

Details	
Group	C London
Site	C London
Title	customer safety
Assessed By	suelen commendatore

Task	Completed date of assessment
COVID-19 Risk assessment 4 - Customer safety	18-06-2020

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
Visitors
Controls in place
Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.
Posters and notices will be displayed detailing the rules in place to prevent the risks of infection from COVID-19 at point of entry.
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.
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
Staff interaction with customers will be limited.
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

Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	18-06-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	

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Trained employees	Training date	Signature