

Covid-19 Risk Assessment

Business Name & Address: m'Eating Point, Berwyn Street, Llangollen, LL20 8NF

Type of Operation: Cafe Bar

Services Provided: Food & Drink

Name of Person who has developed this document: Phillip Thomas

The hazard

SARS-CoV-2 is a respiratory virus that can invade a host via the respiratory route or via hand to eye / mouth / nose contact, causing the disease COVID-19.

People who appear healthy may be carrying and shedding the virus, which can be passed on either directly or indirectly to others. This means we need to assume that anyone could be carrying the virus.

The routes of transmission

- Direct contact to face – eyes, nose from droplets or aerosols spraying from an infected person onto another person who is in close contact.
- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.
- Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose or mouth
- Possible transmission from faeces to hands and then directly or indirectly to the body via hands and hand contact surface transfer.

The main controls are:

- Social distancing in accordance with government guidelines

- Disinfecting hand contact surfaces
- Hand washing and hand sanitiser use at key moments
- Not touching eyes, mouth or nose with contaminated fingers (if used)

The controls set out in this document will be specific for this operation, taking into account how the business operates, and how customers and staff use the premises and interact.

Customer Journey Risk Assessment

Aa Customer Journey	☰ Controls
<u>Pre-booking</u>	- Provide booking facility on the business website - Allow booking up until arrival time - to also ease getting customer's details for track & trace
<u>Arrival outside venue</u>	- Implement a distanced queuing system - Clear signage to indicate need to distance between groups and queue before entry
<u>Queuing outside venue</u>	- Mark queuing points outside venue - Double doors on entry ensure distance between groups
<u>Entering the business</u>	- Ensure customers wait at entrance before being seated - Check if customer has booking on arrival - Provide hand sanitisation station at entrance
<u>Walking to table</u>	- Staff member to escort groups to their table - Ensure all are wearing face coverings when not sat at their table - Follow one way system, and point out to customers
<u>Ordering food and drinks</u>	- Ensure customers have all verified identity (ID, credit card etc), and provided details for track & trace using either card provided or website - Provide online ordering system that customers can use - Orders taken at table, using mobile system to reduce staff movement to and from the bar
<u>Bar Service</u>	- Only allow table service - Takeaway will be assigned a designated socially distanced waiting area
<u>Food & Drinks Service</u>	- Food prepared in the kitchen sent downstairs in the food lift to minimise contact - Staff member takes food & drinks directly to the customer's table




<u>Aa</u> Customer Journey	☰ Controls
<u>Clearing the customer table</u>	- Tables are cleared as soon as possible once a group leaves - Tables are fully disinfected and cleaned after every group
<u>Going to the toilet</u>	- Implement a one way system throughout the venue - Provide hand sanitising stations in and around the toilets to allow sanitisation before and after entry
<u>Paying</u>	- Online ordering allows for payment on website - Take payment at table using mobile card machine
<u>Leaving the business</u>	- Ensure all customers are wearing face coverings when not sat at their table - Ensure no customers cross when entering and exiting the business by monitoring the queue system
<u>Untitled</u>	

Staff Journey Risk Assessment

<u>Aa</u> Staff Journey	☰ Controls
<u>Before returning to work</u>	- Ensure all staff have read and agreed to the new Covid-19 measures, including this document - Ensure sufficient face masks are available to staff, and washed daily
<u>Pre-arrival</u>	- If staff member have any Covid-19 symptoms, they must ring their manager and get tested as soon as possible, and self isolate if needed
<u>Arrival</u>	- On arrival staff must wear a face covering and fully sanitise their hands
<u>Kitchen steps</u> - <u>Food Storage</u> - <u>Work benches and tables</u> - <u>Equipment</u> - <u>Dishwashing</u> - <u>Pot washing</u> - <u>Grill - Fryers</u>	- Kitchen staff should stay on the separate floor to the service area to minimise contact - Work benches & tables should be regularly cleaned - High contact surfaces such as door handles and equipment should be cleaned regularly - Pots should be cleaned using the dishwashing facilities as regularly as possible - Fryers should be kept clean and oil filtered to reduce the fire risk - Ventilation should be switched on at all times during service to ensure gas safety and also increase ventilation to reduce possible exposure to the virus
<u>Service</u>	- Food lift for food service should minimise contact between staff - Kitchen staff should regularly wash and sanitise hands, particularly before using the food lift

<u>Aa</u> Staff Journey	☰ Controls
<u>Cellars</u>	- Beer lines from the cellar should be regularly cleaned in accordance with existing procedures - Cellar should be regularly cleaned and any storage checked
<u>Deliveries</u>	- Any deliveries should use the rear entrance to the building in order to not come into contact with customers - Food delivered should be immediately stored in the correct and appropriate place - Food should also be correctly labeled in accordance with existing food hygiene regulations
<u>Front of house</u>	- Front of house staff should wear a face covering at all times - Ideally staff will have designated zones for their work - for example, preparing drinks at the bar, dishwashing and service
<u>Table clearing</u>	- Tables should be sanitised and thoroughly cleaned after each group leaves - The entire venue should be deep cleaned after closing every day
<u>Dish / glass washing</u>	- A separate dish washing area from the main service area is provided - Used dishes and glasses should go straight to the dishwashing area after use - Staff handling dishes and glasses should sanitise their hands as regularly as possible
<u>Payment</u>	- Payment should be taken at the table, using the mobile card machine - Card payments should be encouraged over cash - The card machine should be sanitised after each use - Staff should sanitise their hands immediately after handling cash
<u>Interaction with colleagues</u>	- Staff should remain in their designated areas for their shift, and minimise prolonged contact with other staff members - Mobile ordering using the iPad till system and receipt printers should reduce the contact between staff members - Staff should also adhere to the one way system where possible
<u>Using the toilets</u>	- Staff should use the separate toilet facilities provided, and which are marked as only available for staff. This should reduce the risk of staff who are likely to come into more contacts over a day exposing others to the virus - Staff should thoroughly clean and sanitise their hands after using the toilets, and keep wearing their face coverings where reasonable
<u>Bar service</u>	- No bar service should be provided to customers - Staff working on service should collect drinks & food orders from the bar

System & Document Review

 Review Date	 Issue Number	 Signed
<u>07/11/2020</u>	1	