

The Roebuck COVID-19 Risk Assessment May 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>Customers are allowed to pre-book tables via email although not essential. Tables will be allocated on a first come first served basis.</p> <p>The 'Rule of 6' (or 2 households) will be adhered to. We will be encouraging pre-booking but will still accept walk-ins if we have a free table.</p>
Arrival outside venue	<p>Customers will enter via the front door where they will be greeted by a member of staff. The 'Rule of 6' (or 2 households) will be adhered to.</p>
Queuing outside	<p>If queues occur these must be directed away from highways and keeping close to the building to ensure safe passing distance for other pedestrians</p>
Entering the beer garden	<p>On entry to the premises 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 App (QR codes will be readily available and on every table). If they are unable to use the App then they must provide contact details.</p>
Walking to table Either inside or outside	<p>The host will walk our guests to their 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 or smoke in the designated areas</p>
Ordering food and drinks	<p>Single use menus will be used.</p> <p>It will be table service only. Food and drink orders will be taken at the table by a server to minimise customer movements within the premises</p>
Bar Service	<p>There will be no bar service – table service only</p>
Food and drinks service	<p>Customers may flag down staff to place an order for food and drink, staff will be active in areas around them to maintain cleaning duties so customer movement is limited. If a table is in a confined space the server will place the meals at the end of the table for a member of the table to pass down the table. Plates will be carried to tables using disposable napkins between the server's hands and the plate.</p>

Customer Journey	Controls in my business (based on above principles and/or own enhanced measures)
	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 plates 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(Ladies) & 1(Gents) persons in the toilets at any one time, we ask our customers to use common sense.
Paying	Card payments will be the preferred method however cash will be accepted if no alternative.
Leaving the business	Leaving the premises will be via the side door where they can then leave via the car park or the side passage.
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 checked="" type="checkbox"/> or own solution
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. All staff must also sign in to the NHS track and trace system. We will be taking staff temperatures on arrival to work using a thermal thermometer
Uniform change (if applicable)	Staff are expected to change into their uniform on arrival where possible.
Kitchen Menu	Our food menu has now been shortened to take pressure off the staff and to ensure that it is possible to have limited staff
Kitchens	
Medium / large	Maximum of 3 staff at any one point (2 kitchen staff and a server)
Food Storage Areas	Walk-in a maximum of 1 person
Cellar	Maximum of 1 person
Work benches and tables	Maximum of 1 person per bench
Equipment	Maximum of 1 person per bench
Outdoor areas	Staff are to maintain 1+ metre in outside areas
Deliveries	All deliveries will be made via non customer areas IF they are made during customer hours, staff will be asked to maintain 1+ from delivery persons

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
Using the Staff office	Office is accessible to staff, hands must be washed or sanitised before entry and after exit, computer and desk area is for management only
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 We will be also recording staff temperatures on exit
When staff feel unwell ⁿ	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	- All customer facing staff must wear a face mask at all times We also provide for staff use hand sanitizer