



**NAVITAS**  
COMPLIANCE



THE LOWRY HOTEL  
MANCHESTER

Online

Telephone Address

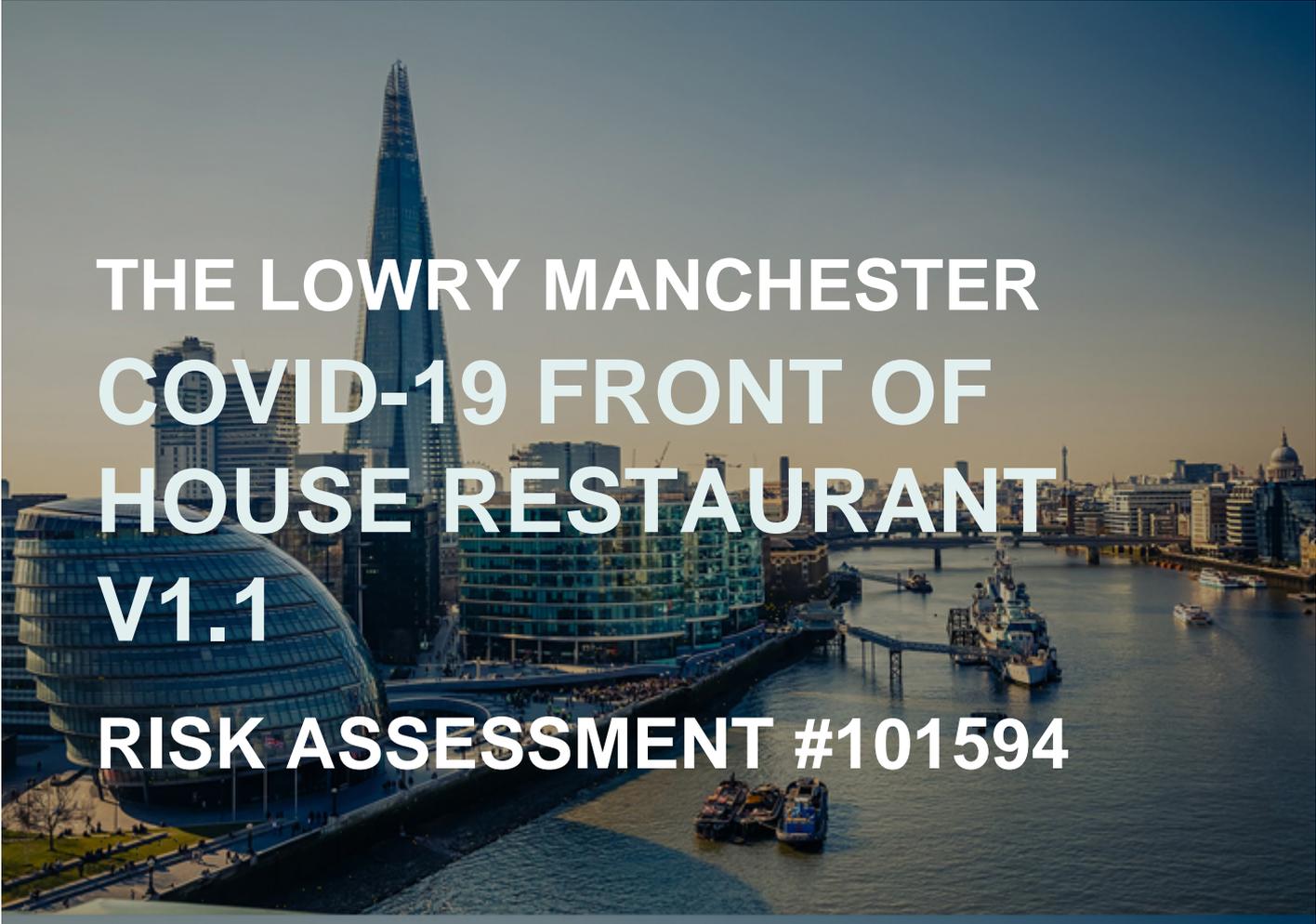
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**THE LOWRY MANCHESTER  
COVID-19 FRONT OF  
HOUSE RESTAURANT  
V1.1  
RISK ASSESSMENT #101594**

**BRAND: THE LOWRY  
MANCHESTER**

**SITE: THE LOWRY  
MANCHESTER**

**DATE: 20/06/2020**

# 1 - COVID-19 Front of House Restaurant

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## 1.1 COVID-19 Front of House Restaurant

1.1.1 Date	20.06.2020
1.1.2 Assessor	jason orton

1.1.3 Activity

Front of House Restaurant

Front of House Restaurant

1.1.4 Hazards

- Cross-infection of staff/customers from an infected carrier of the virus.

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1.1.5 Who might be harmed	Employee Customer
1.1.6 If 'Other', please specify	N/A

1.1.7 Initial Risk Assessment (with no controls in place)

PROBABILITY	Low	Medium	High
SEVERITY			
Low	Low	Low	Medium
Medium	Low	Medium	High
High	Medium	High	High

1.1.8 Severity	● Medium
1.1.9 Probability	● High
1.1.10 Risk Rating	● High

### 1.1.11 Safe systems of work and controls in place

- Provide takeaway food only where possible.
- Limiting menu offers to help operational efficiency and reduce loading on the food production areas.
- Staff numbers on site to be minimised.
- Avoid Self Service arrangements.
- Introduce, or extending existing, pre-ordering capabilities. This can include telephone orders, email ordering or ordering via an app.
- Customer numbers to be minimised by allowing a limited capacity at once.
- introduce pre-booking system to allow effective management. Retain contact details of lead customer for each booking.
- Correct control over the use of lifts. Everyone encouraged to use stairs.
- Temporary Handwash/Sanitising stations at entrance to restaurant/servery to be used by everyone.
- Effective queue management with social distancing and security monitoring in place for busy times. Designate a Covid champion to oversee customers on entry / exit and communicate controls.
- Ensure traffic routes are arranged to assist social distancing. Directional signage and floor markings used to clearly show this. One way system implemented where possible, including separate entry / exit points.
- Correct controls on social distancing organised at front of house tables. Remove or barrier off tables to allow for 2m distance. Where not possible, screening between the tables to be considered.
- Provide a set down space at each table where orders are to be placed to be taken by customers.
- For takeaway, orders are left in a designated collection point.
- Any front of house greeting stations organised in a manner to allow social distancing
- Enhanced cleaning and sanitising procedures in front of house including touch points, on the food counters. Key touch points sanitised every 30 min.
- Tables to be fully cleared and cleaned / sanitised after each sitting.
- Service staff to wear disposable gloves (and masks if deemed necessary).
- Access control, signage and sanitising procedures in place for welfare facilities / customer toilets
- Cash is not being handled on the premises – contactless payment only
- Remove any display material from tables. Whenever possible, electronic communication is to be used rather than paper e.g for Menus
- Direct contact with customers limited whilst maintaining hospitable approach / manner.
- Signage displayed informing customers of social distancing & hygiene measures in place.
- 'Eat and Go' signage to discourage spending longer times than necessary in the restaurant.
- Used trays are put through the dishwasher if practicable to do so. If not, sanitiser wipes are available to wipe down trays before re-use.
- Provision of disposables, where possible e.g service plates/dishes/utensils.

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### 1.1.12 Site specific controls

Please detail any site specific controls additional to the above.

- all staff to be temperature checked before entrance to hotel
- Screens have been put on hostess desk for staff / guest safety
- hand sanitiser station available for guests
- one way entrance and exit into restaurant
- staff have one way in and out of the kitchen also
- All tables to be allocated a server who will be the only one team member to serve the table
- tables to be blank and sanitised for guest arrival

- No buffets
- one use personalised menus
- reduced menus
- guest encouraged to have room service
- table sanitisation as per cleaning manual
- all guests will be temperature screened before entry to the hotel
- table's have been spaced with social distancing
- service will run as per operational document
- newspapers will be replaced with an app
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### 1.1.13 Further action(s) required

Please provide detail of any further actions that are required.

- covid team setup to aid in this

### 1.1.14 Final Risk Assessment (with controls in place)

PROBABILITY	Low	Medium	High
SEVERITY			
Low	Low	Low	Medium
Medium	Low	Medium	High
High	Medium	High	High

1.1.15 Severity	 Medium
1.1.16 Probability	 Low
1.1.17 Risk Rating	 Low