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| **Assessment Details: Hotels** | | | | | | | | | |
|  | | | | | | | | | |
| **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.   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **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 guest** | 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) * 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 doctors, 111 or the 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 the EHO)  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 |  |  |  |
| **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 |  |  |  |
| **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 rooms  Have the correct equipment and procedure to deliver a professional room service    Have these menu choices and ingredients available at times  Give guests clear timings and procedures of arrival of their food  Remember to collect the tray once the guest has finished  Remember to charge to guests’ room (no money to exchange hands) |  |  |  |