

COVID-19 Risk assessment 4 - Customer safety

Hazards?
Infection spread by staff with symptoms of COVID-19
Infection spread by customers with COVID-19
Infection spread from surfaces and equipment infected with COVID-19
Who might be harmed and how?
Customers
Guests
Staff
Suppliers
Visitors
Controls in place
Physical distancing measures will be in place to permit customers and social groups to physically distance whilst queuing, and whilst inside the premises (see physical distancing risk assessment)
Posters and notices will be displayed detailing the rules in place to prevent the risks of infection from COVID-19 at point of entry and throughout the premises. Such posters will include detail of physical distancing and hand washing arrangements
Customers exhibiting symptoms of COVID-19 will be politely asked to leave the premises for the safety of others.
Hand wash stations in public areas and toilet facilities will be stocked with suitable hand soap, hand drying facilities and 60% alcohol hand gel. Hot water will also be available to all hand wash basins
60% alcohol hand sanitising gel stations will be positioned throughout the premises for customers to use. Staff will be encouraged to remind guests of the need to use these gels
All tables will be completely cleared before customers are seated. No tables will be set prior to customers sitting at their table i.e. no cloths, cutlery, crockery, glasses etc. Tables will be cleared and sanitised before seating guests
Table screens will be available on request. Screens must be cleaned between uses
Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.
Staff interaction with customers will be limited, for example table check backs will be suspended.
Tables will be kept clear of any sundry items e.g. table talkers, menu's, flowers etc.
Menu's will be single use, disposable copy only. Where possible mobile phone app use will be encouraged for ordering and menu choices. Digital solutions will include menu allergen information
Where door checks include searches of bags or persons, gloves must be worn. Hands must be washed/gloves replaced between each search
Live music will not be played. Additional background music will be kept to a low volume to avoid guests shouting to make themselves heard
Records of customer names and contact details shall be held for a period of 21 days to assist with the operation of the NHS Test & Trace scheme