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| **Assessment Details: Bar & Restaurant** | | | | | |
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| **QT Reference No:** |  | **Date:** |  | **Completed:** |  |
|  | | | | | |
| **Business Name:** |  | **Address:** |  | | |
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| **This business complies with all applicable statues, regulation, orders and other mandatory requirements relating to the tourism industry in the Isle of Man** | | | | | **Y/N** |

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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 contact within the bar or restaurant area** | Becoming infected with  COVID-19 and further spread the infection | Social distancing measures in place | Card payment only | 1  2 | 1  1 | 2  2 |
| **Person to person contact within the bar, restaurant & cafe 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, restaurant & cafe area** | 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 |  |  |  |
| **Public usage and cleaning of public toilets within the within the bar, restaurant & cafe area** | Becoming infected with  COVID-19 and further spread the infection |  | Introduce a toilet entry system if possible, using a code or key gained from a member of staff  If not ensure that all social distancing guidelines can be adhered to  Suspend the use hand towels in all toilets replace with paper towels and a lidded bin for these to be disposed in  Ensure a robust cleaning schedule and checklist are 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  Monitor the cleaning standards and retrain staff if standards are not complying with company policies  Have cleaning in progress signage  Perform a deep clean of these areas at night |  |  |  |
| **Use of lifts by both guests and staff within the bar, restaurant & cafe area** | 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 |  |  |  |
| **Kitchen within the bar, restaurant & cafe area** | Becoming infected with  COVID-19 and further spread the infection    Contaminated accommodation / spread of COVID-19 |  | Ensure that the Kitchen is 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  Handwashing 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 amd 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 FOH 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 |  |  |  |
| **Staff contracting COVID** | Becoming infected with  COVID-19 and further spread the infection    Contaminated accommodation / spread of COVID-19 |  | Create staff teams and keep to these to minimise a possible COVID spread and to protect your business  Handwashing facilities / sanitiser available for all staff members with instructions on hand washing  Have adequate space for all team members to have breaks adhering to the social distancing guidelines  Use outdoor areas for staff breaks if possible  Encourage staff to have a grab and go lunch  Staff breaks to be staggered  Look at how staff members enter and leave the building does this adhere to social distancing guidelines  Staff to wear own clothes in to work and change into uniform in locker room  Are the locker rooms adhering to social distancing guidelines and are there lockers to secure personal possessions  If staff are sharing a back office area ensure it adheres to social distancing guidelines and there is a clear cleaning schedule in place of all high volume touch points |  |  |  |
| **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 |  |  |  |
| **Laundry procedures ( if applicable) within the bar, restaurant & cafe area** | Becoming infected with  COVID-19 and further spread the infection |  | Minimise the contact with table linen  Have the linen bag ready for the linen from that table  Remove to the allocated cage  immediately to minimise contamination  Keep dirty table linen and clean linen separate  Speak with your laundry company to supply more linen bags if required |  |  |  |
| **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 if the bar, restaurant & cafe area within a hotel** | 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) |  |  |  |