

**Assessment Details**

<b>QT Reference No:</b>		<b>Date:</b>	08/06/2020				
<b>Business Name:</b>	INVERCARSE HOTEL		<b>Address:</b>	371 PERTH ROAD, DUNDEE, DD2 1PG			
<b>Insurance Certificate:</b>	YES	<b>Gas Safety Certificate:</b>	YES	<b>Fire Risk Assessment:</b>	YES	<b>Carbon Monoxide Detectors:</b>	YES

**Completion Guide**

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.

<b>Severity (S):</b>	6 Multiple Death	5 Single Death	4 Major Injury	3 Lost Time Injury	2 Minor	1 Delay
<b>Likelihood (L):</b>	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.

Job Hazard Exposure / Detailed Hazard	Possible Harm and Effects	Existing Control Measures	Recommended Controls / Information (In Priority Order)	S	L	R
<b>EXAMPLE</b> 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	2	1	2
Person to person check in / out contact during COVID-19	Becoming infected with COVID-19 and further spread the infection	Tick box on e-registration card asking guest to confirm no symptoms	Health questionnaires sent out to all guests prior to arrival	1	3	3

<p><b>pandemic reception team and guest</b></p>		<p>All staff to have return to work interview and training on safety including importance of social distancing in the workplace</p> <p>Introduce cleaning regime for Reception touch points for guests and staff and records to be kept</p> <p>Social distancing markers on floor for guests</p> <p>Perspex screen on reception desk</p> <p>Hand sanitising station at reception and main entrance</p> <p>Online check in for all guests/express check in for those who cannot</p> <p>Guest receipts to be invoiced</p> <p>Card payments preferred but cash can be accepted</p> <p>Key card drop off system for check out</p> <p>All staff members to wash hands for 20 seconds upon arrival at work and regularly throughout shift</p> <p>Staff to avoid touching face and to be instructed of importance of catching sneezes/coughs etc</p> <p>Public areas have signage to encourage strict hygiene</p>	<p>Ensure the reception team members have signed a fit for work document</p> <p>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)</p> <p>Ensure the health &amp; safety of the reception team and guests by:</p> <ul style="list-style-type: none"> <li>• Ensuring all reception and back office areas have regular robust cleans adhering to a cleaning schedule</li> <li>• Social distancing measures are in place for both staff members and guests</li> <li>• Hand sanitiser available to both staff and guests within this area</li> <li>• Minimising guest numbers in the reception at any one time (staggered check in/out times if possible)</li> <li>• Place clear shielding screens if possible on reception desks</li> <li>• 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)</li> <li>• Email guest invoices</li> <li>• Card payment only</li> <li>• Dedicated phone line for in house guest queries and maintenance / housekeeping reporting</li> <li>• Express checkout system in place</li> </ul>			
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<b>Public usage and cleaning of public areas / corridors within the hotel</b>	Becoming infected with COVID-19 and further spread the infection	<p>Stringent cleaning procedures for housekeeping staff to follow</p> <p>Staff to receive full training on new safety and cleaning procedures</p> <p>Staff to wear appropriate PPE</p> <p>Soft furnishings removed from public areas</p> <p>Removal of tables and chairs to enable social distancing in bar and restaurant</p> <p>Social distancing signage throughout</p> <p>Public areas to received deep clean at night</p> <p>Cleaning checklists to used and visible to guests</p>	<p>Ensure cleaners / housekeepers have signed fit for work documents</p> <p>Ensure clear signage explaining social distancing requirements to guests</p> <p>Ensure staff are briefed and trained on the importance of social distancing</p> <p>Remove furniture to ensure guests can social distance</p> <p>Ensure a robust cleaning schedule is in place specifically for public areas, closing the area for cleaning on a regular basis</p> <p>Ensure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties</p> <p>Introduce a training programme with all the housekeeping teams to ensure knowledge and skills of cleaning requirements</p> <p>Monitor the cleaning standards</p> <p>Perform a deep clean of these areas at night</p> <p>Remove electrical devices, TVs, radios etc</p>	3	3	9
<b>Public usage and cleaning of public toilets within the hotel</b>	Becoming infected with COVID-19 and further spread the infection	<p>All public toilets have non-touch soap and hand towel dispensers and non touch air dryers</p> <p>Regular cleaning of toilets with visible schedule for guests</p> <p>Staff fully trained in cleaning procedures and use of appropriate PPE</p> <p>Cleaning in progress signage to be used</p> <p>Toilets to receive deep clean at night</p>	<p>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</p> <p>Ensure a robust cleaning schedule is in place for the public toilets</p> <p>Use a cleaning checklist and leave in the public toilets for transparency</p> <p>Ensure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties</p>	3	3	9

			<p>Provide a training programme with all the housekeeping teams to ensure knowledge and standards of cleaning requirements</p> <p>Monitor the cleaning standards</p> <p>Have cleaning in progress signage</p> <p>Perform a deep clean of these areas at night</p>			
<b>Use of lifts by both guests and staff</b>	Becoming infected with COVID-19 and further spread the infection	<p>Reduce numbers in lift</p> <p>Staff who operate lift to wear appropriate PPE</p> <p>Regular cleaning of touch points in lift</p>	<p>Priority use only</p> <p>Reduce the number of people in the lift to adhere to social distancing</p> <p>Regular deep clean of the lifts especially the button panel as this is a high-volume touch point</p> <p>Perform a deep clean of the lifts at night</p>	2	2	4
<b>Cleaning guest bedrooms</b>	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Contaminated accommodation / spread of COVID-19</p>	<p>All staff to receive full training in new cleaning regime and use of appropriate PPE</p> <p>Guest bedroom cannot be accessed by guest during cleaning process</p> <p>Dirty linen to be individually bagged within room</p> <p>Glasses and mugs removed to be cleaned in dishwasher</p> <p>Maintenance issues to be addressed once room is vacant of housekeeping staff</p> <p>All housekeeping staff service rooms alone</p> <p>Housekeeping manager to monitor all cleaning standards and keep detailed records</p> <p>Soft furnishings and guest laundry bags removed from every room</p> <p>Touch points such as remotes, phone etc to be sanitised when room undergoing clean</p>	<p>Ensure cleaners / housekeepers have signed fit for work documents</p> <p>Do not enter the bedroom when the guest is in the room</p> <p>Suspend stop overs / refresh cleans and turn-down services.</p> <p>The housekeeper has filled out the fit for work document</p> <p>Ensure all housekeeping staff are trained in the use of, and provided with the correct PPE to carry out their room cleaning duties</p> <p>Provide a training programme with all the housekeeping teams to ensure knowledge and standards of room cleaning requirements</p> <p>Monitor the cleaning standards</p> <p>Have cleaning in progress signage</p>	3	3	9

		<p>Cleaning in progress signage in use</p>	<p>All cleaning / maintenance schedules are adhered to and documented accordingly</p> <p>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</p> <p>All mugs and glasses are replaced NOT washed in the room (all mugs/ cups, saucers and glasses need to be ran through a dishwasher)</p> <p>Lone working for the housekeeping staff to adhere to social distancing</p> <p>Any maintenance issues to be resolved after the housekeeper has left the room</p>			
<p><b>Infectious outbreak within a hotel bedroom</b></p>	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Contaminated accommodation / spread of COVID-19</p>	<p>Quarantine bedroom and all staff instructed not to enter</p> <p>Offer assistance by phone to guest in room and understand symptoms and medical requirements if any</p> <p>Body fluid kit provided outside room for guest</p> <p>Room will not be serviced if guest isolating</p> <p>Duty manager will be informed and keep record for reporting purposes</p> <p>Any extra amenities requested left outside the room</p> <p>All public areas to be immediately cleaned and frequency increased</p> <p>Ensure room is not used or serviced for 72 hours once guest has departed</p> <p>Room to receive full deep clean after this period</p>	<p>Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long</p> <p>Offer assistance with calling local doctors, 111 or the ambulance</p> <p>Inform all staff that the bedroom is in quarantine and do not enter</p> <p>Inform duty manager so all cases are accounted for if the situation becomes worse (reporting purposes for the EHO)</p> <p>Place extra guest amenities, food if required, medicines if needed, linen and linen bags outside the guest bedroom... do not enter</p> <p>Place an emergency body fluid kit outside the for the guest to use in these circumstances</p> <p>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</p>	3	3	9

			<p>Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness</p> <p>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</p> <p>Minimise contact with the guests on departure</p> <p>Leave the bedroom empty for as long as possible 72 hours ideally</p> <p>Contact a specialist cleaning company to professionally fog the bedroom</p> <p>Minimise contact with the guests on departure</p>			
<b>Laundry procedures</b>	Becoming infected with COVID-19 and further spread the infection	<p>All staff will wear appropriate PPE</p> <p>Each rooms dirty linen will be bagged per room and only removed from room once service complete</p> <p>These bags then taken straight to dirty linen store</p>	<p>Minimise the contact with used bed linen and towels</p> <p>Use correct PPE when stripping beds</p> <p>Have the linen bag ready for the linen from that room only secure tightly</p> <p>Remove to the allocated cage immediately to minimise cross contamination</p> <p>Do not place used linen on the floor in the bedroom or corridor</p> <p>Keep dirty and clean linen separate</p> <p>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</p>	3	3	9
<b>Deliveries</b>	Becoming infected with COVID-19 and further spread the infection	All delivery companies to be asked to ensure their staff wear PPE when appropriate and deliveries made to dedicated area	Check with all your external delivery companies what their updated social distancing procedures are and how does that affect your business	2	2	4

			Less deliveries/ different time of deliveries			
<b>Room service</b>	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Not meeting customer expectation</p>	<p>Room service available – meals to be left outside room on tray stand – staff step back and allow guest to collect</p> <p>This process to be explained to guest when ordering</p> <p>Menu and room service timings to be displayed on guest bedroom TV</p> <p>Guest to inform waiting staff by phone when finished with tray – left outside room for staff to collect</p>	<p>Have a clear timed availability and menu in all rooms</p> <p>Have the correct equipment and procedure to deliver a professional room service</p> <p>Have these menu choices and ingredients available at times</p> <p>Give guests clear timings and procedures of arrival of their food</p> <p>Remember to collect the tray once the guest has finished</p> <p>Remember to charge to guests' room (no money to exchange hands)</p>	2	2	4