

**Bulls Head, St. John's Square, Burslem, Stoke-on-Trent ST6 3AJ**

<b>Customer Journey</b>	<b>Controls in my business (based on above principles and/or own enhanced measures)</b>
Pre-booking.	Customers are asked to book via email or telephone, and provide personal information for purposes of test and trace if the need arises.
Arrival outside venue	Entrance will be via front doors on St. John's Square, unless level access is required in which case the rear gate will be used.
Queuing outside	If queues occur these will be directed close to the front of the building to ensure safe passing distance for pedestrians.
Entering the business	Customers will be met at the door, on entry there will be a clear designated hand sanitation station with a +60% alcohol solution for use of customers. Customers details will be checked, and a briefing of what to expect will be given
Walking to table either inside or outside	The host will walk our guests to their table and will explain how the system works and a refresher on the rules, that it is full table service and customers may only leave the table to use facilities, smoke in the designated areas, and to pay the bill (only one person at a time)
Ordering.	Customers are not to order directly from the bar, as it is full table service customers will only need to approach the bar to pay their bill. ONE customer per table to approach the bar at a time.
Drinks service.	Customers may flag down staff to place an order, staff will be active in areas around them to maintain cleaning duties so customer movement is limited. Drinks will be delivered by tray and placed on the table for customers to remove and for the customers to put their empty glasses on.
Clearing the customer table	Customers may be asked to pass their empty glasses to the server to reduce stretching into a customer's or staff members personal space. Tray work is advised to reduce the number of visits to a table
Going to the toilet	Customers may use our facilities with a maximum of 2 persons in the toilets at any one time (Ladies) and 3 persons (Gents). Exit from Gents toilet will be via the back yard to avoid passing anyone waiting, we ask our customers to use common sense.

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Paying	The table will be presented with a bill, one customer at a time will be taken to the till to pay by CARD ONLY.
Leaving the business	Customers will use the front door, maintaining distance from any potential queues.
In-between customers	Tables and contact points will be cleaned and sanitised. Single use menus will be disposed of.
Continuous actions (cleaning etc.)	All contact points including door handles, taps and rails will be cleaned on a regular basis and staff working in that area are responsible for this

#### Staff Assessment

<b>Staff Journey</b>	<b>Controls in my business (based on above principles and/or own enhanced measures)</b>
Before returning to work	Staff will take part in an online or telephone interview to ensure they understand this risk assessment and what we as a company are providing to maintain their safety whilst at work.
Pre-arrival	If any member of staff is showing signs of COVID – 19 they MUST report this to their line manager at the earliest convenience, and remain at home
Arrival	Staff are required to use any entrance and ensure that they sanitise their hands upon entry We will be taking staff temperatures on arrival to work using a thermal thermometer
Uniform change (if applicable)	Staff are expected to change into their uniform on arrival where possible.
Deliveries	All deliveries will be made observing safe distancing rules, staff will be asked to maintain 1m+ from delivery persons
Front of House	Four areas, Lounge (tables 1 -6) Bar (tables 7 – 14) Outside Dispense
Toilet Use	Staff are permitted to use the toilets ensuring safe distance at all times.
Interaction with customers	Staff are to minimise time with customers and serve as efficiently as possible maintaining a safe distance
Interaction with work colleagues	Staff are to minimise time with colleagues where possible maintaining a safe distance
Leave work	Staff are to take all belongings with them, leave as soon as it is safe to do so, sanitizing their hands before exit.

When staff feel unwell	If any member of a shift falls ill the whole team on that shift will be asked to isolate, a deep clean of the building will take place before another team takes over.
Provision of Personal Protective Equipment	PPE is available for all staff should they choose to use it This includes <ul style="list-style-type: none"><li>- Gloves</li><li>- Face Visor</li></ul> We also provide for staff use hand sanitizer  At till areas there will be Perspex screens.