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| **Assessment Details: Hotels** |
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| **QT Reference No:** |  | **Date:** |  | **Completed:** |  |
|  |
| **Business Name:** |  | **Address:** |  |
|  |
| **Insurance Certificate:** |  | **Gas Safety Certificate:** |  | **Fire Risk Assessment:** |  | **Carbon Monoxide Detectors:** |  |

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| **Completion Guide** |
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| 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.

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| --- | --- | --- | --- | --- | --- | --- |
| **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 invoicesCard payment only | 12 | 11 | 22 |
| **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 |  | Health questionnaires sent out to all guests prior to arrivalEnsure the reception team members have signed a fit for work documentSend 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)
* 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 documentsEnsure clear signage explaining social distancing requirements to guestsEnsure staff are briefed and trained on the importance of social distancingRemove furniture to ensure guests can social distanceEnsure a robust cleaning schedule is in place specifically for public areas, closing the area for cleaning on a regular basisEnsure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning dutiesIntroduce a training programme with all the housekeeping teams to ensure knowledge and skills of cleaning requirementsMonitor the cleaning standardsPerform a deep clean of these areas at nightRemove 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 inEnsure a robust cleaning schedule is in place for the public toiletsUse a cleaning checklist and leave in the public toilets for transparencyEnsure 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 requirementsMonitor the cleaning standardsHave cleaning in progress signagePerform 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 onlyReduce the number of people in the lift to adhere to social distancingRegular 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 documentsDo not enter the bedroom when the guest is in the roomSuspend stop overs / refresh cleans and turn-down services.The housekeeper has filled out the fit for work documentEnsure all housekeeping staff are trained in the use of, and provided with the correct PPE to carry out their room cleaning dutiesProvide a training programme with all the housekeeping teams to ensure knowledge and standards of room cleaning requirements Monitor the cleaning standardsHave cleaning in progress signageAll cleaning / maintenance schedules are adhered to and documented accordinglyDirty 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 linenAll 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 distancingAny 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 longOffer assistance with calling local doctors, 111 or the ambulanceInform all staff that the bedroom is in quarantine and do not enterInform duty manager so all cases are accounted for if the situation becomes worse (reporting purposes for the EHO)Place extra guest amenities, food if required, medicines if needed, linen and linen bags outside the guest bedroom… do not enterPlace an emergency body fluid kit outside the for the guest to use in these circumstancesIncrease 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 requirementsBuild into terms and conditions the cost and requirements if a guest has to extend their stay through illnessSpeak 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 behalfMinimise contact with the guests on departureLeave the bedroom empty for as long as possible 72 hours ideallyContact a specialist cleaning company to professionally fog the bedroomMinimise contact with the guests on departure |  |  |  |
| **Laundry procedures** | Becoming infected with COVID-19 and further spread the infection  |  | Minimise the contact with used bed linen and towelsUse correct PPE when stripping bedsHave the linen bag ready for the linen from that room only secure tightlyRemove to the allocated cageimmediately to minimise cross contaminationDo not place used linen on the floor in the bedroom or corridorKeep dirty and clean linen separateSpeak 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 |  |  |  |
| **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 |  |  |  |
| **Room service** | Becoming infected with COVID-19 and further spread the infection Not meeting customer expectation  |  | Have a clear timed availability and menu in all roomsHave the correct equipment and procedure to deliver a professional room service Have these menu choices and ingredients available at timesGive guests clear timings and procedures of arrival of their foodRemember to collect the tray once the guest has finishedRemember to charge to guests’ room (no money to exchange hands) |  |  |  |