



THE WRIGHTINGTON

HOTEL, HEALTH CLUB & SPA

COVID – 19

Restaurant Risk Assessment

Date: 1st July 2020

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Moss Lane, Wrightington, Wigan, WN6 8GD

COVID-19 - RESTAURANT

Date	1 st July 2020
Assessor	Helen Lambert

Hazards

Cross-infection of staff/customers from an infected carrier of the virus.

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

Safe Systems of Work and Controls In Place

- Staff numbers on site to be minimised.
- All staff are temperature checked on arrival to the hotel at the entrance.
- Avoid Self Service arrangements.
- Introduce, or extending existing, pre-ordering capabilities. This can include telephone orders and email ordering.
- Customer numbers to be minimised by allowing a limited capacity at once.
- Introduced pre-booking system to allow effective management. Retain contact details of lead customer for each booking.
- Correct control over the use of lifts. Everyone encouraged to use the stairs.
- Sanitising stations at entrance to restaurant/servery to be used by everyone.
- Effective queue management with social distancing and security monitoring in place for busy times. Designated Covid champion to oversee customers on entry / exit and communicate controls.
- Ensure traffic routes are arranged to assist social distancing. Directional signage and floor markings used to clearly show this.
- Correct controls on social distancing organised at front of house tables. Remove or barrier off tables to allow for 2m distance. Where not possible, screening between the tables to be considered.
- Provide a set down space at each table where orders are to be placed to be taken by customers.
- For takeaway, orders are left in a designated collection point.
- Any front of house greeting stations organised in a manner to allow social distancing
- Enhanced cleaning and sanitising procedures in front of house including touch points, on the food counters. Key touch points sanitised every 30 min.
- Tables to be fully cleared and cleaned / sanitised after each sitting. - Service staff to wear disposable gloves (and masks if deemed necessary).
- Access control, signage and sanitising procedures in place for welfare facilities / customer toilets
- Minimal cash is to be handled on the premises, card payment and contactless is encouraged.
- Remove any display material from tables. Whenever possible, electronic communication is to be used rather than paper e.g for Menus
- Direct contact with customers limited whilst maintaining hospitable approach / manner.

COVID-19 - RESTAURANT

- Signage displayed informing customers of social distancing & hygiene measures in place.
- 'Eat and Go' signage to discourage spending longer times than necessary in the restaurant.
- Used trays are put through the dishwasher if practicable to do so. If not, sanitiser wipes are available to wipe down trays before re-use.