



Reception Department Risk Assessment – COVID-19

Person completing this form: Sandra Guinehut

Date: 10.05.21

Persons Affected: Employees Public

Work Process: Safety of staff and guests on Front of House in the current coronavirus situation

Hazard	Risk	<i>Control Measures</i>	Manager Comments Confirm measures have been or can be implemented	Confirm measures suitable
2m distance – travelling to work	Transmission of COVID-19	Encourage staff not to use public transport	If they must use the public transport –mask must be worn	
Return to work	Transmission of COVID-19	Clocking staff and checking for COVID- 19 and restriction contact	Mask to be worn prior to entering the hotel Facial Recognition and temperature check in all touch free and form with three questions to be answered COVID -19 Do any of the following Apply 1. High temperature 2. A new continues cough 3. A loss or change to sense of taste and smell	

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Maintaining 2m distance while working for staff	Transmission of COVID-19	Brief all workers on Government & Public Health Authority (PHE) guidance Perspex screen/sanitiser and PPE available	<p>screen have been placed on the front desk/bar area and between the 2 computers behind the reception desk</p> <p>The reception desk has been pushed back to give the guests more space between the reception and the bar area</p> <p>The reception desk has been made bigger to give the receptionists space behind the desk to keep social distances</p> <p>Masks to be worn at all time through the hotel, unless the staff is behind a perplex screen</p> <p>sanitiser situated around the area for staff and guests</p>	
Staff working together	Transmission of COVID -19	Sanitising stations and Perspex screening	<p>We have introduced a screen on the front desk and a screen between the 2 receptionists behind the desk</p> <p>Inform staff that they need to adhere to the hotel policy of social distancing from other members of staff</p>	
Coming into contact with guest amenities on check in / check out	Transmission of COVID-19	Two system check in – online check in or desk check in on arrival Temperature reading	<p>To reduce as little contact with guests</p> <p>We will provide a Welcome Pack which will be presented to guests this will contain detailed information of what to do during their stay</p> <p>Pre-programmed key which will be sanitised prior to arrival</p>	

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			<p>Only one entrance in to hotel so can control level flow throughout the hotel. Staff and guests to wear masks Screens on the desk to protect staff and guests Guest temperature will be taken on arrival. Box on the reception desk for the guests to dispose of their key cards Accounts will be placed under the door the night prior to departure so guests can then advise if they wish to settle with the card provided or happy to come to desk</p>	
Use of the phones/keyboard	Transmission of COVID-19	Phones/keyboards/mouse and major touch points to be sanitise at the start and end of each shift	<p>Sanitising wipes behind the desk Staff to sanitise the keyboard and mouse prior to start of shift and after shift All major touch points to be frequently sanitised</p>	
Lift	Transmission of COVID-19	Minimising the use of the lift and how many people can get in the lift. Only people from the same household can get in the lift together	<p>Sanitisers are situated on each floor. The lift will be Priority use only. 2 people only at one time who are staying in the same room</p>	
Helping with the luggage	Transmission of COVID-19	Keep distances with the guest. When assisting with luggage	<p>Mask to be worn Hand wash and sanitiser available</p>	

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			Box of gloves available behind the desk If possible, bring the bags in the room before the guest gets in. If the guest is already in, knock on the door, leave the bag in front of the door and step back Staff to wash or sanitise their hands afterward Use of gloves	
Bar service	Transmission of COVID-19	Screens/ staffing/surface cleaning/seating	Screens have been put in place for the bar to collect drinks and another to return drinks. Mask to be worn at all time Table service for drinks Tables will be sanitised more frequently before and after guests are seated Staff will be asked to keep social distances behind bar Foggers will be used each evening through bar area/reception once guests have left the area	
Confirmed or suspected case of COVID-19 onsite	Transmission of COVID-19 – further contamination of surface	Refer to Current Govt Guidelines.	If anyone show signs of COVID-19 in the workplace, they will be sent home and advised to follow the stay at home guidance. Managers to keep in touch with them during this time	

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Welfare – Breaks	Transmission of COVID-19	All cups, plates etc must be washed in the dishwasher	Lunch/ breakfast/ dinner breaks to be staggered to adhere to the 2-metre distancing. The same to apply for smoking / vaping breaks Hand wash basin to be available so staff can frequently use them	
Emergency evacuations – maintaining 2m distance	Transmission of COVID-19	Social distancing to be maintained from all other staff & guests unless there is a danger to life or the risk of injury	Masks to be worn	
Emergency evacuations – maintaining 2m distance at assembly point	Transmission of COVID-19	All staff to guide hotel guests to areas around the assembly point far enough away from the building that a 2-metre distance from each other may be maintained.	Managers to run through this with all staff and ensure they are aware where these locations are	
Workers hiding potential Covid-19 symptoms or not self-isolating when they should be	Transmission of COVID-19	All staff will be asked on their return from furlough if they have had or currently have any symptoms or if they are in contact with or have been in contact with anyone who has symptoms of COVID-19.	If advised that a member of staff or public has developed Covid-19 and were recently on our premises, the management team will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. https://www.publichealth.hscni.net/	

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		All staff told not to come in if they have symptoms in line with Government / PHE guidelines		
Transmission of COVID -19	Transmission of COVID-19	NHS Track and trace to be downloaded on staff phones	QR code is in place by the staff clocking in machine. Staff should be scanning this on arrival to work.	