

**Assessment Details**

<b>QT Reference No:</b>		<b>Date:</b>	Created June 2020 - updated 19 July 2021				
<b>Business Name:</b>	TTM Partnership llp t/a The Plough and Harrow Hotel		<b>Address:</b>	135 Hagley Rd Birmingham B16 8LS			
<b>Insurance Certificate:</b>	✓	<b>Gas Safety Certificate:</b>	✓	<b>Fire Risk Assessment:</b>	✓	<b>Carbon Monoxide Detectors:</b>	✓

**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>	<b>6</b> Multiple Death	<b>5</b> Single Death	<b>4</b> Major Injury	<b>3</b> Lost Time Injury	<b>2</b> Minor	<b>1</b> Delay
<b>Likelihood (L):</b>	<b>6</b> Certain	<b>5</b> Very Likely	<b>4</b> Likely to Happen	<b>3</b> May Happen	<b>2</b> Unlikely to Happen	<b>1</b> 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

<p><b>Person to person check in / out contact during COVID-19 pandemic reception team and guest</b></p>	<p>Becoming infected with COVID-19 and further spread the infection</p>	<p>In the guest confirmation letter it will encourage an online check in, stipulate that the guest should not travel if they feel unwell or are showing symptoms of Covid-19 and the charges that are in place should they become ill at the hotel</p> <p>Ensure the reception team members have signed a fit for work document as part of their staff charter</p> <p>All staff members will sign a staff charter letter including a fit for work document confirming they are fit for work and have completed the health and safety modules on flow training.</p> <p>Upon booking there room Guests will receive an online confirmation letter with a link prompting them to check in online.</p> <p>Social Distancing Signs and Wash Hands signage are positioned in the reception area, along with hand sanitising stations. Both in the reception area and throughout the hotel</p> <p>Perspex Glass has been positioned on the reception desk as a further barrier between reception and guest</p> <p>Key card sanitising regime in place, whereby All keys are washed in a sanitised solution and handed to guest. Receptionist will use hand sanitiser before handing key to guest. On departure guest simply drops their key in a box. The keys are then retrieved and washed</p> <p>Public areas checked, cleaned regularly</p> <p>Guest can report a problem by telephoning the front desk.</p>	<p>Staff to continue wearing masks until they have been double jabbed &amp; then by choice thereafter</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>• Dedicated phone line for in house guest queries and maintenance / housekeeping reporting</li> <li>• Express checkout system in place</li> </ul>	<p>3</p>	<p>2</p>	<p>6</p>
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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>As per recommended controls</p> <p>All staff members will sign a staff charter letter including a fit for work document confirming they are fit for work and have completed the health and safety modules on flow training. personnel wearing PPE</p> <p>A cleaning checklist with recording is in operation</p> <p>Public areas cleaned and checked regularly with deep cleaning being carried out overnight.</p> <p>The manager on duty will ensure that all the cleaning procedures are being adhered to</p> <p>Furniture has been removed ensuring social distancing is respected in the public areas</p> <p>Cleaning personnel wearing PPE</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>	3	2	6
<b>Public usage and cleaning of public toilets within the hotel</b>		As per recommended controls	Suspend the use of air dryers and towels in all toilets replace with paper towels and a	4	1	4

	Becoming infected with COVID-19 and further spread the infection	<p>Public areas and Toilets checked and cleaned every hour</p> <p>A cleaning checklist with recording is in operation</p> <p>Manager on duty will ensure the cleaning protocols are adhered to</p> <p>Cleaning personnel wearing PPE</p>	<p>Ensure a robust cleaning schedule is in place for the public toilets</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>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 regularly</p>			
<b>Use of lifts by both guests and staff</b>	Becoming infected with COVID-19 and further spread the infection	No Lifts N/A	No Lifts N/A	N/A	N/A	N/A
<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>As per recommended controls</p> <p>PPE. Cleaners to wear gloves and facemasks</p> <p>All dirty linen bagged and removed from room and corridor before cleaning commences and stored in a separate storage area only used for dirty / contaminated linen.</p> <p>As agreed with laundry company. Contaminated linen will be bagged in black bags</p> <p>Cleaning carried out using coloured cloths for particular cleaning jobs</p> <p>All cleaning tasks within the bedrooms recorded</p> <p>As part of staff charter. All staff confirm that their uniforms are laundered every night and that each day they commence their duties in a clean laundered uniform</p> <p>Rooms are only cleaned prior to a guest check in</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

		Once clean reception will be notified that the room is clean and the cleaner has vacated	<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>			
<b>Infectious outbreak within a hotel bedroom</b>	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Contaminated accommodation / spread of COVID-19</p>	<p>As per recommended controls</p> <p>Quarantine sign put on door</p> <p>On becoming ill the guest can contact the front desk by bedroom telephone or by online portal</p> <p>Information on what to do will be on the welcome letter (laminated) in guest room.</p> <p>If guest needs to leave the hotel this can be done using the closest emergency exit</p> <p>Inform manager on duty</p> <p>Communicate with guest on the telephone. No face to face</p> <p>The confirmation letter will stipulate that a guest who needs to quarantine will be charged for each night they stay</p> <p>A vacated room where there has been an individual suspected of having covid will be left</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>quarantined for 72 hours after which a specialist cleaning company brought in to deep clean room before the room can be re let</p> <p>Where possible if the rooms on either side of the suspected case be vacant they will remain so and be taken off the inventory. If someone is already in one of the adjacent rooms they will be contacted and moved</p>	<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>As per recommended controls..</p> <p>All dirty linen bagged and removed from corridor before cleaning commences</p> <p>Obtain written policies from laundry provider re deliveries and collection and in regards to their own internal procedures</p> <p>All dirty linen bagged and removed from room and corridor before cleaning commences and stored in an separate storage area only used for dirty / contaminated linen.</p> <p>As agreed with laundry company. Contaminated linen will be bagged in black bags</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
<b>Deliveries</b>	Becoming infected with COVID-19 and further spread the infection	As per recommended controls. Will obtain policies in writing ongoing	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>Restaurant / Room service</b>	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Not meeting customer expectation</p>	<p>Hotel does not currently offer a restaurant service. Guests can order from a food delivery provider Deliveroo etc. They then collect the food from the driver and consume it in their room or in the hotel lounge</p> <p>Staff member will be wearing face masks when collecting food from outside of guest room.</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
<b>Bar Service internal / external</b>	<p>Becoming infected with COVID-19 and further spread the infection</p>	<p>All staff members will sign a staff charter letter including a fit for work document confirming they are fit for work and have completed the health and safety modules on flow training.</p> <p>Table service preferred. Standing or socialising at the bar discouraged. Bar stools removed and guests encouraged to stay at their own table</p> <p>Drinks are to be ordered, delivered and paid for at the table preferably by online app</p> <p>An enhanced cleaning procedure is in operation whereby all tables are cleaned before guests arrive and after they have departed</p> <p>Social Distancing Signs and Wash Hands signage are positioned in the reception, bar and restaurant areas, along with hand sanitising stations. Both in the reception area and throughout the bar and restaurant</p>	<p>Guests are encouraged to use our online ordering system that also includes a payment gateway.</p> <p>Guests can choose to wear face masks</p> <p>Have the correct equipment and procedure to deliver a professional service</p> <p>Ensure customers are aware of safety and social distancing measures and what to expect when visiting.</p> <p>Have a cleaning Protocol for staff hygiene</p> <p>Guests to maintain social distancing and refrain from congregating</p>	3	3	9

<p><b>Weddings from 21st June 2021</b></p>	<p>Becoming infected with COVID-19 and further spread the infection</p>	<p>Furniture has been removed to ensure social distancing</p> <p>Guests encouraged to use contactless card payments</p> <p>Tables are positioned well apart</p> <p>In addition staff member will be wearing masks (until they have been double vaccine jabbed) when delivering and collecting food and drink from tables</p> <p>From 21 June, there will no longer be a maximum number cap for attendees set out in law. Instead, the number of attendees at weddings, civil partnerships and receptions will be determined by how many people the venue or space can safely accommodate with social distancing measures in place to limit the spread of COVID-19.</p> <p>Avoid unnecessary crowding and contact with others</p> <p>Encourage Airflow</p> <p>All staff members will sign a staff charter letter including a fit for work document confirming they are fit for work and have completed the health and safety modules on flow training.</p> <p>Evening Buffet / BBQ</p>	<p>Follow current Government Guidelines</p> <p>Whilst there is no longer maximum number for people attending a wedding, in the interest of safety to guests and staff ,The Terrace Room will have a cap of 80 people for a wedding reception with a total cap of 120 across the terrace room and Lounges</p> <p>Cap of 24 people in Beauforts Bar seated</p> <p>Guests encouraged to use the online app for orders</p> <p>Windows and doors to be left open to maximise natural air ventilation</p> <p>All members of staff to wear appropriate PPE and wash hands every 20 minutes for 30 seconds</p> <p>Staff will serve guest from behind the Buffet / BBQ with individual tables being served before next table is called</p> <p>Staff to wear masks until received double jab of vaccine and then by choice thereafter</p>	<p>6</p>	<p>3</p>	<p>18</p>
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