

bod Trentham 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, improved solutions are developed and the business offering changes.

Customer Journey	Controls in my business (based on above principles and/or own enhanced measures)
Pre-booking	Customers are allowed to pre-book tables via email although not essential. Tables will be allocated on a first come first served basis. The 'Rule of 6' (or 2 households) will be adhered to.
Arrival outside venue	Customers will be greeted by a member of staff and asked to wait to be seated. If no available tables they will be informed at this point. The 'Rule Of Six' (or 2 households) will be adhered to.
Queuing outside	Direction for queuing to follow if it occurs, ensuring it does not block any access/egress and allows safe passing distances, kept away from public highways
Entering the business	Customers will enter via the front door. Clear designated hand sanitation solution stocked up a 60%+ alcohol solution for customer use. Door to be kept open weather permitting to avoid customers touching. When door is closed due to adverse weather, handles to be regularly sanitised with D10 solution. Every customer over 16 years of age will be told that they must register for track & trace using the NHS App (QR code located at the entrance and also on tables) or by providing their contact details.
Walking to table	The host will walk guests to their table, explain how the system works, that it is full table service, and customers must not leave their table apart from to use the facilities, smoke in designated areas or to pay the bill (if taking payment outside is not possible)
Ordering food and drinks	Laminated menus will be used which will be disinfected between use. It will be table service only - Food and drink orders will be taken at the table.
Food and Drinks Service	Customers may flag down staff to place food and drinks orders, staff will be active in areas around them to maintain cleaning duties and limit need for customer movement. Drinks will be delivered by tray, tray placed on table for customers to remove drinks and put any empties on tray. Plates will be carried using disposable napkins between the server's hands and the plate.

Customer Journey	Controls in my business (based on above principles and/or own enhanced measures)
Going to the toilet	Customers can use the guest toilets upstairs – maximum of two customers in a toilet at a time. Customers will be asked to allow space for other to exit the toilet area.
Paying	Card payments will be the preferred method but cash will be accepted if no alternative.
Leaving the business	Exit will be via an allocated door that does not cross over with the entrance.
Continuous actions (cleaning etc.)	D10 sanitiser will be used during service on all services that need to be sanitised which have been in contact with customers D2 will be used on no contact areas

Staff Assessment

Staff Journey	Controls in my business
Before returning to work	Before first shift back staff are to be contacted and an over the phone interview to be held to ensure that the staff understand what the site is currently like and what the new expected standards and rules are. Face masks must be worn by all members of customer facing staff. They will be re-advised of the location of handwash only sinks on site, where 60%+ alcohol hand gel will also be available.
Arrival	Staff are required to use the normal front entrance if arriving before opening, and the entrance at the rear of the building into the cellar if entering when there are customers in the building. Staff must ensure that they sanitise their hands upon entry.
Uniform change (if applicable)	FOH staff are expected to arrive in uniform. Kitchen staff to change into whites once on site.
Kitchens	Only one member of staff to be in the kitchen area at a time. Prepared dishes to be placed on a designated side for a server to collect. Dirty plates etc to be returned to a separate site, to be cleaned by chef or designated member of staff. Dirty glasses to be returned to the bar
Food Storage Areas	Limited number of stock items will be held on site. Fridges will need to be sanitised daily
Cellar	Manager of site (or a nominated person in their absence) will undertake ALL cellar work, cellar will be sanitised after every use
Work benches and tables	All work areas and tables to be sanitised after every use with D10 solution

Equipment	During operational hours staff will be allocated equipment which will be sanitised before operation, and the end of operation and periodically throughout the day
Outdoor areas	Bins to be accessed as little as possible, gloves MUST be worn when handling waste
Deliveries	Deliveries where possible are to be scheduled outside of trading hours to minimise risk, and are to come through the rear access only
Toilet Use	Staff advised to use disabled toilet as it is least frequently use. Hands to be washed and sanitised before and after.
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 in accord with government guidelines.
Using the Staff office	Office is out of bounds for staff and for use by management only, hands must be washed or sanitised before entry and after exit
Leave work	Staff are to take all belongings with them, leave as soon as it is safe to do so - via the rear entrance if there are customers in the building, they must sanitize their hands before exit
When staff feel unwell	If any member of a shift falls ill with Covid-19 symptoms, the whole team on that shift will be asked to isolate and to book a Covid-19 test as soon as possible, keeping their line manager informed of results. A deep clean of the building must take place before another team takes over to reopen the site.