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| **Assessment Details: Hotels** | | | | | | |
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| **QT Reference No:** |  | **Date:** |  | **Completed:** |  | |
|  | | | | | | |
| **Business Name:** |  | **Address:** |  | | | |
| **All legal and mandatory requirements are verified through the Boarding Permit process as issued by the Committee for Economic Development** | | | | | | |
| **Valid Boarding Permit issued:** | **Y / N** | | | | |

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| **Completion Guide** |
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| **The below Risk Assessment is to be completed to ensure robust procedures are in place to help mitigate risk for all stakeholders**  The example below demonstrates how this Risk Assessment works. Give the Severity (S) and Likelihood (L) a score based on the table below. Multiply (S) by (L) to create a risk score (R).  Score each job hazard rather than each control measure.   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Severity (S):** | **6** Multiple Death | **5** Single Death | **4** Major Injury | **3** Lost Time Injury | **2** Minor | **1** Delay | | **Likelihood (L):** | **6** Certain | **5** Very Likely | **4** Likely to Happen | **3** May Happen | **2** Unlikely to Happen | **1** Very Unlikely to Happen |   The figures will give a risk score between **0** and **36**:  **0-10** low risk (Green), **11-20** medium risk (Amber) and **21-36** high risk (Red).  Focus should be placed on any high risk areas and where risk can be mitigated. |

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| **Job Hazard Exposure / Detailed Hazard** | **Possible Harm  and Effects** | **Existing  Control Measures** | **Recommended Controls / Information  (In Priority Order)** | **S** | **L** | **R** |
|  | | | | | | |
| **EXAMPLE**  **Person to person check in / out contact during COVID 19 pandemic reception team and guest** | Becoming infected with  COVID-19 and further spread the infection | Send information prior to arrival | Email guest invoices  Card payment only | 1  2 | 1  1 | 2  2 |
| **Person to person check in/out contact during COVID-19 pandemic reception team and guests** | Becoming infected with  COVID-19 and further spread the infection |  | Health questionnaires sent out to all guests prior to arrival  Ensure the reception team members have signed a fit for work document  Send out a clear and concise email stating arrival instructions and why these are in operation also stating what facilities are open (helps to manage guest’s expectations and minimise complaints)  Ensure the health & safety of the reception team and guests by:   * Ensuring all reception and back office areas have regular robust cleans adhering to a cleaning schedule * Social distancing measures are in place for both staff members and guests * Hand sanitiser available to both staff and guests within this area * Minimising guest numbers in the reception at any one time (staggered check in/out times if possible) * Best practice could be to place clear shielding screens if possible on reception desks * Express check in. Have the guests check in paperwork and key/key card in an envelope ready for the guest (set up as per a conference check in) * Email guest invoices * Card payment only * Dedicated phone line for in house guest queries and maintenance / housekeeping reporting * Express checkout system in place |  |  |  |
| **Public usage and cleaning of public areas / corridors within the hotel** | Becoming infected with  COVID-19 and further spread the infection |  | Ensure cleaners / housekeepers have signed fit for work documents  Ensure clear signage explaining social distancing requirements to guests  Ensure staff are briefed and trained on the importance of social distancing  Remove furniture to ensure guests can social distance  Ensure a robust cleaning schedule is in place specifically for public areas, closing the area for cleaning on a regular basis  Ensure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties  Introduce a training programme with all the housekeeping teams to ensure knowledge and skills of cleaning requirements  Monitor the cleaning standards  Perform a deep clean of these areas at night  Remove electrical devices, TVs, radios etc |  |  |  |
| **Public usage and cleaning of public toilets within the hotel** | Becoming infected with  COVID-19 and further spread the infection |  | Suspend the use of air dryers and towels in all toilets replace with paper towels and a lidded bin for these to be disposed in  Ensure a robust cleaning schedule is in place for the public toilets  Use a cleaning checklist and leave in the public toilets for transparency  Ensure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties  Provide a training programme with all the housekeeping teams to ensure knowledge and standards of cleaning requirements  Monitor the cleaning standards  Have cleaning in progress signage  Perform a deep clean of these areas at night |  |  |  |
| **Use of lifts by both guests and staff** | Becoming infected with  COVID-19 and further spread the infection |  | Priority use only  Reduce the number of people in the lift to adhere to social distancing  Regular deep clean of the lifts especially the button panel as this is a high-volume touch point    Perform a deep clean of the lifts at night |  |  |  |
| **Cleaning guest bedrooms** | Becoming infected with  COVID-19 and further spread the infection    Contaminated accommodation / spread of COVID-19 |  | Ensure cleaners / housekeepers have signed fit for work documents  Do not enter the bedroom when the guest is in the room  Suspend stop overs / refresh cleans and  turn-down services.  The housekeeper has filled out the fit for work document  Ensure all housekeeping staff are trained in the use of, and provided with the correct PPE to carry out their room cleaning duties  Provide a training programme with all the housekeeping teams to ensure knowledge and standards of room cleaning requirements  Monitor the cleaning standards  Have cleaning in progress signage  All cleaning / maintenance schedules are adhered to and documented accordingly  Dirty linen to be placed into linen bags immediately NOT placed on the floor in the bedroom or corridor speak with the laundry company to increase linen bag numbers and have some dissolvable red bags for infected linen  All mugs and glasses are replaced NOT washed in the room (all mugs/ cups, saucers and glasses need to be ran through a dishwasher)  Lone working for the housekeeping staff to adhere to social distancing  Any maintenance issues to be resolved after the housekeeper has left the room |  |  |  |
| **Infectious outbreak within a hotel bedroom** | Becoming infected with  COVID-19 and further spread the infection  Contaminated accommodation / spread of COVID-19 |  | Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long  Offer assistance with calling local doctor or an ambulance  Inform all staff that the bedroom is in quarantine and do not enter  Inform duty manager so all cases are accounted for if the situation becomes worse (reporting purposes for Environmental Health, see latest gov.gg guidelines)  Place extra guest amenities, food if required, medicines if needed, linen and linen bags outside the guest bedroom… do not enter  Place an emergency body fluid kit outside the for the guest to use in these circumstances  Increase the number of times your public areas and toilets are cleaned immediately it becomes aware that you have a poorly guest inhouse following the cleaning schedules and staff requirements  Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness  Speak with the reception team to move the following booking from the room. If the hotel is full speak with other hotels to see if they can take the booking on your behalf  Minimise contact with the guests on departure  Leave the bedroom empty for as long as possible 72 hours ideally  Contact a specialist cleaning company to professionally fog the bedroom  Minimise contact with the guests on departure |  |  |  |
| **Person to person contact within the bar or restaurant area** | Becoming infected with  COVID-19 and further spread the infection |  | Ensure the health & safety of all staff and customers by    All staff to receive a back to work interview and complete a back to work document    Implementing a 21 day track and trace information system suitable for your business for both customers and staff that can support the NHS track and trace system if the information was required    Shielding screens in place at all staff and customer interaction points    Hand sanitiser available on entering the premises    Staff to wear appropriate PPE    All of the premises adhere to the social distancing Government guidelines    Clear signage on walls and floors to explain the social distancing measures in place    Pre bookings only if possible    Staggered arrival of customers    Table service only or order food and drink though phone App or contactless ordering    Outdoor table service to be encouraged and monitored on a regular basis    Card payment only |  |  |  |
| **Public usage and cleaning of public areas within the bar or restaurant** | Becoming infected with  COVID-19 and further spread the infection |  | Ensure all staff have been trained in cleaning regimes    Ensure clear signage explaining social distancing requirements to guests    Ensure staff are briefed and trained on the importance of social distancing and how to help customers enforce the rules    Remove unneeded fixture and furniture to ensure guests can adhere to social distancing guidelines within the premises    Ensure a robust cleaning schedule and checklist are in place specifically for public areas, especially for high volume touch points throughout opening hours    Ensure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties    Monitor the cleaning standards    Perform a deep clean of these areas at night |  |  |  |
| **Kitchen** | Becoming infected with  COVID-19 and further spread the infection        Contaminated accommodation / spread of COVID-19 |  | Ensure that the Kitchen is safe for staff to work safely in and adhering to Government Guidelines on social distancing and that all relevant signage is clear and concise    Ensure that all kitchen team members are up to date with food hygiene certificates    Check all kitchen appliances are clean and fit for purpose    Brief all staff on HACCP procedures    Ensure an enhanced cleaning regime of the kitchen is developed and implemented during service and a deeper clean at the end of each shift    Within the kitchen include guidance regarding the amount of people allowed in chilled and dry stores and how the logistics of this can be implemented    Hand washing of glassware, etc should be avoided where possible, if not should be washed separately from plates and cutlery    Use a dishwasher where possible to clean crockery and cutlery to maintain cleanliness levels, if this is not possible wash by hand using detergent and warm water and dry thoroughly, using a separate tea towel (staff to wear rubber gloves)    During rinsing processes, advise temperatures above 60 degrees so the crockery, cutlery and glassware are disinfected correctly    Kitchen cloths, sponges and other cleaning materials should be changed daily and similarly used materials disposed of on a daily basis. Tea towels used for drying should be changed on a daily basis and washed following manufacturers instructions use the warmest setting and dry all items completely    Keep kitchen and Front of House staff teams working with each other on the same shifts    Have a clear procedure how the kitchen receives customer orders so minimising contact    Have a clear food drop off point so Kitchen team and Front of House team minimise contact    Kitchen and front of House wastage speak with your disposal company to advise on any new collection policies that will impact on them. Increase wastage collections to have minimum waste on the premises |  |  |  |
| **Laundry procedures** | Becoming infected with  COVID-19 and further spread the infection |  | Minimise the contact with used bed linen and towels  Use correct PPE when stripping beds  Have the linen bag ready for the linen from that room only secure tightly  Remove to the allocated cage  immediately to minimise cross contamination  Do not place used linen on the floor in the bedroom or corridor  Keep dirty and clean linen separate  Speak with your laundry company to supply more linen bags and to request more frequent collections to minimise the amount of used linen in the hotel |  |  |  |
| **Staff training systems** | Not knowing the businesses policies and systems. placing staff and customers at risk of contacting COVID |  | Train all staff on the importance of a cleaning regime and policies    Staff self hygiene measure to follow    Hand washing protocols    Correct usage of PPE    On board all new workplace environmental changes, policies and procedures to staff explaining why these procedures need to be in place and workable    A communication strategy on business updates and any changes in Government guidance    New staff policies on arrival times, shift patterns, uniforms and break arrangements    Hold regular wellbeing meetings with the team members to ensure all staff are happy and secure with all policies |  |  |  |
| **Deliveries** | Becoming infected with  COVID-19 and further spread the infection |  | Check with all your external delivery companies what their updated social distancing procedures are and how does that affect your business  Less deliveries/ different time of deliveries |  |  |  |