

# CROWN INN COVID-19 RISK ASSESSMENT

## **\*\*THIS DOCUMENT HAS BEEN WRITTEN IN ACCOURDANCE WITH GOVERNMENT AND HSE GUIDELINES\*\***

- All team members of The Crown will be wearing appropriate PPE where possible (masks/shields/gloves/clean aprons)
- Team member wearing face mask and gloves will meet all customers on arrival to take contact details and explain our social distancing guidelines, one-way system and encourage the use of hand sanitizer and antibacterial wipes.
- Waiting staff do not need to enter the kitchen as food can be collected and dropped off at the pass (minimising cross contamination)
- Contactless payment is encouraged
- Indoor tables are booking only
- Outdoor seating is on a first come first serve basis- numbers will be strictly monitored by a member of staff so all customers are seated.
- If the building is at full seated capacity customers will be turned away
  
- One-way system in operation
  - 1 Entrance is via the side door
  - 2 Exits-
    - Front door (EXIT ONLY VIA THE BAR)
    - Restaurant fire exit (EXIT ONLY VIA RESTAURANT)
  - Car park is closed to ensure safe distancing access to and from the building and extended to our outdoor seating area.
  - 2-way pedestrian walkway (1 meter apart but constantly moving)
  - One-way system is clearly marked on the floor and on signs throughout the building
  - Entrance to the toilets is through the side door (entrance) and can be accessed via our one-way system
  
- Team member wearing face mask and gloves will meet all customers on arrival to take contact details and explain our social distancing guidelines, one-way system and encourage the use of hand sanitizer and antibacterial wipes.
  
- Adaptations made to our toilets/washrooms.
  - Toilet waiting area is clearly marked in the bar area (1 meter apart but moving) This area will be closely monitored as it can be a pinch point.
  - Safe distancing markers on the floor to re-enforce social distancing
  - Locks have been fitted on toilet doors with vacant or engaged signs to ensure we have a one-in-one out system in place (unless you are from the same household/social bubble)
  - Hand sanitizer has been fitted to the walls outside the male and female toilets on exit.
  - Regular cleaning regime in operation (cleaning done by a member of staff every hour)
  
- Hand sanitizer and antibacterial surface wipes are available to all customers on entry and is always available

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- Adaptations made to our bar area
  - One-way system through bar area with clearly marked sign posting
  - A member of staff will seat all tables
  - Disposable menus will be given to all customers on arrival
  - Hand sanitizer and wipes will be available throughout the bar area
  - Perspex screens in place between each table to shield customers
  - Bar stools have been removed for ease of movement and deter customers from standing at the bar.
  - Customers can order at the bar but must return to their tables immediately after ordering
  - Tables will be numbered
  - Drinks can be collected by the customers from a sterile tray or table service can be available where possible
  - Limited seating in bar area for safety
  - Signage is in place and hand sanitizer is clearly labelled on exit
  - Door can remain open to avoid customer contact (if weather permits)
  - Windows will be open in the bar and restaurant to allow ventilation (if weather permits)
  - Tables will be sprayed and wiped using antibacterial sprays and tissue as guests leave.
  - Screens will be sprayed and wiped using antibacterial spray and disposable tissue when guests leave
  - No condiments will be on the tables- all condiments will be in disposable sachets
  - Cutlery will be wrapped and stored hygienically and presented to the customer on the arrival of food (cutlery is washed in a 100 degrees dishwasher and will be sterilised)
  - Bar area is an over 18's area only
  - Access to the toilets via the one way system (instruction above)
  
- Adaptations made to our restaurant
  - All tables will be safely spaced apart following social distancing guidelines
  - All tables can be moved by members of staff depending on the size of the booking and the adjacent tables not used are not to be used if social distance cannot happen safely
  - Screens in place where necessary/possible
  - Family groups (under 18's) will be sat in the restaurant
  - Tables will be sprayed and wiped using antibacterial sprays and disposable tissue as guests leave.
  - Screens will be sprayed and wiped using antibacterial spray and disposable tissue when guests leave
  - No condiments will be on the tables- all condiments will be in disposable sachets
  - Cutlery will be wrapped and stored hygienically and presented to the customer on the arrival of food (cutlery is washed in a 100 degrees dishwasher and will be sterilised)
  - Hand sanitizer and wipes will be available throughout the restaurant area

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- Signage is clearly viable to encourage safe distancing and to follow the one-way system in operation
- Guests will be asked to remain seated and a member of staff will be there to take their order
- Door can remain open to avoid customer contact (if weather permits)
- Windows will be open in the bar and restaurant to allow ventilation (if weather permits)
- Disposable menus will be given to all customers on arrival
- Access to the toilets via the one-way system (instructions above)
  
- Adaptations made to our kitchen
  - Limited menu (under review)
  - Cleaning regime will be intensified
  - Kitchen staff are required to wear gloves when handling food
  
- Adaptations made to our outdoors seating area
  - Floor signage for one-way system in operation
  - Safe distancing of tables (limited seating)
  - Tables will have a number system
  - All guests must be seated and not move around
  - Customers are not permitted to move furniture outside (this can only be done by a member of staff- to adhere to social distancing guidelines.
  - Waitress service where possible
  - Customers are to place their order at the bar following the one way system in operation
  - Tables will be sprayed and wiped using antibacterial sprays and disposable tissue as guests leave.
  - No condiments will be on the tables- all condiments will be in disposable sachets
  - Disposable menus will be given to all customers on arrival
  - Access to the toilets via the one-way system (instructions above)
  - There is a newly allocated smoking area at the rear of the building