

S
A
M
P
L
E

<< Company/Business Name>>COVID-19 Re-open Hotel/B&B Example Risk Assessment

RA Ref No:

Assessor	Job
A N Other	Hotel Manager

Assessment Date	Review Dates
15th 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 designed to manage 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. These controls/measures are designed to ensure the safety 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 relevant Health and Safety regulations.

This risk assessment has been completed in accordance with the relevant Health and Safety regulations. 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, the location, the contamination of surfaces, and to maintain social distancing practices. These controls/measures are designed to ensure the safety 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 relevant Health and Safety regulations.

This risk assessment has been completed in accordance with the relevant Health and Safety regulations. Copies of the signed COVID-19 Secure Notice are on display at selected parts of the Location.

Factors Causing Spread of Virus	Example Controls/Measures
Contact with infected persons: Staff	All staff must provide evidence of COVID-19 Health Declaration. All staff travelling to work must wear face covering. All staff will wear face covering in all areas.
Contact with infected persons: Guests and Customers	All guests will be requested to wear face covering in all 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	Information, signs and markings have been distributed where practical at the entrance and throughout the location to promote social distancing and hygiene.

Further Measures
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.
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.
Information, signs and markings have been distributed where practical at the entrance and throughout the location to promote social distancing and hygiene.

SAMPLE

Factors Causing Spread of Virus	Ex	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 a face mask and supply clean face mask	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 opened, applying appropriate cleaning 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 provided at 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

All measures to be constantly reviewed. A full review, including completion of the checklist, will be carried out 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.

	Actioned By	Date
completed sufficient particularly	The Assessor	July 2021

Customer Service	Further Measures
Reception	<p>Guests are requested to complete a check-in form at the entrance/exit of the current symptoms will be repeated upon arrival.</p> <p>Check-in desk provides guests with a welcome pack.</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>

SAMPLE

Customer Service			Further Measures
	covering whilst in the pu be on displayrequesting	age will	<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	The maximum recomme will be displayed on the Guests are requested to lifts. Signs are provided use of the lifts.	using the lift t using the s of the	<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	All guest rooms with the shower with toilet) will b Guest rooms with share only be assigned to one	(bath or oms can le.	
Room Service	Room service trays will outside the room.	ray stands	<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>

SAMPLE

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 provision as normal with staff using handwashing practices</p> <p>Cleaning staff will be present while cleaning accommodation</p> <p>Staff will only enter rooms and will immediately open doors</p> <p>All bed linen will be bagged and unopened for 72 hours</p> <p>Mattress and pillow protection replaced between each guest</p> <p>Appropriate disinfection</p> <p>All non-essential items removed from the accommodation regime. Guests will be informed that it is difficult to clean between cushions and bedspread in rooms.</p>	<p>continue to regular</p> <p>for use</p> <p>noted them opened.</p> <p>the</p> <p>and</p> <p>used.</p> <p>removed cleaning that are have 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>

SAMPLE

Customer Service			Further Measures
Bar	No social distancing co		
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 s</p> <p>Social distancing marking areas.</p> <p>Toilet facilities surfaces be cleaned regularly us</p> <p>Guest or visitors will be</p>	<p>ities doors.</p> <p>e queuing</p> <p>ndles to</p> <p>erings.</p>	<p>Signs and posters are displayed in the toilets promoting both good handwashing techniques and increasing the frequency of handwashing.</p> <p>Hand dryers or disposable hand towels to be available, as well as hand sanitisers.</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.	

SAMPLE

Action Required

Congestion points, particularly the entrances and queue areas be
Housekeeping and room service rotas and effectiveness to be as

Other Workplace Premises

Ex

Kitchen
A maximum of only [?] time, and where practi within which to work.

These work areas have distancing guidelines (2 2m is not viable).

Cleanable panels have

Floor markings have be distancing.

The kitchen is deep clea

Storeroom, walk-in pantries, fridges and freezers

With limited open space restricted to only one m for safety and manual h member of staff is requi

Backroom Office

A maximum of only two at any one time to main only one person.

A screen(s) has been s to ensure social distanc

Actioned By

Date

The Assessor

Further Measures

any one areas

social n where

cal.

working day.

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.

Workers are required to keep to the one-way traffic flow designed to minimise contact.

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.

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.

should be me, unless cond

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.

om office reence is

orkstations

Staff should not congregate around any desks.

There will be no sharing of desks/workstations, equipment or phones.

Communal equipment such as copiers will be cleaned immediately after use by the user.

Hand sanitisers are available by the door.

SAMPLE

Other Workplace Premises	

Action Required
The staff rota to be reviewed at the end of each work to assess the impact of menu changes.

Other Workplace Tasks	
Deliveries to the location	Deliveries will not be signed for (to ensure continuity) and will only be delivered to the front of the premises. 2m social distancing should be maintained.
Regular cleaning duties	Parts of the premises will be cleaned throughout the day: check-in desk; kitchen; and public areas.
Accidents, security and other incidents	Incident and emergency procedures should be reviewed and maintained, where practical.
No other tasks which involve necessary sharing and/or proximity have been identified.	Staff are requested to be aware of any tasks they consider may pose a risk to health and safety.

Further Measures

Actioned By	Date
Staff, shared	The Assessor and Chef

Further Measures
<p>If a delivery must be signed for the signor should use their own pen and wear gloves when handling the signature sheet.</p> <p>Gloves are available for handling deliveries if requested by staff.</p> <p>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.</p> <p>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.</p>
<p>A daily rota will be put in place so that this responsibility is shared by all staff.</p>

S
A
M
P
L
E

Action Required

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

Assessor's Signature

Approved by

Approver's Signature:

Actioned By

Date

with staff,

Assessor

Job Title