

## Covid-19 Risk assessment

Company name: Moor End Guest House

Assessment carried out by: M Smith Proprietor

Date assessment carried out: 31<sup>st</sup> July 2020

Moor End Guest House is owned and run by Martin Smith. No staff are employed at the premises.

The core aim of Moor End Guest House is to ensure that all guests/visitors to the premises and the proprietor are kept safe at all times whilst on the business premises.

This document has been produced to meet the COVID-19 Secure guidelines.

## Customer Journey Risk Assessment

Customer Journey	Controls in my business
Booking	The majority of bookings, approx 95%, are made through online travel agents such as Booking.com, Google, Expedia, Hotels.com, etc. operating through my online booking channel manager eviivo Ltd. The OTA's generally have Covid-19 Guidance for travellers on their sites reminding customers of government guidelines not to travel if they show any symptoms of the virus.
Arrival at guest house	On arrival the guest will be greeted at the front door and asked to use the hand sanitiser station on entry into the building. The guest will then be invited into the breakfast room and asked to check the pre made entry in the guest book to ensure all details for track and trace purposes are

	<p>provided, any missing information will be written in by the proprietor. All Covid-19 guidelines will be verbally advised to the guest and a written copy presented to the guest for their perusal. The guest will be asked to advise a preferred time slot for breakfast to avoid multiple groups of guests turning up together.</p>
<p>Guest rooms</p>	<p>After the induction in the breakfast room, the guest will be lead up the stairs to their room and all room amenities will be explained. Sanitised guest keys for their room and the front door will be in the guest room for their use. To prevent the spread of the virus all soft furnishing, bed spreads, cushions, etc have been removed from the guest rooms.</p>
<p>Movement around the guest house</p>	<p>There is limited access for guests. Guests come in the front door, up the stairs and into their room. When they come out of their room they can only go down the stairs to the front door or breakfast room. Hand sanitiser stations are provided at the top and bottom of the stairs and the guests are requested to use these during their initial check in. The maximum number of guests in the guest house at any one time will be eight persons in four rooms. Guests will be advised on initial check in that in the unlikely event of guests from two parties meeting at the stairs, then social distancing to be observed at all times, i.e. one party waiting on the landing at the top of the stairs whilst the other party come up the stairs.</p>
<p>Room service/housekeeping</p>	<p>For protection of the guests and the proprietor no room service will be provided during the course of the guest stay. Should the guest require any replacement toiletries, clean towels, tea, coffee etc during their stay they</p>

	<p>are asked to text the proprietor accordingly and arrangements will be made for these to be left outside the guest room.</p>
Breakfast	<p>Guests will be requested to arrive for breakfast at a minimum fifteen minutes intervals. The breakfast room door will be open during breakfast service to avoid the need for guests to touch it. tables and seating have been arranged to ensure 2m social distancing between groups of guests and to allow for safe movement of guests and table service. Guests will be requested to sanitise hands on arrival in the breakfast room and as necessary during the course of breakfast. Breakfast orders will be taken by the proprietor and food and drinks served to the guests at their table. There are sufficient tables available to seat all guest without the need for sharing. On completion of breakfast service, the breakfast room door will be locked and the tables and chairs cleared and cleaned/sanitised. All tableware and cutlery will be washed in the dishwasher. Toilet facilities are only available in individual guest rooms.</p>
Check out/Payment	<p>As the majority of guests book online and provide their card details to secure the booking, their payment is preauthorised 48 hours in advance of their arrival in accordance with the OTA's cancellation policies. The guest will be asked if they are happy for payment to be taken directly from the preauthorised payment online to avoid any contact with the guest's card/money. Where bookings are made direct then it will be necessary for the guest to enter their card in the pre sanitised card reader and pay direct. Due to the nightly room rates being above the maximum contactless payment level this option for payment is not available to the guest. Cash payment will only be taken as a last option.</p>

Guest departure

On departure of the guests the room will be thoroughly cleaned and disinfected. All towels and bedding will be washed at a minimum of 60 degrees and tumbled dry prior to ironing. Guest hospitality trays will be washed and sanitised and refilled with new tea, coffee, milks etc. Particular attention will be paid to all touch points such as door handles, light switches, toilet flush, taps, TV remotes etc to ensure these are sanitised. Disposable gloves and cleaning cloths will be used for each individual room and disposed of on completion of each room.

All communal areas such as hall, stairs and landing will be cleaned and disinfected daily prior to breakfast service and after guest departure, particular attention being paid to door handles, handrails and light switches.

Prepared by: Martin Smith – Proprietor.

Date: 31<sup>st</sup> July 2020

Review date	Issue Number	Signed