

Details	
Group	Ricker Restaurants
Site	The Stoke House
Title	RA_The Stoke House
Assessed By	The Stoke House GM

Task	Completed date of assessment
COVID-19 Risk assessment 4 - Customer safety	14-09-2020

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
Suppliers
Guests
Customers
Visitors
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. 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
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

Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	14-09-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	
20-08-2020	Gauthier pupat	Training	
20-08-2020	jagoda	training	

Task: COVID-19 Risk assessment 4 - Customer safety

Trained employees	Training date	Signature

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Daniel David Gutierrez Velez	20-08-2020	
Ersin Calik	20-08-2020	
Ioan Enache Morar	20-08-2020	
Lorena Camila Balsa Goncalves	20-08-2020	
Monika Tomic	20-08-2020	
Pawel Witkowicz	20-08-2020	
Robert Kowalski	20-08-2020	
Adrian Iulisca	20-08-2020	
Alexandra Basile Korovouchkina	01-09-2020	
Ersin Calik	01-09-2020	
Ioan Enache Morar	01-09-2020	
Lorena Camila Balsa Goncalves	01-09-2020	
Monika Tomic	01-09-2020	
Pedro Tavares	01-09-2020	
Alexandra Basile Korovouchkina	20-08-2020	
Arianna Di Pea	20-08-2020	
Gennaro Di Corato	20-08-2020	
Jagoda Starostka	20-08-2020	
Mattia Piscicelli	20-08-2020	
Oleg Genadiev	20-08-2020	
Renato Prozzillo	20-08-2020	
Ronaldo Sanchez	20-08-2020	
Slawomir Adam Chlosta	01-09-2020	
Daniel David Gutierrez Velez	01-09-2020	
Gennaro Di Corato	01-09-2020	
Jagoda Starostka	01-09-2020	
Mattia Piscicelli	01-09-2020	
Patrycja Pawlik	01-09-2020	
Tamas Prigli	01-09-2020	
Alexandra Basile Korovouchkina	20-08-2020	
Adrian Iulisca	20-08-2020	
Gauthier Papat	20-08-2020	
Ioannis Miskou	20-08-2020	
Maria Cava Diaque	20-08-2020	
Nikola Hatasova	20-08-2020	
Pedro Tavares	20-08-2020	
Roberto Bruni	20-08-2020	
Carlos Marcelo Sanchez ferro	20-08-2020	

Trained employees	Training date	Signature
Carlos Marcelo Sanchez ferro	01-09-2020	
Gauthier Pupat	01-09-2020	
Ioannis Miskou	01-09-2020	
Maria Cava Diaque	01-09-2020	
Oleg Genadiev	01-09-2020	
Ricardo Younis Moreno	01-09-2020	
Virnia Yannelis Garcia Guevara	01-09-2020	
Carlos Marcelo Sanchez ferro	20-08-2020	
Efthymia Katsava	20-08-2020	
Hector Campanelli Amaris	20-08-2020	
Jessica Mejia Toro	20-08-2020	
Miguel Huertos Garcia	20-08-2020	
Patrycja Pawlik	20-08-2020	
Ricardo Younis Moreno	20-08-2020	
Tamas Prigli	20-08-2020	
Adrian Iulisca	01-09-2020	
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