

THE GREYHOUND COVID-19 RISK ASSESSMENT

Living Document

This is a living document that will be continuously edited and updated as understanding of the virus improves, government guidance changes and members develop improved solutions

Customer Journey	Controls in my business (based on above principles and/or own enhanced measures)
Pre-booking (if feasible)	Customers are asked to book by email, phone or Facebook message and to provide contact details for track and trace if needed. Although this is not mandatory.
Arrival outside venue	Customers will be met at the door by a member of staff and asked to queue at a safe distance from other customers until shown to their numbered table.
Queuing outside	
Entering the business	All customers will be asked to sanitize their hands/gloves with a 60%+ hand sanitizer on entering the pub.
Walking to table Either inside or outside	The host will show the customers to their table. The host will explain that it is table service only. Payment by card, preferably contactless,
Ordering food and drinks	A member of staff will take the drinks order and deliver the drinks on a tray to the table
Bar Service	As it is table service only customers may not stand at the bar. One person from the group can approach the bar to pay the bill.
Food and drinks service	Drinks will be delivered to the table by the server who will also collect the empty glasses
Clearing the customer table	Empty glasses will be collected on a tray or glass holder
Going to the toilet	Maximum of two people in the toilet at a time. We will have to rely on customers common sense with this.
Paying	The customers will be asked to pay either contactless at the table or at the bar by card only
Leaving the business	Customers will be asked to leave after payment. The host will ensure that people entering and leaving the building give each other adequate space.
In-between customers	All tables will be cleaned and sanitised between bookings

Customer Journey	Controls in my business (based on above principles and/or own enhanced measures)
Continuous actions (cleaning etc.)	All contact points; door handles, taps and rails will be cleaned by staff on a regular basis

Staff Assessment

Staff Journey	Controls in my business (based on above principles and/or own enhanced measures) <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> or own solution
Before returning to work	All staff will have the risk assessment explained to them before re-opening, so they are aware of the company's positive attitude to theirs and the customers wellbeing.
Pre-arrival	Any staff showing symptoms of covid-19 MUST report this to their line manager and stay at home.
Arrival	Staff will have their temperature checked on arrival and must thoroughly wash and sanitize their hands before starting work.
Uniform change (if applicable)	Staff must change into their uniform on arrival.
Kitchen Menu	N/A
Kitchens	Not applicable as this is a non-food pub
Medium / large	
Small	
Food Storage Areas	

Cellar	1 person at a time to work in the cellar
Work benches and tables	
Equipment	
Outdoor areas	
Deliveries	All deliveries will be made during times when the pub is closed. Staff to remain 1 metre+ from delivery person.
Front of House	One member of staff behind the bar at all times.1/2 members of staff serving tables and one host/doorman
Toilet Use	Staff are advised to use the disabled toilets and wash/sanitise their hands thoroughly.
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 serve as where possible maintain a safe distance
Using the Staff office	Office is locked during business hours and only the manager is has access.
Leave work	Staff to take all belongings with them when they leave making sure to sanitize their hands on exit. They will also have their temperature taken on leaving.
PPE	PPE to be provided by the employer. This includes; Masks/Visors and hand sanitizer. Bar/till areas to be protected by Perspex screen.
When staff feel unwell ⁿ	If any member of staff is taken ill the team on the shift must all be asked to isolate. A deep clean of the building will take place before re-opening with a fresh team.

