



THE WRIGHTINGTON

HOTEL, HEALTH CLUB & SPA

COVID – 19

Reception & Check-In Risk Assessment

Date: 1st July 2020

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Moss Lane, Wrightington, Wigan, WN6 8GD

COVID-19 - RECEPTION & CHECK-IN

Date	1 st July 2020
Assessor	Helen Lambert

Hazards

Cross-infection of staff, customers and visitors from an infected carrier of the virus.

Who Might be harmed	Employee, customer or visitor
If Other, please specify	N/A

Safe Systems of Work and Controls In Place

- All staff have received instruction as to the action to be taken if they or another person in the area shows symptoms of Covid or reports illness.
- Staff, Visitors & Contractors are washing their hands frequently and correct facilities are provided to encourage this.
- Staff are required to wear face coverings where social distancing is not possible.
- Staff, Visitors & Contractors are aware that they must report any 'Covid safety' concerns.
- Staff 'Covid Awareness in the Workplace' training has been provided' –
- Senior staff have been appointed to monitor standards.
- Staff numbers on site to be minimised.
- Reception procedures to be arranged to minimise contamination risks via touch points, and to ensure social distancing.
- Customer numbers to be minimised by allowing a limited capacity at once.
- Effective queue management with social distancing. Ensure traffic routes are arranged to assist social distancing. Directional signage and floor markings used to clearly show this.
- Workstations / Reception desks moved further apart where possible, arranging people to work side by side (at 2m apart where possible) or facing away from each other rather than face-to face.
- Equipment used by staff to be designated per person or cleaning before and after used implemented.
- Providing handwashing facilities, or hand sanitiser at entry/exit points.
- Whenever possible, electronic communication is being used rather than paper and/or face to face contact