

Catering department – Front of house staff

What are the hazards?	Who might be harmed	Requirement	Materials/ Mitigation/Actions	Action by who?
Preventing the spread of Covid-19 by following best practice	<ul style="list-style-type: none"> <li>• Front of House Staff</li> <li>• Other employees</li> <li>• Vulnerable groups</li> <li>• Guests</li> </ul>	Ensure that all staff in this area are aware and adhere to best practice guidelines for the prevention of COVID	<p>Each staff member to complete induction questionnaire before they return to work.</p> <p>Mask (and visors, where necessary) to be worn at all times unless exempted by the manager.</p> <p>Staff should maintain 2 meter distance wherever possible and never going closer than 1 metre+ (this applies to working with colleagues).</p> <p>Staff must wash hands/sanitise at the start of shift and regularly thereafter.</p> <p>All areas which are in use, especially contact points, will be thoroughly cleaned and sanitised before and after every service. Particular attention will be paid to surfaces, doors, door handles, screens, light switches, shelves, cupboards, storage containers.</p> <p>All equipment which can be washed through the dishwashers will be cleaned and sanitised via the machines. Staff will wear masks/visors and clean gloves to put any clean equipment away until their next use.</p>	FOOD SERVICES
Ensure staff are fully aware of the required personal hygiene standards	<ul style="list-style-type: none"> <li>• Front of House Staff</li> <li>• Other employees</li> <li>• Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions</li> <li>• Guests</li> </ul>	Communicate on a regular basis best practice personal hygiene	<p>All staff, on their return to College are inducted by their line manager and clear guidelines on personal hygiene are provided. Including:</p> <ul style="list-style-type: none"> <li>• Staff to wash hands thoroughly before handling food.</li> <li>• Staff to wear masks/visors and clean gloves at all times whilst handling food.</li> <li>• Staff to wear masks and in some cases visors at all times when working in the Servery/kitchen and Hall areas.</li> </ul>	

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			<p>Where changing rooms are used, ideally only 1 person at a time unless the 2<sup>nd</sup> person is in the shower cubical (never more than 2 persons in a toilet/changing room).</p> <p>Although increased cleaning will be provided by the Housekeeping team, staff are expected to clean before and after themselves as well. If using the shower or toilet, staff are expected to spray and clean hand contact points, handles and taps, flush and clean the bowl behind you.</p>	
<p>Provide clear food handling procedures</p>	<ul style="list-style-type: none"> <li>• Front of House Staff</li> <li>• Other employees</li> <li>• Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions</li> <li>• Guests</li> </ul>	<p>Ensure that measures have been considered and are in place with regard the handling and serving of food to members of College</p>	<p>Physical additions :</p> <ul style="list-style-type: none"> <li>• Perspex screen to be installed by the till area.</li> <li>• Screens to be installed above the servery counters.</li> <li>• Trays and wrapped cutlery will be provide.</li> </ul> <p>Measures required of customers:</p> <ul style="list-style-type: none"> <li>• Students/Staff will be required to wear face coverings at all items, except when they are eating.</li> <li>• Students/Staff will be required to sanitise their hands as they enter the Servery.</li> <li>• Any item touched must be paid for.</li> </ul> <p>No self-service food items will be available.</p> <p>Managers will ensure that contact between kitchen and catering staff is minimised.</p>	

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<p>Provide a safe and secure environment for the handling of food in Hall</p>	<ul style="list-style-type: none"> <li>• Front of House Staff</li> <li>• Other employees</li> <li>• Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions</li> <li>• Guests</li> </ul>	<p>Ensure that measures are in place and fully communicated to all Hall users to maintain a safe environment</p>	<p>Create a one way system so that students/staff will enter the Hall via the right hand side doors and leave the Hall via the left hand side doors.</p> <p>Seating distancing will be clearly marked to adhere to social distancing guidelines.</p> <p>Breakfast, lunch and dinner service will have additional sittings and an extended period to time which will allow for the limited capacity and additional time spent queuing for meals.</p> <p>Students/Staff will be required to book for meals.</p> <p>Students/staff will be invited to consider taking their meals away to eat in their rooms/offices to release the pressure on the reduced capacity in Hall</p> <p>Food Service staff will clear used trays to minimise traffic.</p> <p>Food Service staff will wear gloves and masks at all times.</p>	
<p>Provide a safe and secure environment for the handling of food in the Mansell Room</p>		<p>Ensure that measures are in place and fully communicated to all SCR Mansell Room users to maintain a safe environment</p>	<p>Seating distancing will be clearly set out to adhere to social distancing guidelines.</p> <p>Extended lunch hours will be made available with Fellows requested to book specific time slots in order to control the flow of guests in that area.</p> <p>Fellows will be asked to sanitise their hands as they enter the Mansell Room.</p> <p>Fellows will be asked to wear face coverings/masks when entering the Mansell Room.</p>	

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			<p>Self service will be removed, instead Food Service staff members wearing masks/visors and gloves will be on hand to serve hot food on plates and serve the meals.</p> <p>Individual bowls of salad, cheese plates and puddings will be available in the window display area.</p>	
Provide a safe and secure environment for members of the SCR in the Upper and Lower SCR		Ensure that measures are in place to prevent the spread of COVID	<p>Fellows will be asked to sanitise their hands as they enter the SCR.</p> <p>Disinfectant wipes will be provided for Fellows to clean the coffee machine control buttons before they use it.</p> <p>Disposable cups will be available for Fellows</p> <p>Fellows will be encouraged to vacate the SCR promptly at busy times in order to avoid too many sharing the same space for any length of time.</p> <p>The seating capacity in the SCR will be no more than 8 persons.</p> <p>Additional seating is available in the Upper SCR for up to 6 persons.</p> <p>Individually wrapped biscuits will be available.</p> <p>The Upper SCR will be available to provide additional seating capacity.</p>	
Spread of COVID is minimised		Ensure that measures are in place for Food Delivery for Isolation has minimal risk	<p>Food being delivered to individuals in isolation will be placed in take away containers</p> <p>Disposable cutlery and napkins will be provided with the food.</p> <p>Deliveries will be by staff wearing clean mask/visor &amp; gloves.</p> <p>Food delivers will knock on the students door to alert them of the delivery before leaving the area</p>	

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			Students will dispose of the containers in black bags supplied by housekeeping which will be collected according to the housekeeping arrangements in place.	Housekeeping
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