

Organisation name: The Sharnbrook Hotel and Vesuvio

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
<b>Transmission of Virus</b>						
Employees bringing the virus to work	Staff and customers by contracting the virus.	All staff to have a temperature check at the start of every shift and temperature to be logged. All staff asked to stay home if they feel unwell or if they are displaying any symptoms of the virus.	Provide staff with guidance on isolation regulations and how guidelines and how to get tested. Inform Public Health Protection Team and Local Environmental Health Team of any confirmed cases. Monitor sickness and notify the above authorities if we have concerns	All staff - Managers to enforce	May 2020	Ongoing

Transmission of the virus in the workplace	Staff and customers by contracting the virus.	Staff are to social distance at work 2m plus where possible, 1m as a min. Hand washing and sanitizing facilities available to both staff and customers	Provide clear guidance to all staff returning to work and customers before and on arrival regarding hand washing, sanitisation and social distancing guidelines. Visual Aides to be displayed Visors provided for all staff.	All staff and managers to enforce and provide training	May 2020	Ongoing
Communication to customers	Customers	Website/Face book/phone/ emails	COVID-19 risk assessment and policies/guidelines clearly communicated on social media, phone and emails. Upon arrival staff will remind customers of the guidelines.	All staff	General Manager	July 2020

Customers transmitting the virus	Staff and customers by contracting the virus.	N/A	Customers will be asked not to visit the hotel/restaurant if they are feeling unwell or displaying Covid 19 symptoms  This message will be clearly displayed on the the website and on Open Table our booking system  All booking details will be kept for 21 days to assist Track and Trace if required.	All staff	July 2020	Ongoing
<b>Social Distancing</b>						
Busy areas causing lack of social distancing	Staff and customers by contracting the virus.	Sectioned the kitchen to allow for social distancing	The restaurant will have a one way system for customers and staff.  Visual aides to be displayed	Restaurant Manager	July 2020	Ongoing

Queues	Customers by contracting the virus.	N/A	<p>All customers will have to book via Open Table, telephone or email this will allow staggered booking times to avoid queuing in the restaurant.</p> <p>The Kiosk queues will be managed by clear floor markings and staff instruction to adhere to social distancing.</p> <p>Any unexpected queues will be managed by staff, if the queue is likely to reoccur social distancing floor markings will be introduced.</p>	All staff	July 2020	Ongoing
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**Food Service/Restaurant**

Seating Areas	Customers and staff by contracting the virus.	N/A	Customers will be encouraged to use the outside areas where possible/weather permitting. All seats and touch points will be sanitised after use. Table cloths will be replaced with clean linen after each sitting	All staff	July 2020	Ongoing
Seating Layout	Customers by contracting the virus.	N/A	Tables will be rearranged to allow for 1m+ distance between occupied tables. This layout will allow for a One Way system to be implemented in the restaurant.	Restaurant Manager	July 2020	Ongoing

Table Service	Staff and Customers by contracting the virus.	N/A	<p>Members of staff will wear face visors and wash/sanitize their hands before approaching a table.</p> <p>While taking an order staff will stand 1m from the table.</p> <p>Before delivering drinks or food the member of staff will wash/sanitize their hands and ensure their visor is inplace.</p> <p>Food and drinks will be served from behind the customer rather than forward facing, to avoid close face to face contact and stretching over one or more customers</p>			
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<p>Table Set/re-sets</p>	<p>Staff by contracting the virus.</p>	<p>N/A</p>	<p>Staff must sanitise or wash their hands after each step;</p> <p>Tables to be set with clean linen after each use. The linen must be unfolded carefully and not 'thrown onto the table'</p> <p>No cutlery or glassware will be placed on the table. This will be given to customers as required/requested.</p> <p>All touch points on the table and the chairs will be sanitised.</p> <p>All salt and pepper grinders will be sanitised, these will be provided upon request only. Staff will sanitise them</p>			
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				when they are returned after use.				
Collecting Food	Staff containing the kitchen	Buzzer system to call Waiter/Waitresses	Staff entering the kitchen and walking through it.	Staff will enter the kitchen only to collect food.	Restaurant Manager	July 2020	Ongoing	
Dessert Making	Staff entering the kitchen and walking through it.	Waiters/ Waitress make desserts as required.	Staff entering the kitchen and walking through it.	To make desserts you must follow the One Way system around the kitchen to the dessert area. Hands must be sanitised before preparing desserts and during if more than one is required. The area must be cleaned after each use.	Waitress/Waiter and Restaurant/Kitchen Managers	July 2020	Ongoing	



**Toilets**

Customer Toilets	Customers by contracting the virus.	N/A	Customers will use a one way system to approach the toilets. The toilet doors will be propped open to avoid a 'touch point'. Customers requested to use hand sanitizer before using the toilet. Visual aids to remind customers to wash hands thoroughly before leaving the toilets. Customers are to follow the one way system back to their seat. Toilets to be cleaned regularly throughout the day and schedule to be displayed in the toilets	Restaurant staff	July 2020	Ongoing
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Staff Toilets	Staff by contracting the virus.	Regular cleaning	Staff will use hand sanitiser before using the toilet and thoroughly wash hands after using the toilet. Toilets to be clean regularly throughout the day and schedule to be displayed in the toilets Visual aids to act as a reminder	All staff - managers to enforce	July 2020	Ongoing
<b>Equipment</b>						
Ipads/Till system	Staff by contracting the virus.	N/A	All staff to use hand Sanitiser or wash hands before using ipad/Till. Once a member of staff has finished they must sanitize the screen and all touch points before returning it.	All staff - managers to enforce	July 2020	Ongoing

Menus	Customers and Staff contracting the virus	N/A	Menus will be sanitised after each use.	Restaurant Manager/Staff	July 2020	Ongoing
Pens	Staff by contracting the virus.	Pens are not shared	Staff will be issued with a pen which they must not share with others. They are responsible for the cleaning of the pen	All staff	July 2020	Ongoing
Telephones	Staff by contracting the virus.	Phones are not shared	Phones will have to be shared - Hands should be sanitised before answering a call. All touch points are to be sanitized once a call is completed.	All staff	July 2020	Ongoing
Keyboards	Staff by contracting the virus.	N/A	Staff to sanitize their hands before using the keyboard and maintain hand hygiene while using the keyboard	All staff	July 2020	Ongoing

Tableware/ Cutlery	Customers by contracting the virus.	N/A	Tableware/Cutlery will be washed/sanitised before being given to the customer.  Cutlery will be washed in the dishwasher and sets will be wrapped in a napkin ready for service. Once wrapped they will be stored in a tub with the lid on. Staff will sanitise their hands before collecting cutlery for customers.  All tableware will be sanitised in the dishwasher after each use.	All staff	July 2020	Ongoing
Payments	Customers by contracting the virus.	Cards/cash/ phone	Encourage contactless payment where possible	Restaurant Manager and General Manager	July 2020	Ongoing

<b>Kitchen</b>									
Busy areas causing lack of social distancing	Staff by contracting the virus.	Sectioned the kitchen to allow for social distancing	Each section/chef will be provided with their own set of utensils and condiments to assist them remaining in their section.  Non kitchen staff will only be able to access the kitchen to collect food or return used plates/cutlery	All kitchen staff	July 2020	Ongoing			
Equipment	Staff by contracting the virus.	All equipment is regularly cleaned	Ensure touch points are paid particular attention to when cleaning	Chefs and General Managers	July 2020	Ongoing			
Cleaning	Staff by contracting the virus.	Regular cleaning schedule	Deep cleans will be conducted regularly.	Chefs and General Managers	July 2020	Ongoing			

				Cleaning staff to constantly ensure all touch points are kept clean and added to the daily cleaning schedule				
<b>Hotel</b>								
Cleaning	Staff by contracting the virus.	Regularly clean the hotel and rooms	The hotel will be cleaned daily paying particular attention to touch points.	Receptionists and cleaners	Receptionists and General Manager	Ongoing		
Bookings/Payments	Staff and Customers by contracting the virus.	Phone and internet	Encourage all customers to book rooms via phone and internet to minimise contact. Payments should be contactless or via the internet where possible	Receptionists and General Manager	July 2020	Ongoing		
Food/Room Service	Staff and Customers by	Room Service is provided	Staff can deliver food/drink to a room on a tray. The	Receptionists and Front of house staff	July 2020	Ongoing		

Reception	contracting the virus.		<p>tray will be placed on the floor for the guest to collect.</p> <p>Staff are not to enter occupied rooms unless there is an emergency.</p>			
	Staff and Customers by contracting the virus.	N/A	<p>Guests will be asked to use hand sanitiser on arrival and regularly wash or had sanitise during their stay.</p> <p>Check in/out will be staggered to avoid queues and visual aids will remind guests to social distance.</p> <p>Time at reception will be kept to a minimum, staff to wear visors.</p>	Receptionists	July 2020	Ongoing

Keys	Staff and Customers by contracting the virus.	N/A	Keys will be cleaned when they are returned and again when they are reissued.	Receptionists	Reception and General Manager	Ongoing
Extra Pillows and Blankets	Staff and Customers by contracting the virus.	Provided in rooms	Remove extra pillows and blankets to ensure if used that they are cleaned appropriately.	Housekeeping	July 2020	Ongoing
Non essential items - magazines, booklets, tea/coffee facilities	Staff and Customers by contracting the virus.	Provided in rooms	Remove all items from rooms. Tea and coffee can be provided on request by room service.	Housekeeping	July 2020	Ongoing
<b>HouseKeeping/Cleaning</b>						
Hotel Rooms	Staff and Customers by contracting the virus.	N/A	Hotel Rooms will not be cleaned while occupied. Rooms will be cleaned once vacated and where	Housekeeping/Cleaners	July 2020	Ongoing



				possible will be quarantined for 72 hours before they are cleaned. Each room will be deep cleaned after each use.				
Cleaning Products/Materials	Staff and Customers by contracting the virus.	Regular cleaning with assigned cloths	Staff will be provided with sanitiser to clean the rooms and all touch points with.	Housekeeping g/Cleaners	July 2020	Ongoing		
Lift	Staff and Customers by contracting the virus.	Regular cleaning	The lift will be cleaned after each use	Housekeeping g/cleaners	July 2020	Ongoing		
<b>Takeaway / Deliveries</b>								
Picking up food.	Spreading the Virus	Collected from the bar	A table has been situated in the entrance hall for customers to pick their food up from	All staff	May 2020	Ongoing		

Delivery Drivers entering the kitchen	Spreading the Virus	Collect from the pass.	with no contact with staff. Delivery Drivers will enter the building from the back door. A trolley has been placed away from the food areas for the packages to be placed on.	Delivery Drivers/Kitchen staff	June 2020	Ongoing
Packaging	Spreading the Virus	Pizza Bags	Disposable hot bags are used which the customer keeps. Delivery drivers must use hand sanitiser before touching the package and delivering it to the customer.	Kitchen Staff	March 2020	Ongoing

**Staff**

Entering the building	Staff preventing the spread of the virus	Enter through any entry point	<p>Front of house Staff are to enter through the reception door and proceed to the Staff Room. Kitchen Staff are to use the back door directly into the kitchen.</p> <p>All staff must follow the One Way system, clock in and report to their department manager.</p> <p>During busy times start and finish times will be staggered.</p>	All Managers	July 2020	Ongoing
Staff Shifts	Staff preventing the spread of the virus	Staff would work across several departments	Shifts will be allocated to 1 department/room where possible.	Managers/Staff	July 2020	Ongoing

Staff Breaks	Staff preventing the spread of the virus	Taken in the lounge areas	Breaks will be restricted to the staff room, outside at the back of the building or in the member of staff's car.	Managers and Staff	July 2020	Ongoing
Record of shift patterns	Staff preventing the spread of the virus	Recorded on Deputy	Keep for 21 days to assist Test and Trace if there was an outbreak	General Manager	July 2020	Ongoing
<b>Food/Supplies Delivered to Site</b>						
Suppliers and Deliveries to the site	Drivers, Staff and Customers by contracting the virus.	Deliver to the backdoor unloading the deliver and bring it into the kitchen	Driver to unload the delivery and return to the vehicle while staff check the items and confirm delivery. Staff to put items away according to procedure while adhering to hand washing / sanitising protocol.			

**First Aid/Fire and Safety/ Health and Safety**

All Protocols to be updated for COVID-19	Spreading the Virus	N/A	Update all procedures in line with COVID-19 guidelines	General Manager	July 2020	Ongoing
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