

Risk Assessment

Activity	Controls	Requirement
Face coverings - staff	Wear face coverings in all public areas. This does not apply to kitchens, store rooms, the office or the cellar. Wear face coverings when waiting on customers outside	Staff instruction
Staff need to avoid gathering when arriving and meeting	Maintain a 2m distance	Staff instruction
Parking, outside	Personal responsibility to maintain a safe distance	
Sanitise on arrival Staff and guests	Sanitiser units (5) required at: - Bar door - Reception - Guest door to bar - Guest door to restaurant - Garden Room door	5 sanitiser stations Signs at sanitiser points Additional supply of sanitiser Push gently signs
Arrival	Bar guests maintain a 2m distance Wait and order 2m from the bar	Notice on the bar door Notice at the bar Line on the floor 2m from pumps
Face coverings - customers	Wear face coverings in all public areas unless sitting at a table to eat or drink	Staff instruction
Guests need to find a table before ordering Waiting service only	Staff wear face covering indoors and outdoors when waiting Encourage contactless payment Order, collection point and contactless payment Staff handle glasses with clean/sanitised hands Advise that further orders will be taken by the waiting staff	Notice posted Additional contactless machine
Managing groups of guests Legal considerations	From 14th September, let customers know that by law they can only visit in groups of up to 6 people (unless they are visiting as a household or support bubble which is larger than 6). This will be managed during the booking process.	
Take contact details or scan the QR code	Ask the guest for contact details, explain that is a Government requirement and that details will only be shared with the Test and Trace service and will be destroyed after 21 days Confirm this with diners and residents	
Handing cash	Customers put cash on a tray, change replaced in the tray Sanitise after handling cash	
Protection for waiting staff	Wear face coverings Maintain 1m plus	
Drinking in the bar and outside	Tables and chairs laid out to maintain a 2m seating distance (back to back rather than face to face for different groups) Table service only	Regular review of layout and plan for bookings Sign for restricted tables Signs on tables outside
Reception	Guests and staff wear face coverings Restaurant guests and residents are welcomed by reception, details personal confirmed and taken to a table	Notice at reception 2m line in front of the desk

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	Wipe down the desk after guest contact Encourage sanitiser use Receptionist will wear a face covering or visor if closer than 2m	
Luggage	Guests should handle their own luggage, unless they are disabled or frail, in which case sanitise before and after	
Guest at higher risk	Where a guest is identified at a higher risk – it is up to the guest to advise, but it may be prudent to check where you suspect this may be the case – the receptionist will complete a simple risk assessment to ensure that appropriate social distancing can be maintained	
Disabled guests	Where a guest is identified as disabled, the receptionist will complete a simple risk assessment to ensure that appropriate social distancing can be maintained	
Safe tables	Tables will be laid out and used to ensure people are 2m or 1m plus. All tables will be positioned to ensure that no face to face contact is within 2m. Some tables will be left empty, unless numbers require them to be used, then late arrivals will be placed next to early arrivals to reduce contact time	
Seating guests	Take diners to the table, you may need to ask them to wait if the table needs to be laid and explain the system	
Managing occupancy levels	Diners will be staggered to try to avoid queues at reception Front of house manager will monitor the number and placing of guests to ensure that 2m or 1m plus social distancing is maintained	
Preventing gatherings	Encourage guests to take their seat as soon as possible, move them along to maintain social distancing	
Managing drinker's behaviour	Where people do not behave safely staff must advise them to follow the rules and explain that it is necessary to protect them and others. Where this does not work, the front of house manager will ensure the person is managed appropriately	
Glasses	Glasses must only be used for one drink Do not hand wash glasses keep sanitised hands when handling glasses Sanitise hands when handling glasses after washing Wash/wipe trays on return Tell guests that staff will clear the tables Take drinks on a tray and ask people to take them	
Ordering and serving food	Waiters wear maintain 2m or 1m plus and wear face coverings at all times Stop and think about how you work around the table to avoid being too close or face to face with people Take plates on a tray and ask diners to take them	Staff instruction
Occupancy levels	The layout and placing of diners and drinkers will be managed to ensure that the numbers of people are controlled, they are more than 2m apart or prevent people sitting face to face closer than 2m	

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Crockery, glasses and cutlery etc	Maintain a limited supply of cutlery in the trays, Handle with gloves, cover items if not in use Guests are not allowed to handle cutlery, condiments from the trays – waiter service only	
Laying dining tables	Tables will be laid just on booked tables only The table will be sanitised beforehand	
Clearing tables	Remove everything when people leave Clean the tables, condiments All tables to be cleared at the end of each service Spray and wipe tables and chairs Oil/vinegar containers need to be kept low and cleaned/sanitised regularly	
Regular cleaning of anything touched by guests	At least one every hour or so and always less than every 2 hours, wipe down anything regularly touched by guests, such as door handles, rails etc If doors are closed, wipe door handles every hour Clean the card machine if handles by customers	
Cleaning items in use	Clean the till, pumps and other items before and after use by others and on an hourly basis	
Daily cleaning in addition to normal cleaning	Wipe/sanitise all hand contact surfaces, tables, chairs, hard surfaces, doors and handles, rails, etc Clean waiting stations Wash the floors with a 1% - 5% bleach solution or disinfectant daily	
Cleaning the kitchen	Food safe cleaning provides a similar standard for cleaning for virus protection Clean door handles, and fixed items regularly handles every hour or so throughout the service	
Hand hygiene	Sanitiser bottles for staff use located at: - The bar - Reception - Waiting stations - All offices, the cellar, the kitchen - the food collection point	Good supply of sanitiser in stock
PPE required	Face coverings may be used by staff if they require it	Good supply of stock
Toilets	One in, one out policy, Hand wash is appropriate Additional wipe down during the shift Avoid using hand dryers, paper towels are safer Check supplies during service Staff always clean the sink, door handles and anything touched by guests with sanitiser	Signs on toilet doors Paper towels Hand washing sign
Kitchen Restricted space, 2 to 4 people working	Plan and organise service to manage social distancing and hygiene Chefs follow normal food hygiene rules which also kills the virus Avoid face to face working Cooker extraction system will remove any risks at cooking points, if working face to face Other prep is completed facing walls Food hygiene cleaning also kills the virus Frequent hand washing is normal kitchen practice (sanitiser may leave a taint on food, so take care) Review circulation routes to avoid people being	Daily review before starting service

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	close or face to face	
Collecting plated food for tables	Staff need to adopt a on in one out at the collection point	
Corridors and circulation	It is unlikely that the numbers of people would cause problems, but people need to behave responsibly Review circulation routes for staff depending on the areas in use Guest need to wait and allow others to pass	Notice between reception and bar Staff to monitor and encourage safe distancing
Cleaning guest rooms	Housekeepers work in a fixed team, but avoid face to face working within 2m Additional cleaning of anything touched by hands - doors, handles, bedside, switches, rails, banisters	Staff instruction Review cleaning routine
Staff smoking/welfare	Only one person in an area at a time	Staff instruction
Office, laundry room, cellar, walk in refrigerators, storeroom etc	Only one person in a room at a time	
Staff meetings	Hold in an area that will ensure 2m distance	
Buffet breakfasts	Cold breakfast service will be laid out and served by the waitress, rather than by the guests	Notice
Counting cash	Use sanitised hands,	
General working	Normally completed alone	
Managing deliveries	Drivers will drop and retreat, paperwork is avoided Sanitise your hands after handing a recent delivery	
Emergency	In the event of an emergency: Fire alarm: ensure everyone leaves, goes outside, but stands apart Accident or emergency: deal with the event or person, try and maintain a safe distance but this may be impossible. Dealing with the situation or person is the priority, but take care	