





What are the hazards/risks	Who might be harmed, how and when?	Operational hazard/risk	Action to Control Risk	Who needs to carry out the action?	When is the action needed by?	Done
			3) Foyer including keys left by guests 4) Living Room 5) Dining Area 6) Communal Areas 7) En suite/Bathroom 8) Bedroom – place towels in laundry bag with linen, protectors & sealed rubbish removed first. Laundry bag to be uplifted by professional laundry and protectors to be washed inhouse at 60°C. Proceed to clean bathroom followed by furthest point of bedroom to entrance door →Issue PPE – apron, gloves, masks. Change & dispose in appropriate refuse bin between rooms & areas. Must continually hand sanitise while working →Train staff on new cleaning protocol			
Unwell Guest or Infection Outbreak	All staff, spread of infection	Contaminated Guest	→Update Welcome Folder with Medical Help – NHSinform contact details and the Test & Protect Step by Step Guide. →Guest to establish their action →Guest to notify Staff by Phone. Management to Telephone or Video Call guest to clearly understand the situation & establish if the guest needs to return home, seek further help or hospitalisation. →Following NHS advise, if they are 'fit to travel', they must return home & a refund for the rest of their stay issued. →If the guests unfit they will be advised & need to extend their stay with quarantine build into the T&C of the cost of their stay →Build relationships with fellow property owners to see if arriving guests can be relocated if booking cannot be fulfilled due to guest's illness	AF		

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Food Service	<p>Guests &amp; Staff by reduced distancing, handling crockery and cutlery guests have used.</p> <p>Guests &amp; Staff if Goods from the room hospitality tray used</p>	<p>Check-in T/C break &amp; Breakfast service cross contamination</p> <p>Cross contamination if items used on tray</p>	<p>Check-in T/C between 4-5, 5-6 or 6-7 or 7-8pm            Guest to choose their breakfast and time: either 7.45, 8.30 or 9.15am            →PPE worn during service            →At T/C served in Guest Lounge or on Patio, social distancing when sitting to be maintained            →Guests to remain seated during breakfast service and will be waitress served            →Previous buffet cereals, fruits and bread for toast will be ordered &amp; served with individual butter/marg portions &amp; jam/marmalade as requested            →Table setting to be placemat, coaster, side plate, cup, saucer, all cutlery wrapped in paper disposable napkin, glass, salt &amp; pepper pots, sugar bowl with sugar portions            →Hot drinks, jug of milk &amp; fruit juice; order taken for cereal, fruit, toast; breakfast cooked or platter; cutlery wrapped in napkin - all served to the table. If necessary, a small table used for ease            →Table &amp; chairs, condiments &amp; mats wiped &amp; sanitised after each guest. All crockery, glass &amp; cutlery removed &amp; dishwashed. Though the next guests will be served at another table.            →Guest Tray removed from room &amp; offer of room service to compensate during their stay. Order arranged by mobile phone.</p>	AF		

More information on managing risk: [www.hse.gov.uk/simple-health-safety/risk/](http://www.hse.gov.uk/simple-health-safety/risk/)