

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 4 - Customer safety	01-07-2020

COVID-19 Risk assessment 4 - Customer safety

Hazards?

Infection spread by staff with symptoms of COVID-19

Infection spread by customers with COVID-19

Infection spread from surfaces and equipment infected with COVID-19

Who might be harmed and how?

Customers

Guests

Staff

Suppliers

Visitors

Controls in place

Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.

Physical distancing measures will be in place to permit customers and social groups to physically distance whilst queuing, and whilst inside the premises (see physical distancing risk assessment)

Posters and notices will be displayed detailing the rules in place to prevent the risks of infection from COVID-19 at point of entry and throughout the premises. Such posters will include detail of physical distancing and hand washing arrangements

Customers exhibiting symptoms of COVID-19 will be politely asked to leave the premises for the safety of others.

Hand wash stations in public areas and toilet facilities will be stocked with suitable hand soap, hand drying facilities and 60% alcohol hand gel. Hot water will also be available to all hand wash basins

60% alcohol hand sanitising gel stations will be positioned throughout the premises for customers to use. Staff will be encouraged to remind guests of the need to use these gels

All tables will be completely cleared before customers are seated. No tables will be set prior to customers sitting at their table i.e. no cloths, cutlery, crockery, glasses etc. Tables will be cleared and sanitised before seating guests

Table screens will be available on request. Screens must be cleaned between uses

Staff interaction with customers will be limited, for example table check backs will be suspended.

Tables will be kept clear of any sundry items e.g. table talkers, menu's, flowers etc.

Menu's will be single use, disposable copy only. Where possible mobile phone app use will be encouraged for ordering and menu choices. Digital solutions will include menu allergen information

Where door checks include searches of bags or persons, gloves must be worn. Hands must be washed/gloves replaced between each search

Live music will not be played. Additional background music will be kept to a low volume to avoid guests shouting to make themselves heard

Records of customer names and contact details shall be held for a period of 21 days to assist with the operation of the NHS Test & Trace scheme

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 4 - Customer safety

Trained employees	Training date	Signature