

Assessment Details

QT Reference No:	652342	Date:	08 th June 2020				
Business Name:	Best Western Crown Hotel		Address:	Horsefair, Boroughbridge			
Insurance Certificate:	080X6087107/ N02	Gas Safety Certificate:	Y	Fire Risk Assessment:	Y	Carbon Monoxide Detectors:	

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.

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.

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	2	1	2
Person to person check in /	Becoming infected with		Health questionnaires sent out to all guests prior	3	2	6

<p>out contact during COVID-19 pandemic reception team and guest</p>	<p>COVID-19 and further spread the infection</p>	<p>Email sent to guest prior to arriving</p> <p>Hand sanitizer available</p> <p>Express checkout available</p> <p>Emailing invoices</p> <p>Credit card payments</p> <p>FIT TO WORK DOCUMENTATION</p> <p>Signing in sheet for team with fit to work signing / Temp check thermometer in place</p>	<p>to arrival</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 & safety of the reception team and guests by:</p> <ul style="list-style-type: none"> • 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, with signage • 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) • Clear shielding screen placed on reception desk • 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 			
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			<ul style="list-style-type: none"> 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	All areas cleaned daily FREQUENCY Every hour touch points – in the main Hotel Also in between cleans as visual DEEP CLEAN Schedules daily, weekly & Monthly schedules TRAINING All team trained to identify touch points Cleaning schedules in place Cleaning standards checked Aprons worn	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	3	3	9
Public usage and cleaning of public toilets within the hotel	Becoming infected with COVID-19 and further spread the infection	Public area cleaned daily am Checked throughout the day CHECKLIST FOR TRANSPARENCY Checklist to sign for Touch point cleaning Gloves worn Aprons worn	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	3	3	9

			<p>Ensure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties</p> <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>			
Cleaning guest bedrooms	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Contaminated accommodation / spread of COVID-19</p>	<p>FIT FOR WORK DOCUMENTATION Signing in sheet signing to declare fit for work</p> <p>TRAINING PPE Training documented for the use of and disposal of PPE</p> <p>LONE WORKER Training documentation for lone working. Doors open for ease of exit Rooms left 24 hours before cleaning – no guest Access to telephones</p> <p>External laundry facilities</p> <p>Linen bagged</p> <p>Bedrooms checked for cleanliness</p> <p>All crockery placed into dishwasher</p> <p>Maintenance registered via Reception book</p> <p>Extra cleaning documented</p> <p>Extra bedding in clear bags</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>Cushions and bed runners removed</p> <p>Spare pillow bagged</p> <p>Stop refresh cleans and</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 Monitor the cleaning standards</p> <p>Have cleaning in progress signage</p> <p>All cleaning / maintenance schedules are adhered to and documented accordingly</p> <p>Dirty linen to be placed into linen bags</p>	3	3	9

			<p>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>			
Infectious outbreak within a hotel bedroom	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Contaminated accommodation / spread of COVID-19</p>	<p>Keep in touch with guest to assist with calls to doctors etc</p> <p>Inform all other staff</p> <p>Do not enter the room, leave extra items outside the room water, Linen towels etc – If needed</p> <p>Once guests leaves open window to air room wearing PPE</p> <p>Clean wearing PPE</p> <p>INCREASE CLEANING WITHIN PUBLIC AREAS Touch points every hour with in between as seen visually</p> <p>Signed documentation of cleaning taking place</p> <p>Adhere to control measures to reduce risk of spread. Clean all areas, have signed documentation</p> <p>Ensure all team know there is a risk, signed documentation that deep clean of room has been undertaken</p> <p>CONSIDER COST AND BUILD INTO T&C Speak with guest</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 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> <p>Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness</p>	3	3	9

			<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>			
Laundry procedures	Becoming infected with COVID-19 and further spread the infection	<p>Laundry bagged and sent externally</p> <p>Clean / Dirty Linen kept separate</p> <p>Bags secured</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	2	6
Deliveries	Becoming infected with COVID-19 and further spread the infection		<p>Check with all your external delivery companies what their updated social distancing procedures are and how does that affect your business</p> <p>Less deliveries/ different time of deliveries</p>	3	3	9
Room service	Becoming infected with COVID-19 and further spread	Order taken by phone	Have a clear timed availability and menu in all rooms	2	2	4



	<p>the infection</p> <p>Not meeting customer expectation</p>	<p>Estimated time of delivery given</p> <p>Leave outside of bedroom</p> <p>Tray collected when left outside of the room</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>			
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