

Details	
Group	Balliol College
Site	Balliol College
Title	Covid 19 - 1
Assessed By	Bertrand Fauchaux

Task	Completed date of assessment
COVID-19 Risk assessment 4 - Customer safety	17-09-2020

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?
Staff
Casual staff
Delivery staff
Visitors
Consultants
Suppliers
Chefs
Maintenance staff
Customers
Contractors servicing/repairing lifting equipment
Controls in place
Customers will be encouraged to use contactless payments where possible, without disadvantaging older or vulnerable customers.
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. The College will remind students 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 paper napkins, cutlery, crockery, glasses etc. Tables will be cleared and sanitised before seating guests
Table screens will be used. 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.
No printed menus available on the tables. Dinner booked digitally. Digital solutions will include menu allergen information
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 - MEAL BOOKED ONLINE

Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	17-09-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	

Task: COVID-19 Risk assessment 4 - Customer safety

Trained employees	Training date	Signature
Names available on request	22-09-2020	
	22-09-2020	
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