

Old Poets Corner COVID-19 Risk Assessment April 2021

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	<p>Only the outside licensed areas 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 pre book although not essential. Tables will be allocated on a first come first served basis.</p>
Arrival outside venue	<p>The front door of the building will be closed with a sign directing customers round to the rear via the car park where they will be greeted by a member of staff. If no outside tables are available they will be informed at this point. The 'Rule Of 6' (or 2 households) will be adhered to.</p>
Queuing outside	<p>Customers are requested to maintain social distancing if they are required to cue before being allocated a table ensuring that they do not block any access / egress and allows safe passing and kept away from public highways.</p>
Entering the business	<div style="border: 1px solid black; padding: 10px;"> <p>Customers will be greeted at the rear of the premises before being shown to their outside table. Clear designated hand sanitation solution stocked with a 60%+ alcohol solution will be available for all customers. Customers will be directed to the hand sanitiser station; solution meets govt guidelines. All customers over the age of 16 years must then register their details using the NHS track and trace App (QR code will be on posters and on each table) or, if unable to use the App, they must provide their contact details.</p> </div>
Walking to table Either inside or outside	<p>Customers will be shown to their table, and rules of service, toilets and use of smoking areas will be explained. Face masks must be worn when not seated at their table.</p>

Customer Journey	Controls in my business (based on above principles and/or own enhanced measures)
Ordering food and drinks	<p>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.</p>
Bar Service	<p>Customers will be informed there is no bar service available and they are only permitted to enter the building to use the toilet facilities or to make payment if they are unable to do so outside. All service will be performed by table service by a designated member of staff and drink will be brought to their table.</p>
Food and drinks service	<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>
Clearing the customer table	<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>
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>Card payments will be the preferred method but cash will be accepted if no alternative.</p>

Customer Journey	Controls in my business (based on above principles and/or own enhanced measures)
Leaving the business	Customers will leave via the car park exit
In-between customers	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.
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

Staff Journey	Controls in my business (based on above principles and/or own enhanced measures) <input checked="" type="checkbox"/> <input 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. Staff must also sign in to the NHS track and trace system.
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.
Kitchens	To be sanitised by the chef on regular basis with extra clean before and after service
Medium / large	Kitchen limited to chef and pot wash when required and serving staff remaining on service pass, not entering the cooking area.
Food Storage Areas	Limited to one person at a time\per shift (chef)

Cellar	Limited to designated team member (manager)
Work benches and tables	Chef only
Equipment	Chef only serving area 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 ⁿ

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

All customer facing staff must wear a face mask at all times. Sanitiser stations are available and mandatory to use.

All till areas will be protected with Perspex screens.