

Details	
Group	LFH Hotels Limited
Site	LFH - Fowey Hall Hotel
Title	COVID-19 Risk Assessments
Assessed By	Dulce Marques

Task	Completed date of assessment
COVID-19 Risk assessment 11 - Left luggage	01-07-2020

COVID-19 Risk assessment 11 - Left luggage
Hazards?
Infection spread by staff with symptoms of COVID-19
Infection spread by customers with COVID-19
Infection spread from baggage, equipment and clothing infected with COVID-19
Who might be harmed and how?
Guests
Staff
Contractors
Visitors
Controls in place
Posters and notices will be displayed detailing the rules in place to prevent the risks of infection from COVID-19 at point of entry to left luggage. Such posters will include detail of physical distancing and hand washing arrangements
60% alcohol hand sanitising gel stations will be positioned at the entry to left luggage for customers to use. Staff will be encouraged to remind guests of the need to use these gels
Left luggage will be restricted to baggage only. Guests will be advised that clothing and personal items will not be accepted in to the left luggage room.
Customers will be requested to bring their bags to the door of the left luggage room. Staff will not be required to move bags to this area. Where bags are moved direct from guest rooms, a trolley will be used.
Any equipment used to move bags e.g. trolleys, will be cleaned and sanitised after each use
Left luggage tickets will be placed on a table or counter surface for customers to collect. They will not be handed directly to customers
Staff will wear a clean pair of disposable gloves when handling left luggage bags. They will put the gloves on before handling any bag and remove them after the bags have been placed in the left luggage room. Hands will be washed/sanitised
Staff will maintain physical distancing rules at all times whilst servicing left luggage

Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	01-07-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	

Task: COVID-19 Risk assessment 11 - Left luggage

Trained employees	Training date	Signature