

Reception & Waiting Areas

This risk assessment covers the risk of coronavirus spread in front of house / guest facing environment. This risk assessment was created on 18th June 2020 and reflects the guidance issues by the HM Government. The coronavirus situation is dynamic and hazards and controls must be updated as government advice changes. In order for this risk assessment to be suitable and sufficient, then contents must be reviewed, controls amended to reflect the operation and then adopted. The use of a sign off sheet is recommended to record the adoption of the risk assessment and that findings of the risk assessment have been communicated to and understood by the relevant team.

Area/Task/Hazard:

Spread of COVID-19 from person to person, both from colleagues, guests and other visitors to this area.

COVID -19 is transmitted from small droplets that are created when infected persons sneeze or cough. These can be directly transmitted to another person or a surface and then transferred if a person touches their eyes, mouth or nose.

Groups at Risk:

- Colleagues
- Hotel Guests
- Visitors
- Contractors
- Members of the public

Severity (A)	Major Injury/Serious Damage (5)	Likelihood (B)	Likely (10)	People (C)	6-50 People (2)
Calculation	Score: 5	X	Score: 10	X	Score: 2

Total Score: 100 Risk Rating - Very High (>100)

Control Measures:

- **Fitness to work** - teams are to observe the latest government guidance regarding isolation. Managers to be aware of the symptoms of COVID-19 (new continuous cough and / or high temperature) and exclude workers if they exhibit these symptoms.
- **Temperature Checks** - All team members will be randomly temperature checked and management will keep a log.
- **Distance between team members** - All team members must adhere to social distancing guidelines. If this cannot be achieved, then consider amending layout, ensuring that safety is not impacted. Staff MUST remind all guests if required the social distancing.
- **Distance between guests and team members** - Social distancing guidance is to be maintained and assisted by signage throughout informing guests of what is expected. Front desk team members must step back when the guest is called to approach the front desk.
- **Front Desk Equipment** - All PC, keyboard, mouse, telephones MUST be sanitised before, during and after all shifts. Reception team members must where possible stay on one work station during their shift. If lone working - it can be cleaned before and after their shift.
- **Telephone** - Sanitise all telephones before, during and after each shift. One person should be responsible for taking all incoming calls during the shift, if this cannot be achieved the telephone must be sanitised after every call. Hand Sanitisers are available at each workstation
- NB - If sharing a workstation, a sanitisation checklist is to be used ensuring the work station is cleaned after every use.
- **Appointments** - Staggered appointments will be implemented to assist with social distancing and limit the number of people allowed in the spa at one time.
- **Guest Check-in** - All times are staggered to maintain social distancing, possibility of screening medical questionnaires completed prior to arrival
- Signage and taped markings will be present in front of the main desk to instruct all guests to wait, the front desk team members will call the guest to the desk and step back accordingly.
- Clients will be informed by the reception team of the new hygiene rules both in advance and upon arrival.
- **Beverage** - Water will be provided for guests, ensuring all glassware is thoroughly cleaned after each use. Team members must wear PPE
- **Furniture** - All furniture is to be spaced out to ensure social distancing, blankets will be available upon request and laundered after use.
- **Handwashing for the team** - Handwashing is recommended for all the conference team and must be done frequently. Supply of liquid soap and hot/cold water is in all public facilities. Hand sanitiser (minimum of 60%) will be provided to compliment hand washing, but it is not a substitute.
- Note - hands must be sanitised before coming into contact with all guests / team members including handling of letters of confirmation / information. NB - Emailing would be preferred option to communicate with guests if possible
- **PPE** - It is considered necessary for all team members to wear company standard PPE to control COVID-19 . If any of the team are displaying symptoms, they should not be in the workplace.
- **Manual Handling** - Some manual handling tasks may require a two person lift or carry. This means team members potentially coming into close contact with one another. The task should be reviewed to consider if it is absolutely necessary or if an alternative approach can be used.
- If the lift or carry is absolutely necessary, then minimise the time the team are in close proximity with one another - using gloves / mask. This can be achieved by ensuring the path is clear of obstructions and one person prepares the area ahead of the lift or carry.
- Note - the lift or carry should not be rushed, as this could increase the likelihood of injury. It is about minimising the time team members are in close proximity to one another by preparing for the lift or carry.

- **Towels** - all fresh towels will be distributed by team. Observing social distancing. Soiled linen will be collected following the linen procedures.
- **Disinfection of touchpoints** - All touchpoint surfaces must be frequently disinfected with Virosol disinfectant spray in line the relevant COSHH guidelines (See attachment*)
- **Staff Uniform** - Uniforms are provided and they must be washed daily and only worn once.
- **Testers / Information** - All brochures and testers will be removed from all public areas
- **Other mitigating factors** - increasing the frequency of hand washing and surface cleaning, including disinfection of high footfall areas or common touchpoints with particular attention to toilets/restrooms.
 - keeping the activity time of any activity where social distancing cannot be maintained as short as possible
 - using screens or barriers to separate people from each other
 - using back-to-back or side-to-side working (rather than face-to-face) whenever possible
 - reducing the number of people each person has contact with by using 'fixed teams or partnering'
- **Track and Trace** - A System inline with data protection will be implemented in all food and beverage areas to track and trace individual/parties to assist NHS Test and Trace (See attached)
- **Managing queues** - Each hotel will look at ways to manage queues / crowds eg: Different entrances / exits / table service only.
- **Social Distancing** - Signage is visible to all guests. When team members are communicating with guests, they must maintain social distancing
- **Music** - throughout all guest areas music should be kept at an acceptable level
- **Waste Management** - All waste will be split into general and recycled. At the end of every shift the team members must dispose of their individual rubbish in the correct bins - ensuring they are wearing the correct PPE

If control measures are implemented and are effective the hazard can be categorised as:

Severity (A)	Minor Injury/Minor Damage (2)	Likelihood (B)	Possible (5)	People (C)	6-50 People (2)
Calculation	Score: 2	X	Score: 5	X	Score: 2
Total Score:	20				
Risk Rating - Medium (20-49)					

Additional Specific Control Measures:

- Site specific - Jackets can be left in reception area - De-fogging of this area
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Responsible Person Signature: **Emma Underwood** Date: **8/6/2020**