

## Cheshire Cheese COVID-19 RISK ASSESSMENT

This is a living document that will be continuously edited and updated as understanding of the virus improves, government guidance changes, improved solutions are developed and the business offering changes.

<b>Customer Journey</b>	<b>Controls in my business</b>
Pre-booking (if feasible)	We will be encouraging pre-booking but will still accept walk-ins if we have a free table.
Arrival outside venue	Entry through front door, if parking in carpark at rear customers will be guided by signs to walk round and enter through front door. Signs describing what to expect, social distancing statement, prompts reminding customers of the availability of hand sanitiser on entering and exiting building. Notice advising card payment only.
Queuing outside	Benches have been removed from outside front of the pub to allow an area for the possibility of queues. This will keep the public highway free.
Entering the business	Clear designated hand sanitiser solution stocked up at 60%+ alcohol solution for customer use. Door to be kept open weather permitting to avoid customers touching. When door is closed due to extreme weather handles to be regularly sanitised.
Walking to table Either inside or outside	Customers will be escorted to their table by either a member of staff or directed where to go. A one-way system will be operated to enter and exit the pub.
Ordering food and drinks	All food & drink orders will be placed at the table to a member of staff.
Bar Service	Customers will not be permitted to approach the bar unless they are there to pay.
Food and drinks service	All food and drinks will be delivered to the tables by a member of staff.
Clearing the customer table	Each table will be cleared, all rubbish and menus disposed in a bin. Table will be wiped and sanitised.
Going to the toilet	Toilet doors will have clear signage to only allow 2 in at a time in both ladies and gents. There is also a disabled toilet which can be used to minimise

<b>Customer Journey</b>	<b>Controls in my business</b>
	<p>queueing. Ladies &amp; gents main toilet doors will be propped open to minimise touching doors and to monitor how many are in at any one time.</p> <p>Customers will be encouraged to go to the toilet separately. Accessing the toilets from outside will be through the fire exit which will be left open. Hot water and hand soap are available in each toilet with either paper towels or a hand dryer. Toilets will be regularly checked, and all touch points sanitised.</p>
Paying	<p>All customers will have to pay at the tills which will have a Perspex screen around for added protection. Only one customer from each table to pay at a time. If they are inside, they can pay before they leave, if outside they will have to pay after each drinks order.</p>
Leaving the business	<p>If inside they will exit through back door and then from carpark entrance, if outside they will exit from carpark entrance.</p>
Customers	<p>Customers waiting for a table will have to wait outside. Customers should only move from their tables to either enter or exit the premises, using the facilities or paying.</p> <p>Children are allowed but must be supervised by an adult and stay sat at table unless using facilities.</p> <p>Dogs must be kept on a lead at all times &amp; not allowed on furniture.</p>
Smoking	<p>Cigarette &amp; e-cig smokers must smoke outside exiting via the back door. They must use the allocated smoking shelter and adhere to social distancing.</p> <p>They may smoke at their booked table if outside. To re-enter the pub through the front door.</p>
Continuous actions (cleaning etc.)	<p>Tables will be cleaned between each booking. Toilets will be maintained and cleaned. Bar area will be regularly sanitised. Any touch points within the pub will be cleaned with sanitiser. Pub will be fully cleaned once a day before opening</p>

<b>Staff Journey</b>	<b>Controls in my business</b>
Before returning to work	<p>Before staff return to work there will be 2 staff meetings to talk through the new work conditions and for any concerns to be discussed. They will be offered the opportunity to wear PPE if they prefer, gloves &amp; hand sanitiser will be available for them along with hand washing facilities.</p>

Uniform	Clean uniform must be worn for each shift. Front of house aprons will be washed daily.
Arrival	Staff will have their temperatures taken with a thermal thermometer before shift. Front of house staff to arrive through front door while open or kitchen door while closed. Kitchen staff to arrive through kitchen door.
Menu	Menu will be slightly smaller than normal and may change slightly from day to day. Menus will be printed on paper and disposable
Kitchen	Kitchen will be deep cleaned before business re-opens. Only two kitchen staff to work in the kitchen at any one time. Front of house staff only to enter when collecting food which is ready to be delivered/ returning dirty crockery or collecting stock. Kitchen and equipment will be regularly cleaned throughout the day with hot soapy water & sanitiser. A full clean will be completed at the end of service. Hand washing facilities and hand sanitiser will be available.
Food storage areas	Food storage areas will be regularly cleaned and maintained. Fridges will be sanitised daily.
Cellar	Cellar will be maintained my Manager or Assistant Manager. Will be sanitised regularly throughout the day.
Work areas & tables	All work areas & tables sanitised after every use.
Equipment	All equipment will be sanitised at the start and the end of the day and throughout the day.
Outdoor areas	Outside will be brushed and cleaned before opening and ashtrays emptied. Bins to be accessed as little as possible, gloves MUST be worn when handling waste.
Deliveries	Deliveries where possible are to be scheduled outside of trading hours to minimise risk and are to come through the rear access only.
Toilet Use	Staff should ideally use the toilets when customer free. The must wash their hands before and after using the toilets.
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 and where possible maintaining a safe distance in accordance with government guidelines – currently 1m+
Leave work	Staff will have their temperature taken before leaving work with a thermal thermometer. Front of house staff should leave through the back door. Kitchen staff should leave through kitchen door. Staff must sanitise their hands before leaving.
When staff feel unwell	If any member of a shift falls ill with Covid-19 symptoms, the whole team on that shift will be asked to isolate and to book a Covid-19

	test as soon as possible, keeping their manager informed of results. A deep clean of the building must take place before another team takes over to reopen the site.
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------