

## OLD POETS 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

<b>Customer Journey</b>	<b>Controls in my business (based on above principles and/or own enhanced measures)</b>
Pre-booking (if feasible)	Customers to pre book wherever possible tables limited to a max 6 person and table allocated. Time of booking. And number of people expected
Arrival outside venue	Car parking limited and signage in place that all guests use the front entrance stating they must register for tracing requirements if necessary
Queuing outside	Customers are requested to maintain social distancing if they are required to cue before entering the building, using the pub pathed area . and not blocking safe walking area for pedestrians.
Entering the business	<div style="border: 1px solid black; padding: 5px;">Customers will be directed to the hand sanitiser station located at the entrance of the venue; solution meets govt guidelines. Customers will then be asked to register their details before entering, and will be shown to their designated table.</div>
Walking to table Either inside or outside	Customers will be shown to there table, and rules of service, toilets and use of smoking areas will be explained
Ordering food and drinks	<div style="border: 1px solid black; padding: 5px;">All food and drink orders will be taken at the table by a designated staff member, maintaining a safe distance, menus will be a one time use throw away menu, customers will be made aware only sachets will be available for condiments.</div>

Customer Journey	Controls in my business (based on above principles and/or own enhanced measures)
Bar Service	<div style="border: 1px solid black; padding: 5px;"> <p>Customers will be informed there is no bar service available. All service will be performed by table service by a designated member of staff and drink will be brought to their table.</p> </div>
Food and drinks service	<div style="border: 1px solid black; padding: 5px;"> <p>Orders will be delivered to the table by designated staff, drinks will be delivered by tray and placed on the table and customers will retrieve their drinks to minimise contact. Trays will be sanitised after each use. Food orders will be placed at one end of the table and customers requested to allocate the meals to the table to reduce staff contact.</p> </div>
Clearing the customer table	<div style="border: 1px solid black; padding: 5px;"> <p>Customers will be requested to place their empty glasses at the end of their table and drinks will be collected using baskets to reduce contact levels. Food plates will be requested to be placed at the end of the table to reduce staff and customer contact.</p> </div>
Going to the toilet	<p>Toilets are limited to one customer at a time, and customers will be requested to use common sense</p>
Paying	<p>Customer will be presented with their bill and requested that only one member of the party, approaches the bar to pay. (card only)</p>
Leaving the business	<p>Customers are requested to leave via the rear exit leading to the car park maintaining the one-way system. (exception will be made for access requirements)</p>
In-between customers	<p>Tables will be sanitised and a minimum of 15 minutes between customers to ensure all sides and contact points have been cleaned. Single use menus will be disposed of.</p>
Continuous actions (cleaning etc.)	<p>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</p>

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 receive a back to work telephone interview to check they understand their responsibility, regarding the risk assessment, and what as a company we are doing to maintain their wellbeing, they will also be asked their current health levels, to check they are not at extra risk.
Pre-arrival	Any member of the team showing symptoms associated with covid 19 will be asked to inform their manager at the earliest convenience and will be informed to stay at home and check with medical professionals
Arrival	Staff are requested to use the staff entrance at the rear of the property, use the sanitiser station provided and register their arrival. Temperatures will be taken and recorded on the sign in sheets.
Uniform change (if applicable)	Staff are requested to wear their uniform to work as no changing facilities will be available.
Kitchen Menu	The menu has been reduced in size to minimise the kitchen to one chef maintaining social distancing.
<p>Kitchens</p> <p>Medium / large</p> <p>Food Storage Areas</p> <p>Cellar</p> <p>Work benches and tables</p> <p>Equipment</p>	<p>To be sanitised by the chef on regular basis with extra clean before and after service</p> <p>Kitchen limited to chef and pot wash when required and serving staff remaining on service pass, not entering the cooking area.</p> <p>Limited to one person at a time\per shift (chef)</p> <p>Limited to designated team member (manager)</p> <p>Chef only</p> <p>Chef only serving area</p>

	1 person on cleaning station
Outdoor areas	All staff advised of social distancing rules and requested to maintain them.
Deliveries	All deliveries to use rear staff entrance and sign in on designated sheets provided all staff to maintain 1mt distancing during delivery.
Front of House	Staff will be designated selected areas throughout the venue to reduce walk through.
Toilet Use	Staff will be requested to use staff toilets only and to sanitise contact points. And requested to use sanitise station before re entering the bar area
Interaction with customers	Staff will be instructed to keep customer contact distancing to a minimum, maintaining a safe distance.
Interaction with work colleagues	Staff are instructed to keep contact with other members of staff to a minimum maintain a safe working distance
Using the Staff office	The office area will be restricted to use by the manager only
Leave work	All staff will have their temperature taken on leaving the premises and will be asked to sign out temperatures will be recorded on sign out sheet.
When staff feel unwell <sup>n</sup>	<p>Any member of staff will be instructed to immediately inform the manager, any symptoms related to covid 19 will result in the staff on duty will be asked to self-isolate as per govt guidelines</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Ppe will be made available to all staff, visors and face visors if they request them. Sanitiser stations are available and mandatory to use.</p> </div> <p>All till areas will be protected with Perspex screens.</p>

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