

**Assessment Details**

<b>QT Reference No:</b>		<b>Date:</b>	12 <sup>th</sup> August 2021				
<b>Business Name:</b>	Best Western Plus Centurion Hotel		<b>Address:</b>	Charlton Lane, Radstock, BA3 4BD			
<b>Insurance Certificate:</b>	YES	<b>Gas Safety Certificate:</b>	YES	<b>Fire Risk Assessment:</b>	YES	<b>Carbon Monoxide Detectors:</b>	YES

**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
Person to person check in / out contact during COVID-19	Becoming infected with COVID-19 and further spread the infection		Health decolouration sent out to all guests prior to arrival	2	1	2

<p><b>pandemic reception team and guest</b></p>		<ul style="list-style-type: none"> <li>• Send pre arrival email to capture as much of guest information as possible before arrival.</li> <li>• Keep document back office cleaning – start and end of each shift.</li> <li>• Social Distance reminders displayed around reception.</li> <li>• Keep removed any touch points from reception area. (computer, magazines)</li> <li>• Hand Sanitiser on all entrances and reception desk.</li> <li>• Screens fitted at reception.</li> <li>• Keys cards in card holders.</li> <li>• Key cards to be sanitised when returned by guests.</li> <li>• Paperless check in &amp; check out</li> <li>• Email invoices on departure where possible</li> <li>• Card payment only – as much as possible.</li> <li>• All team members have complete training on COVID 19 secure and best practices prior to returning to work.</li> <li>• All staff have signed a Fit to work document before returning to the hotel. - Done via People HR</li> <li>• All team members been provided with appropriate PPE for the task they need to perform to protect both them and the customer.</li> </ul>	<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 reminders 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 on reception desks</li> <li>• Express check in. Have the guests check in paperwork and key card ready for the guest (set up as per a conference check in)</li> <li>• Email guest invoices</li> <li>• Card payment only</li> </ul>			
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			<ul style="list-style-type: none"> <li>Dedicated phone line for in house guest queries and maintenance / housekeeping reporting</li> <li>Express checkout system in place</li> </ul>			
<b>Public usage and cleaning of public areas / corridors within the hotel</b>	Becoming infected with COVID-19 and further spread the infection	<ul style="list-style-type: none"> <li>All team members have completed training on COVID 19 secure and best practices prior to returning to work.</li> <li>All staff have signed a Fit to work document before returning to the hotel. - Done via People HR</li> <li>All team members have been provided with appropriate PPE for the task they need to perform to protect both them and the customer.</li> <li>All doors that are non-essential fire doors will remain open or use a door guard audible closure device to keep open to reduce touch point contamination. In line with fire risk assessment.</li> <li>Social Distancing reminder signs displayed.</li> <li>Updated staff training records for social distancing measures &amp; use of PPE and new cleaning regime &amp; sign document.</li> <li>Hotel Lounge – Furniture spaced</li> <li>Cleaning log at hotel reception for public areas.</li> <li>Log daily all cleaning and rooms &amp; public checks by supervisors.</li> <li>Hotel lounge and corridors deep cleaned after check out</li> <li>Removed all leaflets and magazines from public areas.</li> </ul>	Ensure cleaners / housekeepers have signed fit for work documents  Ensure clear signage explaining social distancing requirements to guests  Ensure staff are briefed and trained on the importance of social distancing  Remove furniture to ensure guests can social distance  Ensure a robust cleaning schedule is in place specifically for public areas, closing the area for cleaning on a regular basis  Ensure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties  Introduce a training programme with all the housekeeping teams to ensure knowledge and skills of cleaning requirements  Monitor the cleaning standards  Perform a deep clean of these areas at night  Remove electrical devices, TVs, radios etc	2	1	2

<b>Public usage and cleaning of public toilets within the hotel</b>	Becoming infected with COVID-19 and further spread the infection	<ul style="list-style-type: none"> <li>All team members have completed training on COVID 19 secure and best practices prior to returning to work.</li> <li>All staff have signed a Fit to work document before returning to the hotel. - Done via People HR</li> <li>All team members have been provided with appropriate PPE for the task they need to perform to protect both them and the customer.</li> <li>Cleaning in progress signs used while member of staff is cleaning the toilets.</li> <li>Deep clean after check out</li> </ul>	Suspend the use of towels in all toilets replace with paper towels and a lidded bin for these to be disposed in  Ensure a robust cleaning schedule is in place for the public toilets  Use a cleaning checklist and leave in the public toilets for transparency  Ensure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties  Provide a training programme with all the housekeeping teams to ensure knowledge and standards of cleaning requirements  Monitor the cleaning standards  Have cleaning in progress signage  Perform a deep clean of these areas at night	2	5	10
<b>Use of lifts by both guests and staff</b>	Becoming infected with COVID-19 and further spread the infection	N/A	Priority use only  Reduce the number of people in the lift to adhere to social distancing  Regular deep clean of the lifts especially the button panel as this is a high-volume touch point  Perform a deep clean of the lifts at night	0	0	0
<b>Cleaning guest bedrooms</b>	Becoming infected with COVID-19 and further spread the infection  Contaminated accommodation / spread of COVID-19	<ul style="list-style-type: none"> <li>All team members have completed training on COVID 19 secure and best practices prior to returning to work.</li> <li>All staff have signed a Fit to work document before returning to the hotel. - Done via People HR</li> <li>All team members have been provided with appropriate PPE for the task they need to perform to protect both them and the customer.</li> </ul>	Ensure cleaners / housekeepers have signed fit for work documents  Do not enter the bedroom when the guest is in the room  Suspend stop overs / refresh cleans and turn-down services.	2	1	2

		<ul style="list-style-type: none"> <li>Revised COVID 19 cleaning procedure are in place with each guest room checked and signed off after cleaning.</li> <li>No one will enter guest bedroom once cleaned. It will remain closed until the next guest checks in.</li> <li>No rooms cleaned for stay overs unless more than 4 nights in house.</li> <li>Use cleaning in progress signs for doors to prevent entry while staff are in the room cleaning.</li> <li>Daily cleaning scheduled for each corridor signed off per room.</li> <li>We have written a dirty linen procedure in to SOP and training manual.</li> <li>Mugs cleaned in kitchen dishwasher</li> <li>Glasses removed from rooms</li> <li>Maintenance staff to work in the room alone.</li> <li>All sundry items removed from all guest bedrooms, laundry bags, pens, pencils, pads, magazines, guest directory, etc</li> <li></li> </ul>	<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 Monitor the cleaning standards</p> <p>Have cleaning in progress signage</p> <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>	<ul style="list-style-type: none"> <li>We have Riverside Cleaning on standby for cleaning of rooms and fogging.</li> <li>Hotel reception team have been trained on what to do when notified. They have signed to acknowledge procedure.</li> <li>Guests to be clearly advised pre arrival of sickness procedures whilst staying at the hotel.</li> <li>If a guest is taken ill assistance will be provided in contacting the relevant services.</li> </ul>	<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>	3	3	9

		<ul style="list-style-type: none"> <li>Should a guest be taken ill and leave the building the room will be quarantined for a minimum period of 72 hours after which time a thorough deep clean of the bedroom will take place.</li> <li>Should a guest leave the building and quarantine at home their exit route will be thoroughly cleaned after departure.</li> <li>Where possible move all other bookings around the effected room to avoid contamination possibilities.</li> <li></li> </ul>	<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> <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	<ul style="list-style-type: none"> <li>All team members have completed training on COVID 19 secure and best practices prior to returning to work.</li> <li>All staff have signed a Fit to work document before returning to the hotel. - Done via People HR</li> <li>All team members have been provided with appropriate PPE for the task they</li> </ul>	<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>	2	1	2

		<p>need to preform to protect both them and the customer.</p> <ul style="list-style-type: none"> <li>Revised COVID 19 laundry procedure is in place.</li> <li>SOP has been undated &amp; training records signed for linin bag use.</li> <li>All laundry will be washed at a minimum temperature of 60 degrees Celsius.</li> </ul>	<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>			
<b>Room service</b>	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Not meeting customer expectation</p>	<ul style="list-style-type: none"> <li>All team members have completed training on COVID 19 secure and best practices prior to returning to work.</li> <li>All staff have signed a Fit to work document before returning to the hotel. - Done via People HR</li> <li>All team members have been provided with appropriate PPE for the task they need to preform to protect both them and the customer.</li> <li>Room service menu via Upsell Guru &amp; email, (inc times).</li> <li>Tel the guest to leave tray outside of room when finish. And message reception to let them know.</li> <li>On collection of the tray all items commercially cleaned above 60 degree Celsius.</li> <li>All accompanying condiments and sauces to be single use.</li> <li>Pay via card at the time or order on room account.</li> </ul>	<p>Have a clear timed availability and menu in all rooms</p> <p>Have the correct equipment and procedure to deliver a professional room service</p> <p>Have these menu choices and ingredients available at all times</p> <p>Give guests clear timings and procedures of arrival of their food</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>	1	1	1