlook of a society
- Tested their knowledge and learning gained for each major UK religion or possible religious group they may come into contact with

What you can expect to hear from participants:

- Some understanding of the religious requirements as it pertains to them as catering professionals
- Conversations on how a particular group is affected by certain menu decisions
- Suggestions for alternative items

What you need to contribute if the group doesn't:

- Remind people of what they have heard for each religion
- Guide people towards a correct outcome
- Make suggestions

ISLAM

Possible Problem	Fine	Dodgy	Awful
The vending machines in the college start to stock Eat Grub energy bars		DODGY	AWFUL
During Ramadan the kitchens operate between 7am and 7pm every day			AWFUL
After telling a student that the chicken used in the meal Halal, they say that they cannot eat Coq au Vin because it is Haram			AWFUL
You only serve vegan food at an event for Muslim students	FINE		
At a formal event you serve individual hand-made Zabaglione to all the guests			AWFUL

- 1) **Insects would be Haram – the snacks are tasty. People may not realise what they are eating. A clear notice should probably be display prominently.**
- 2) **This maybe a discussion point. Do some colleges already have arrangements for students observing Ramadan? How do these arrangements work? Is it reasonable to expect staff to come in early or stay late? How many people would make use of such arrangements?**
- 3) **This is an example of how a Halal food becomes Haram – this could be a discussion point.**
- 4) **Religious people can also follow ethical eating regimes**
- 5) **This is an example of what you might want to look out for when planning formal events, a wonderful desert that excludes certain groups of people**

JUDAISM

Possible Problem	Fine	Dodgy	Awful
The main meat dishes of the day are Beef Stroganoff and Chicken Kiev			AWFUL
As a change from oxtail soup you serve lobster bisque			AWFUL
A Jewish student is told the chicken is Halal "Won't that do?"		DODGY	AWFUL
A student asks for their Surf and Turf to be served separately on two plates	FINE		
At a mixed event that is serving alcohol someone asks for kosher wine	FINE		
Somebody complains that the Spotted Dick and Custard isn't Kosher	FINE		AWFUL

- 1) **Observant Jewish people cannot eat milk and meat. What's the alternative?**
- 2) **No water animals except fish with fins and scales**
- 3) **Kosher dietary requirements are stricter than Halal. Halal will use cuts of meat that someone following Kosher couldn't eat for example.**
- 4) **Drawing attention to the fact you can't mix them on the plate but can have them at the same meal.**
- 5) **Kosher is not the same as Vegan, so it's not what is in the wine, but the religious practices involved in the various stages of its production. Also, it's readily available from most major supermarkets.**
- 6) **Chelev = Suet. Chances are they are already using vegetarian suet, but just in case ...**

SIKHISM AND HINDUISM

Possible Problem	Fine	Dodgy	Awful
You use Halal Chicken in your Chicken Tikka Masala			AWFUL
At a vegetarian event you serve a fine range of unlabelled French cheeses		DODGY	AWFUL
You serve a mouth-watering Panna Cotta with a raspberry coulis		DODGY	AWFUL
A student is convinced that the vegan burger is in fact beef	FINE		

- 1) **Really the only restriction that Sikh have is against eating food that has been produced following a religious ritual. Primarily against eating Halal, but also include Kosher**
- 2) **More to do with what animal products might be used to produce the cheese, rennet for example. This would also be a problem for Jains**
- 3) **Gelatine – animal product or vegetarian**
- 4) **Somewhat frivolous – If you are not used to eating meat you may be confused by the taste and texture. Vegan food is trying to reproduce the texture and taste and is getting better at it e.g. the Greggs vegan Sausage Roll**

JAINISM AND BUDDHISM

Possible Problem	Fine	Dodgy	Awful
A Jain student is told that the Duxelles sauce, does not contain ducks	FINE	DODGY	
You serve a homemade Honey cake with cream			AWFUL
A new chef decides that all the chips should be fried in lard			AWFUL
At a formal event a Buddhist student request just bread and water	FINE		
The head chef's signature dish is French Onion Soup served at least once a week		DODGY	AWFUL

- 1) **This is a simple play on words Duxelle is pronounced "Ducks L", however, there is a serious underlying point, the sauce will have other items that a Jain person may not want to consume such as onions, shallots, madeira or sherry.**
- 2) **Jains don't eat Honey as the collection of it may harm the bees.**
- 3) **The lard is the obvious thing here, but what is it made from? Traditional British lard is mainly made out of pig, but there are more acceptable alternatives for vegetarians.
The thing to look out for are the potatoes – Jains do not eat root vegetables**
- 4) **Anybody may request a simple alternative to the main menu such as Bread and Water. This may be a Buddhist holy day. Buddhists tend to fast on most of their Holy Days.**
- 5) **See point 1 above Onions and Shallots (possibly a dry white wine) in the ingredients make this a no-no.**

RASTAFARI

Possible Problem	Fine	Dodgy	Awful
At a Caribbean Themed Dinner, you only serve Jerk Pork			AWFUL
You use Carmine colouring in a Red Velvet Cake and homemade Vanilla ice cream.		DODGY	AWFUL
A student asks if the "Home Made" tomato soup is actually tinned or made fresh	FINE		
There is a request for kosher salt from a Rastafarian student	FINE		

- 1) Whilst many Rastafari may come from the Caribbean, they still don't eat Pork
- 2) Carmine food colouring is made from insects (Dactylopius coccus also known as Cochineal), so unsuitable for some people. Rastafari NOT happy to eat food with additives, or artificial ingredients including colourings.
Vanilla Ice Cream – is the vanilla an essence, or from a Vanilla bean?
- 3) It's okay to ask. Obviously tinned food will have additives and preservatives and freshly made (not just freshly heated-up) may have less of such things.
- 4) Table salt has an anti-caking agent added to it kosher salt does not. Neither does Maldon Sea Salt which would also be acceptable

CHRISTIANITY incorporating CATHOLICISM AND PROTESTANTISM

Possible Problem	Fine	Dodgy	Awful
You make pancakes and crepes on Shrove Tuesday	FINE		
Having stopped serving fish regularly on Fridays you receive a complaint	FINE		
A Seventh Day Adventist (7DA) asks if the chicken is Kosher or Halal	FINE		
A student's request for decaffeinated drinks to be served at all meals is refused			AWFUL

- 1) This a wonderful British tradition which for most people is almost entirely detached from its religious origins. It is definitely ok, to celebrate Christian holy days in the UK as long as people have a choice of opting out of them.
- 2) This might come under the legal term of "Custom and Practice" as a long-standing tradition, there is definitely no religious requirement for this. Could be an interesting discussion.
- 3) Most Seventh Day Activists eat meat sparingly. They are not required to follow kosher dietary regulations but the tend to follow many of the same rules about what they can eat e.g. "Clean" animals as opposed to "Unclean". Some Seventh Day Activist may feel more comfortable eating animals that are kosher than halal
- 4) All meals should come with water. Should you provide alternatives to caffeinated drink

Case Studies - Menu adaptations

Learning Outcomes

- To put into practice learning from the module
- Test their knowledge
- Identify ways in which to adapt/swap ingredients to make them suitable

What you can expect to hear from participants:

- Creative ideas on alternative menus
- Clearer understanding of the dietary needs
- Making suggestions and contributing ideas
- The distinction between different, but similar religious requirements
- Build in consideration of provenance, alternative proteins, carbs etc

What you may need to contribute if the group doesn't:

- What is suitable for whichever religious group!
- Pointing out the pitfalls and elephant traps people might get into
- Being creative
- Use cooking websites etc
- Being realistic "**You Cannot Please Everyone**", but you can try to please as many people as possible.

Here we have our six students. It's a year later and all of the people in our cases studies everyone have reverted to their religious upbringing!

Read their updated biographies. Most of the menu items have been taken from those offered by colleges. We have taken one or two liberties in order to illustrate a point.

You need to now think about each student's diet to taking into account both their ethical eating choices **and** the requirements of their religious beliefs.

What adaptations or replacements might be offered for the menu items on offer?

Remember to think about nutrition and make sure any alternatives give the student a nutritionally balanced meal.

You have 15 minutes to plan an alternative menu To the Bold items to match each student's dietary needs.

One

Leila Shah is reading Biochemistry at St Scholastica's. She is in her first year at Oxford and has very little experience of life away from home especially when it comes to food and cooking for herself. She tried being Vegan, during Veganuary (January), but it didn't take! She now describes herself as a Flexitarian Muslim who observes Halal.

Roast Chicken with Pigs in Blankets, gravy and roast potatoes
Dark Chocolate Cherry Mousse with Homemade Vanilla Ice Cream

None of the first course works – especially if the Roast Potatoes have been roasted in the chicken fat.

You could do a vegan version of the mousse and the ice cream

Two

Bhavesh Lakhani is reading English at Jordan College and has really enjoyed his time at Oxford so far. Bhavesh grew up in Scotland so the community and the culture are very different from what he is used to. Bhavesh is a strict vegetarian who has renewed his following of the Jain religion.

Cumberland Sausage and Mash, with caramelised onion gravy
Almond and Berry Clafoutis with Chantilly cream

No meat, No Mash No Gravy
Eggs in the pudding

Three

Helen Fox is a first-year medical student at St Michael's. She loves university life and has settled in very well. She is a strict Seventh Day Adventist. She likes eating in hall with her friends she would be a strict vegetarian but has a weakness for cheese omelettes.

Suet Beef Pudding with onion gravy and mash potato
Chocolate Pudding and Chocolate Custard

No to the suet pudding even if it's vegetarian suet
The pudding is a bit on the unhealthy side for an observant Seventh Day Adventist

Four

Ben Levy is reading Modern Languages at Queen Philippa's College. Ben was flexitarian, but that fad is so over. This year he has decided that being Jewish he really should stick to a kosher diet.

The college is celebrating its 300th birthday and as an occasional treat is preparing some classic meals from years gone by. Any replacements you suggest should be in keeping with the college's celebrations.

Jugged hare with mash potato and roasted vegetables Raspberry Panna Cotta

Traditionally "jugging" is a method of cooking an animal in its own blood. This would be a definitely not allowed for Jewish people observing Kosher. Also, Hares are "Unclean" animals as they neither chew the cud or have cloven feet. Raspberry Panna Cotta has gelatine, what sort and is it kosher?

Five

Sara Dawkins is completing her master's in history at Wykeham College. She loves studying and the Bodleian has become her second home. She is Pescatarian, Trinidadian and hopes to become the first Rastafarian professor at Oxford.

Chicken Cordon Bleu with Cajun seasoned potato wedges Banana Split with tinned fruit cocktail and Real Dairy Spray Cream™

Pescatarians don't eat chicken. They aren't particularly happy about seasoning unless they do it themselves, so they know what goes in it. Tinned fruit cocktail!!! The E numbers and the preservatives in the dessert are a big turn off for Rastafari.

Six

Prem Joshi is reading Law at Cardinal College. As an international student his family has spent a considerable amount of money for him to be at Oxford. This is the longest he has ever been away from India and his family. As a Hindu he was raised as a strict vegetarian. Since being at Oxford Prem has refined his taste for banana milkshakes, with actual bananas, and smelly, but very expensive hand-made French cheeses. Prem still does not go to the gym!

Beef Bobotie with Turmeric Rice Bakewell Pudding and mascarpone cream

Prem is an Indian Hindu – mostly vegetarian and definitely not an eater of cows. Eggs in the pudding

N.B. the pudding would definitely fit into the area of "Olde Worlde" desserts for Ben. But only tell people if they get stuck

This information is available in a variety of formats. Please contact the Challenge office on 020 7272 3400 or training@challcon.com if you would like this information supplied in a different format