

## Covid-19 Risk Assessment | Public areas (accommodation & food service & lounges)

Property Name	The Carlton Hotel
Date of Assessment	30-08-2020
Assessment Carried out by	Eliot Seabourn-Wren

Date of Next Review:	tbc
Notes:	Version 3

Please read all 8 pages of this risk assessment & refer to supporting documents listed on the last page.



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<p>Covid-19  (Infected person enters the hotel)</p>	<p>Hotel staff &amp; hotel guests, other customers &amp; visitors  (Transmission of the virus by contact via surfaces, air borne droplets)</p>	<p>Non fire doors to be wedged open.</p> <p>Cohort (fixed shift) and solo working to be implemented as far as it practicable, Aim to reduce any crossover between individuals.</p> <p>Detailed instruction on working</p> <ul style="list-style-type: none"> <li>• in pinch points like pantries, housekeeping stores, dry stores, walk in fridges etc</li> <li>• side by side or back to back NOT face to face</li> <li>• increased hand washing when working in close proximity or handling guests items</li> <li>• no joining meal or drink breaks</li> </ul> <p>Detailed instruction on working in housekeeping</p> <ul style="list-style-type: none"> <li>• Room cleaning when no guest present</li> <li>• Enhanced regime of cleaning see special SOP for more detail</li> <li>• Use of dilute disinfectant and or bleach as part of final clean</li> <li>• Removal of un-necessary items from room eg bible, soft throws etc</li> <li>• Glasses / crockery TMF to be available on demand</li> <li>• Use of fogging machine with suitable disinfectant</li> </ul> <p>Revised food service which will include, see special SOP for more detail</p> <ul style="list-style-type: none"> <li>• Pre arrival information communicated to customer via website, phone, email or guest letter</li> <li>• Only at table / at seat service in lounge</li> <li>• Lower density of seating in lounges</li> <li>• Reduced guest and staff contact time</li> <li>• Maintaining distance</li> <li>• Signage in lounges / bar &amp; brasserie</li> <li>• Marked one way flow for guests, limit use of public bathrooms</li> <li>• Menus to be laminate, tables to be set once guest seated.</li> <li>• Agreed dining times with guests.</li> </ul> <p>Customers are directed to table not escorted.</p> <p>Card payment preferred..</p> <p>Overt public cleaning of menus, tables, chairs, card machines and similar.</p> <p>Tips to room account or card preferred.</p>		<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
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<p>Covid-19  (Infected person enters the hotel)</p>	<p>Hotel staff &amp; hotel guests, other customers &amp; visitors  (Transmission of the virus by contact via surfaces, air borne droplets)</p>	<p>Revised room service procedures, dropping off tray o/s room. Payment to room account. Tips to room account or card. See special SOP.</p> <p>Provide for customers FAQ document on all C19 proecdures including:</p> <ul style="list-style-type: none"> <li>• Pre arrival</li> <li>• Booking for dinner &amp; breakfast</li> <li>• Use of individual mask in bedroom corridor</li> <li>• Bring mask or we can sell one</li> <li>• Etiquette in public areas</li> <li>• Sitting in your own household or bubble</li> <li>• Use of lift - discouraged</li> <li>• Cleaning of guest bedroom – modified procedure</li> </ul> <p>Have an illness during stay reporting procedure and useful contact numbers in the property</p>		<p>✓  ✓         ✓</p>	
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What is the hazard? (and unsafe condition)	Who Might Be Harmed? (and how)	What further action do you need to take to control the risk?	Risk Factor / Urgency		
			High	Med	Low
Covid-19  (Customer becomes ill at hotel)	Hotel staff & hotel guests, other customers & visitors  (Transmission of the virus by contact via surfaces, air borne droplets)	<p>Customer is quarantined in their room. No other person allowed in room.</p> <p>Sympomatic guests may be responsible for cleaning their own rooms.</p> <p>Customer is requested to leave at suitably quiet time of day and travel home.</p> <p>After departure room is left locked vacant for 72 hours.</p> <p>Higher level PPE is worn when cleaning room.</p> <p>Windows are fully opened to air room.</p> <p>Soiled linen is double bagged.</p> <p>See special SOP for detail. Training advice issued to staff.</p> <p>Cleaning is checked and signed off. See specific government guidance for cleaning in this event.</p> <p>Amend booking terms to insist customer will pay if they have to stay on.</p>		<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
Covid-19  (Contamination of building)	Hotel staff & hotel guests, other customers & visitors  (Transmission of the virus by contact via surfaces, air borne droplets)	<p>Government guidance is followed.</p> <p>Generally an increased cleaning frequency of all common areas with disinfectant / bleach solution, especially touch points. Training advice issued to staff. Signage to encourage this.</p> <p>With use of cleaning checklist to demonstrate cleaning being completed in all areas.</p> <p>General increase in handwashing practices by all staff and guests. Signage to be in place.</p>		<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

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What is the hazard? (and unsafe condition)	Who Might Be Harmed? (and how)	What further action do you need to take to control the risk?	Risk Factor / Urgency		
			High	Med	Low
Covid-19  (Vulnerable employee)	Hotel staff with underlying health conditions, reduced immunity, over 70, pregnant	<p>UK Government guidance to be followed</p> <p>Employees have been instructed to self-isolate if they have had either a high temperature (37.8 centigrade or greater) or a continuous dry cough or a loss of, or change to, your sense of smell or taste in the last 14 days – there have been no instances of these to date.</p> <p>Any vulnerable employees are required to work from home.</p> <p>Where home working is not possible arrangements are made to isolate employee at work if symptom free or in less riskier areas of service.</p> <p>Pregnant workers may be asked to commence maternity leave early if practicable.</p>		<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	



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### Notes on completion

This RA should be read in conjunction with our special C19 Standard Operating Procedures which cover off

- General guidance for team members (document GG01)
- General guidance for hotel customers (document GG02)
- General guidance for food and drink customers (document GG03)
- Food and drink service (document SOP1912)
- Room service (document SOP1911)
- Public areas cleaning (document SOP1903)
- Housekeeping / room service (document SOP1902)
- Change over room cleaning (document SOP1903)
- Reception service (document SOP1901)