

SAMPLE

<< Company/Business Name>>COVID-19 Re-open Hotel/B&B Example Risk Assessment	RA Ref No:
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Assessor	Job	Assessment Date	Review Dates
A N Other	Hotel Manager	5th July 2021	

Assessment Location	Sea View Hotel, Seaside
Persons at Risk	Hotel Guests, Bar/Restaurant, Delivery Personnel, Contractors

The risk assessment and controls/measures below have been completed to assess the risk to staff, guests, customers and delivery personnel in respect of the Coronavirus and to eliminate/reduce the potential for the spread of the virus at the location, the contamination of surfaces, and to maintain social distancing practices. These controls/measures are designed to protect the health of staff, guests and other customers, and the tasks undertaken by staff.

This risk assessment is in addition to the Company's compliance with the Food and Hygiene Health and Safety regulations.

This risk assessment has been completed in accordance with the guidance on managing the risk of COVID-19. Copies of the signed COVID-19 Secure Notice are on display at selected parts of the Location.

The risk to staff, guests, customers and delivery personnel in respect of the Coronavirus and to eliminate/reduce the potential for the spread of the virus at the location, the contamination of surfaces, and to maintain social distancing practices, at the location to protect the health of staff, guests and other customers, and the tasks undertaken by staff.

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Factors Causing Spread of Virus	Example	Control Measures	Further Measures
Contact with infected persons: Staff	All staff must provide eadmission to the premises/location their COVID-19 Health Check Declaration. All staff travelling to work must wear face covering. All staff will wear face covering in all areas.	All staff must provide eadmission to the premises/location their COVID-19 Health Check Declaration. All staff travelling to work must wear face covering. All staff will wear face covering in all areas.	The Assessor or shift manager will check each staff member has completed the Declaration before they enter the location and keep records of arrivals. All staff will be temperature checked before entering location.
Contact with infected persons: Guests and Customers	All guests will be requested to wear face covering in all public areas unless eating or drinking.	All guests will be requested to wear face covering in all public areas unless eating or drinking.	
Overcrowding and Congestion in Food and Beverage Service Areas			A one-way system will remain in place. Guests will be requested not to congregate at the bar. There is no self-service food or drink.
Proximity of Guests and Customers to Staff and other Guests/Customers	Customers/guests will be requested to wear face covering unless in their room or service areas.	Customers/guests will be requested to wear face covering unless in their room or service areas.	Information, signs and markings have been distributed where practical at the entrance and throughout the location to promote social distancing and hygiene.

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Factors Causing Spread of Virus	Example	Further Measures
		Queue management measures have been established for those parts of the location that are likely to get congested. For further details see below.
Proximity of Staff to other Staff and Customers	All staff interacting directly with customers and waiters, must wear face masks and supply clean face masks	Staff rotas agreed to ensure staffing levels are sufficient to manage customer service requirements and enable safe distancing for staff.
Contaminated and potential contaminated surfaces	The premises have been thoroughly cleaned on opening, applying appropriate disinfectant products.	The premises will continue to be cleaned daily. Specific parts of the location will need further cleaning during working hours – please see details below.
Contamination and potential contamination of surfaces	Hand sanitiser has been made available throughout the location, as well as	At intervals during the working day the availability of hand sanitiser will be checked and replenished. A staff member will be allocated this responsibility for each day / working shift.

Action Required	Actioned By	Date
All measures to be constantly reviewed. A full review, including completion of a risk assessment, will be undertaken at the end of each week to ensure that staffing levels and social distancing measures are sufficient to manage customer numbers, customer service and customer flow in respect of congestion points.	The Assessor	July 2021

Customer Service	Further Measures
<p>Reception</p> <p>Guests are requested to inform staff of the current symptoms if they are experiencing any. This will be repeated upon arrival.</p> <p>Check-in desk provides information to guests.</p> <p>The welcome pack information includes details of the extra measures that are being taken to protect guests, customers and staff in respect of social distancing, hygiene and cleaning. This includes guidance on room service and tipping staff (requesting tips are withheld until the end of the stay to be included in the bill).</p>	<p>Guests and customers should be encouraged to use the hand sanitisers made available at the entrance/exit.</p> <p>The “Welcome Information Pack” includes details of the extra measure that are being taken to protect guests, customers and staff in respect of social distancing, hygiene and cleaning. This includes guidance on room service and tipping staff (requesting tips are withheld until the end of the stay to be included in the bill).</p>

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Customer Service		Further Measures
	<p>covering whilst in the pu be on displayrequesting</p>	<p>age will</p> <p>final bill payment rather than using cash handouts).</p> <p>The surfaces in reception will be cleaned regularly throughout the day and evening, and particularly before and after the congested periods associated with checking-in and checking-out.</p> <p>Check-in staff to apply hand sanitiser between serving guests.</p> <p>Check-in forms and payments should be completed electronically where practicable. When paper and pens are required, staff should handle pen and paper with gloves. Electronic devices and pens must be disinfected after every use.</p> <p>Staff providing luggage handling must use gloves, maintain a safe distance and wear a face covering. If possible, take the luggage to the room prior to the guests arriving at the room, or after they arrive in the room knock on the door and leave the luggage at the door.</p>
Lifts	<p>The maximum recomme will be displayed on the Guests are requested to lifts. Signs are provided use of the lifts.</p>	<p>using the lift</p> <p>Staff and guests should use the lift separately.</p> <p>The lifts will be disinfected regularly throughout the day and evening.</p>
Room Availability	<p>All guest rooms with the shower with toilet) will b</p> <p>Guest rooms with share only be assigned to one</p>	<p>(bath or</p> <p>rooms can</p> <p>ble.</p>
Room Service	<p>Room service trays will outside the room.</p>	<p>ray stands</p> <p>Staff are not permitted to take the trays into the rooms and should knock on the door and step away. The side table/tray stand to be removed after the guests(s) have picked up the tray.</p> <p>Guests are to be advised by the staff to leave the trays outside the room for collection.</p> <p>A rota schedule has been established to ensure regular collection of used trays and reduce the risks of cross-</p>

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Customer Service		Further Measures
		<p>contamination.</p> <p>Staff to wear gloves when delivering and picking up trays and side tables, and wash hands afterwards.</p> <p>When trays have been picked up they will immediately be taken to the relevant area for disposal of waste and single use items, linen to laundry/housekeeping, and crockery and cutlery to the dishwasher.</p>
Housekeeping	<p>Daily cleaning and pro as normal with staff us handwashing practices</p> <p>Cleaning staff will be p while cleaning accomr</p> <p>Staff will only enter roo and will immediately o</p> <p>All bed linen will be ba unopened for 72 hours</p> <p>Mattress and pillow pr replaced between each</p> <p>Appropriate disinfectar</p> <p>All non-essential items from the accommodati regime. Guests will be difficult to clean betwe cushions and bedspre rooms.</p>	<p>continue to regular</p> <p>E for use</p> <p>ated them e opened.</p> <p>e</p> <p>d and</p> <p>used.</p> <p>removed eaning hat are ve d from the</p> <p>Staff will undertake cleaning duties only when guests are absent from the room.</p> <p>Hand contact surfaces should be disinfected daily, and at a minimum when a guest checks out. These surfaces include (but not limited to: Light switches; bedside tables; remote control; bathroom taps; flush handle and toilet seat; door and mini-bar handles; wardrobe doors and drawer handles; safe; and accessories such as kettle, iron, and hair dryer etc.</p> <p>Glasses and crockery to be removed for dishwasher cleaning, and not cleaned manually in the rooms.</p> <p>Towels and linen to be laundered in accordance with washing instructions.</p>
Lounge (Communal Area)		<p>Self-service food and beverage will not be available, and staff will be assigned to take orders from guests and customers.</p> <p>Newspapers and magazines will not be provided.</p>

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Customer Service		Further Measures
Bar	No social distancing con	
Indoor seating and tables		Guests may request breakfast be delivered to their room
Outdoor seating and tables		<p>Single members of staff will be assigned to each table to restrict the numbers of staff that come in to contact with customers.</p> <p>Tables, chairs and trays will be thoroughly cleaned with sanitised products before each sitting. Tables will be completely cleared, including condiment containers which will be cleaned after/before each sitting.</p> <p>Laminated menus will be cleaned before customer use.</p> <p>All payments to be made by debit/credit card at the table.</p> <p>[In the event of adverse weather additional cover is available for all outdoor customers, with ventilation, to maintain social distancing guidelines, and prevent congestion indoors.]</p>
Moving within the location	All guests or visitors will whilst moving around th	coverings Information, signs and markings have been distributed where practical at congestion points to promote social distancing.
Toilets	<p>Anyone waiting should Social distancing marking areas.</p> <p>Toilet facilities surfaces be cleaned regularly us</p> <p>Guest or visitors will be</p>	<p>ities doors. e queuing</p> <p>Signs and posters are displayed in the toilets promoting both good handwashing techniques and increasing the frequency of handwashing.</p> <p>ndles to</p> <p>Hand dryers or disposable hand towels to be available, as well as hand sanitisers.</p> <p>erings.</p> <p>A cleaning schedule should be maintained to ensure the regularity of cleaning and emptying of waste facilities.</p>
Ventilation and Air Conditioning	The air conditioning sys tested to ensure it is in t	and Doors and windows are opened where possible and regularly, to maximise natural ventilation.
Water System	The water system has b reduce the risk of water lockdown, and the resu	ed to ID-19 se.

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Action Required	Actioned By	Date
Congestion points, particularly the entrances and queue areas be Housekeeping and room service rotas and effectiveness to be as	The Assessor	

Other Workplace Premises	Example	Further Measures
Kitchen	<p>A maximum of only [?] time, and where practical within which to work.</p> <p>These work areas have distancing guidelines (2m is not viable).</p> <p>Cleanable panels have</p> <p>Floor markings have be distancing.</p> <p>The kitchen is deep clea</p>	<p>any one areas</p> <p>social n where</p> <p>cal.</p> <p>working day.</p> <p>Kitchen staff rota has been revised to restrict the number of workers interacting together. Where staff are required to work in close proximity these working partnerships should maintained as regularly as practical.</p> <p>Workers are required to keep to the one-way traffic flow designed to minimise contact.</p> <p>To minimise contact between kitchen workers and front of house workers, food can only be collected at the specific and relevant counters for service provision.</p> <p>PPE is available to all kitchen staff. Additional cleaning of work surfaces and cooking utensils will be regularly completed. These will be recorded with the daily cleaning records.</p>
Storeroom, walk-in pantries, fridges and freezers	<p>With limited open space restricted to only one m for safety and manual h member of staff is requi</p>	<p>should be me, unless second</p> <p>Where 2 staff members are necessary, they should try to work side by side rather than face on and consistent work partnerships should be established for any shared tasks. See Deliveries below.</p>
Backroom Office	<p>A maximum of only two at any one time to main only one person.</p> <p>A screen(s) has been s to ensure social distanc</p>	<p>om office erence is</p> <p>orkstations</p> <p>Staff should not congregate around any desks.</p> <p>There will be no sharing of desks/workstations, equipment or phones.</p> <p>Communal equipment such as copiers will be cleaned immediately after use by the user.</p> <p>Hand sanitisers are available by the door.</p>

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Other Workplace Premises			Further Measures

Action Required		Actioned By	Date
The staff rota to be reviewed at the end of each work to assess duties and the impact of menu changes.	staff, shared	The Assessor and Chef	

Other Workplace Tasks			Further Measures
Deliveries to the location	Deliveries will not be (for legal continuity) and will occur as practical. 2m social distancing		If a delivery must be signed for the signor should use their own pen and wear gloves when handling the signature sheet. Gloves are available for handling deliveries if requested by staff. If more than one member of staff is required to move the delivery to the storeroom, gloves & masks must be used by both staff members. This pair of staff should also continue to work together for any tasks that require more than one person in the storeroom. Any lifting or carrying equipment such as a trolley must be cleaned at the start and end of every day, as well as after use.
Regular cleaning duties	Parts of the premises throughout the day: check-in desk; kitchen communal		A daily rota will be put in place so that this responsibility is shared by all staff.
Accidents, security and other incidents	Incident and emergency procedures ensure, where practical, that safety is maintained.		
No other tasks which involve necessary sharing and/or proximity have been identified.	Staff are requested to ensure that such tasks they consider to be low risk.		

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Action Required
All deliveries where possible to be scheduled between xx.xx and guests and customers.

	Actioned By	Date
with staff,	Assessor	

Assessor's Signature	
Approved by	
Approver's Signature:	

Job Title	