

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

**COVID-19 Risk Assessment April 2021**

<b>Customer Journey</b>	<b>Controls in my business (based on above principles and/or own enhanced measures)</b>
Pre-booking.	Only the outside licensed area at the rear of the building will be open for the consumption of food and drink and the 'rule Of 6' (or 2 households) will be adhered to. Customers are allowed to per- book via email or telephone although not essential. Tables will be allocated on a first come first served basis.
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. Every customer over the age of 16 years must sign in to the NHS track and trace system or, if unable to do so, they must provide their contact details. The front door will be kept open (weather permitting) to avoid customers touching the door handles. When the door is closed due to inclement weather the door handles will be regularly sanitised with D10 solution.
Walking to table	The host will walk our guests to their outside 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) if payment outside is not possible. A one-way system will be in operation.
Ordering.	It will be table service only for food and drink. 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 on leaving (if unable to make payment at the outside table) and then only ONE customer to approach the bar at a time. Face masks must be worn when not seated at the table.

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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.
Paying	Card payments will be the preferred method but cash will be accepted if no alternative.
Leaving the business	Customers will use the front door via a one-way system through the building, maintaining distance from any potential queues.
In-between customers	Tables and contact points will be cleaned and sanitised.
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 . All staff must also sign in to the NHS track and trace system.

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
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	<ul style="list-style-type: none"> <li>- All customer facing staff must wear a face mask at all times</li> </ul> <p>We also provide for staff use hand sanitizer</p> <p>At till areas there will be Perspex screens.</p>