

## **Beachlands Hotel COVID-19 Risk Assessment**

Beachlands Hotel believes that the safety of its staff and customers are the main priority, with an environment where all staff and customers have peace of mind that they are safe and secure. The following steps and changes will be put in place and reviewed as the government/legislation changes.

The key to a safe and successful workplace are based on 2 main points, social distancing and track and trace.

The following risk assessment will help staff to safely work within the restrictions of social distancing and understand their role in safe operation of the hotel. This will be laid out in the different section of this assessment for each department.

### Sections

- 1: Track and Trace
- 2: One-way system
- 3: Staff
- 4: PPE
- 5: Reception
- 6: Bookings
- 7: Payments
- 8: Restaurant
- 9: Housekeeping
- 10: Public Toilets

## **(1) Track and Trace.**

### Staff:

If any staff have changed their contact details, they must report this to reception as soon as possible.

Staff must inform the hotel if they become unwell or you have any **symptoms of coronavirus** (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste) Staff are asked to contact the NHS via the website to receive a test and/or self-isolate for 14 days unless the test is negative.

If a member of staff has become ill or has been given a positive test result, any members of staff that have been in contact with the person will be instructed on what actions they must take.

The hotel may place members of staff into work groups, this is done to limit the chances of a wider group of workers being told to self-isolate at any one time. These groups will work on the same days and times or similar times.

### Visitors/Guests:

Under new laws all guest and visitors to the hotel must provide their name and contact details.

Accommodation: The addition of a telephone number will be asked for on the registration form.

Restaurant: Their name and telephone number will be asked for on booking and checked on the arrival.

This is mandatory and must be supplied. Please ensure customers that Beachlands Hotel will only pass on their information to the NHS on request and no other parties, all track and trace data will be held for 21 days and then destroyed/deleted according to data protection act.

## **(2) A One-way system**

A one-way system will be in operation until further notice, entrance to the hotel is only via the main front door.

Please take note of the following routes:

Main building upper floor are to be accessed by staircase in reception and exited from the back staircase by room 15.

You can now exit the hotel by the gate at the back of the hotel or by the gate at the side of the pool/lawn hose

The one-way system is hotel plan.

### **(3) Staff**

Beachlands Hotel will endeavour to keep the staff informed of any changes to the working procedures during this time. Email updates will be sent when needed and departments will be informed of any changes. Staff must use the one-way system in place (see section regarding this) when entering the building and shift patterns and start times may vary from time to time to reduce the chance of contact with other staff members. We ask staff to understand that during this time, shifts and working hours will be different than usual.

The hotel may/will create 'bubbles' or 'groups' of staff that will be working at the same time or days together to reduce the risk and aid in the control if an outbreak occurs.

Staff will be asked to place any outside clothing into the staffroom area, disposable bags will be provided to limit the chances of cross contamination.

Staff are required to wash their hand before starting any work.

Staff will be provided a suitable area to take breaks safely. Group breaks will not be possible at this time.

Any member of staff that have concerns or worries about any of the changes please contact the duty manager.

### **(4) PPE**

Personal Protection Equipment

Staff will be provided with suitable PPE during working times within the government guidelines. Stations will be setup throughout the hotel with hand sanitiser for the use of staff and guests.

The misuse of PPE by any staff will not be tolerated at any time. Staff are welcome to use any additional PPE they bring into the hotel, but this must be agreed by the management, does not conflict with government guidelines or at any additional cost to the business.

Please remember the key to safe working practise is 'stay alert, wash your hands for 20 seconds as often as you feel is required'

Hand sanitising stations will be placed throughout the hotel for guests and staff to use.

Masks are recommended when moving around the hotel corridors.

### **(5) Reception**

Changes to reception have been made to help with social distancing, the main work area is now the alcove, this is so the receptionist and Duty Manager can work together with a safe distance. When the Duty Manager is away from reception area the receptionist may use the front desk as usual.

Hand sanitiser will always be provided, and cleaning products will be available. The use of a protective screen has been proposed.

## **(6) Bookings**

The following changes have been made and will stay in place until further notice.

### Deposit:

A £50 deposit will be taken at time of booking and full payment will be required 24 hours before arrival.

### Cancellations:

The cancellation policy is now 9am on the day of arrival.

### Check-in

Is from 3pm and a check-in times will be given in 15 minutes segments to reduce possibility of build-up of guest waiting at reception. The front car park will be used as a park and wait for guests check-in. Only one person will be able to check-in to a room at any one time. A marked area on the floor will indicate the check-in area/reception.

Check-out time will stay the same 11am, guest will be asked to deposit keys into the key drop on leaving, do not take the key direct from the guest. Keys will be sanitised and placed into an envelope with a guest information slip ready for the next guest.

### Room allocation

It will not be possible for guest to ask for a specific room other than room type (double, twin, single or family) as rooms may have to be blocked out or require deep cleaning during this time.

Try to allocate rooms to aid with the social distancing, i.e.

If room 1 is booked only allocate room 2 last.

If room 26 is booked only allocate room 28 last.

### Taking Bookings

At this time, it is more important to pass on and to get as much information on the needs of guests booking. The following will be needed to be told/asked and planned for.

**Swimming Pool & Sauna:** Will be closed until further notice.

**Time of arrival:** a check-in table will be made to reduce congestion at reception. We will ask the guest to contact the hotel before arrival to check time of arrival. If the guest is late, they may have to wait in their car until a slot becomes free.

**Guest ability:** it will not be possible to help with luggage so allocating guests that may have problems to ground floor rooms.

**Dinner:** Due to social distancing there will be reduced spaces in the restaurant, so advanced booking maybe necessary.

**Track and Trace:** A full name and correct telephone number will be required by law.

**Medication & Goods:** it will not be possible to store any medication or perishable goods in the hotel fridge this includes baby food.

**Room servicing:** Generally, we will not enter a guest's room during their stay unless requested and will be limited (towels and waste will be covered in the housekeeping section).

**Allergies:** The hotel will be running a limited menu until further notice so menus can be sent for the period the guest is staying, also we will be introducing new stronger cleaning products throughout the hotel.

**Face coverings:** Guests will be required to wear face coverings in the hotel corridors, these will not be provided by the hotel and it is the guest responsibility.

### Restaurant Bookings

A 3-day rolling menu will be available, please check with management before taking bookings as space in the restaurant may be limited.

At this time only 2 households with one support bubble (one single adult living alone or has dependent children only with no partner) may meet in an indoor area. So large restaurant booking will not be possible at this time.

### **(7) Payments**

Contactless payments will be encouraged, any guests wishing to pay for meals or drinks will have payments taken from their table. The card machine will be cleaned with wipes after each chip and pin is used this is not necessary when contactless is used but cleaned between staff use.

### **(8) Restaurant**

Waiting staff will be provided with hand sanitiser and mask to use during service, we encourage the interaction between staff and guest, but please always remember to social distance.

Where possible, guests should be given the same table throughout their stay.

Paper napkins will be used and when possible, the leather restaurant chairs should be allocated to the main restaurant and cleaned before and after each service.

**Breakfast:** A reduced menu will be offered during this time; the buffet will be removed and a list of items available will be given to the guests. Individually wrapped butters will now be used, and any unused butters will be placed in isolation for 72 hours before being reused. All other food items unused will be disposed of on return to the kitchen.

Sugar will now be supplied in dispensers and sanitised after each use.

**Dinner:** Customers and Guests will be asked to seat themselves before ordering food. A 3-day rolling menu will be offered at this time. The bar will be open but with table service only, guests will not be permitted to order drinks at the bar.

**Table setting:** breakfast will stay the same, dinner will reduce to one water glass and no wine glass.

Cutlery must be placed in hot/boiling water and then polished with a paper towel before placing on tables, waiting staff are to use gloves during this procedure

Menus will be printed on plain paper and disposed of after use.

**Service:** Menus will be placed on table prior to the guest arrival to the table, when taking orders try to ask the guest for a full choice (starter, main and dessert). Always remember to keep your distance.

Drinks order to be taken at the same time which will be delivered to the table.

Bread rolls will be offered and placed on the side plate with tongs.

Please serve food from behind the guest and not face to face.

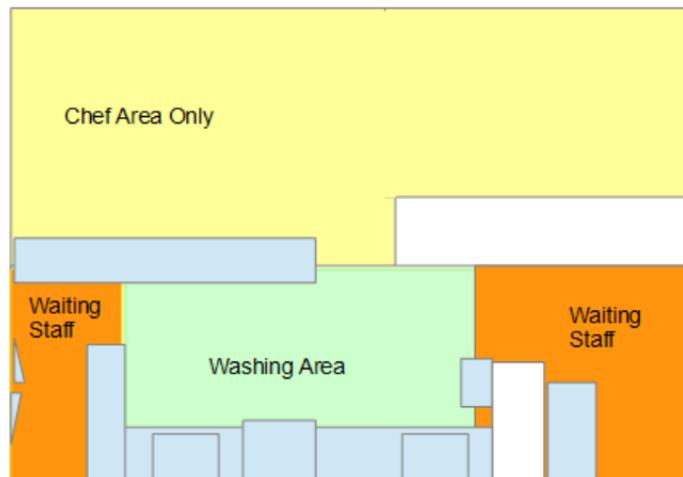
Tea and Coffee can be served in a lounge after a meal but please remember they will need to social distance from other guests and if doing so, space may not be available during busy times.

On clearing dishes, please only clear the dishes that have been used, you do not have to remove any cutlery, dishes that has not been used until the guests have left the restaurant.

If there are 2 members of waiting staff working together, one will server and the other clear. PPE should be used at all time.

During and after service social distancing must be completed to at all times, waiting staff are not permitted to enter the chef's working area and washing station area. As should the washer-up and chef should not go into the waiting staff area when possible. (Please see diagram Kitchen work areas for more details)

Kitchen work areas



Basic Kitchen Plan, Please try to keep to working zones

## (9) Housekeeping

During this time rooms will not be entered during a guest stay, unless requested. If a guest requires the room to be serviced there will be limitations.

, • Bedding can be changed but only if the guest removes all personal items around the bed and vacates the room.

• Full room serviced will require all personal items to be packed away in wardrobe or suitcase and a suitable time booked by reception.

Housekeeping will play an important role during this time, the hotel will need to maintain extra hygiene standards.

All high traffic areas will need to be cleaned regularly throughout the day and all high contact surfaces will need to be clean more regularly such as door handles, tabletops, workstations.

Housekeeping will be provided with all PPE required to work safely and must always be used. Shift times and patterns will need to be different than usual and we ask the staff to be as helpful as possible during this time, but Beachlands will post rotas as soon as possible to help with these changes.

**Towels:** Fresh towels will be provided to guest on arrival in the rooms but will not be replaced on a daily basis. A new system will be setup with laundry baskets for guest to place dirty towels in and then request fresh via reception.

Guest will be able to request fresh towels from 7.30am to 9.30pm

**Flannels and laundering** of clothes will not be available to any guests.

As well as laundry baskets, bins will be located around the hotel for guest to use, these will be monitored regularly and emptied during the day.

Limited refreshments will be provided in the rooms and replenished on request, guest will be notified on these and all changes in a welcome letter given with keys.

**Rooms:** To reduce the risk to guest, all rooms will have any unnecessary soft furnishing removed such as throws, scatter cushions and blankets.

**Vacated Rooms:** If possible once a room has been vacated the room will be left for 24 hours, this is not essential with the use of PPE.

Bedding, Bed Linen, Bed Sheets & Duvet Covers removed must be bagged up in a blue laundry sack before removing from room. Soiled items must be black bagged before removing from room.

Extra attention on servicing rooms will be required, all high contact areas will need to be cleaned and sanitised, else are listed below

Door handles, tapes, light switches, power switches, telephones, tv remotes controls and all hand work surfaces.

#### **(10) Public Toilets**

Public toilets will remain closed in the hotel and guest will be asked to use the bathroom facilities in their rooms, this is for their safety and will reduce the risk of infection.