

Our Controls	
Social Distancing Goal	Our tables are spaced at a minimum of 1.5 metres apart to allow for social distancing to take place. In addition to this, tables have been re-angled to avoid people facing each other and tables have been removed altogether to allow for space around tables. Seating areas in the bar have been removed to allow for extra dining space. Guests will be asked to walk on the left of all walk ways. Parents are reminded that it is their responsibility to keep children seated at tables during their visits to avoid any unnecessary movement around the building and also to avoid any unnecessary contact with surfaces and displays.
Menu Operation and adaptations	We will operate from an a la carte menu and tasting menu within the restaurant but we will also have a takeaway option available via our website. Menus will be visible for guests on the website or by disposable menu on request. Guests will also be able to pre-order via ResDiary.
First Aid	First Aid will be administered by registered First Aiders using appropriate PPE
When Staff Feel Unwell	All team members will be actively encouraged to inform the Management should they be feeling unwell, especially if they are showing symptoms of COVID-19. They will be instructed to self-isolate for a minimum of 7 days or longer should the symptoms persist. Should staff members begin to show any symptoms of COVID-19, they will also be instructed to make a booking at a testing centre and report the results back to allow us to comply with Government Test and Trace guidance. Should a member of staff receive a positive test, ALL staff who have been in contact with the staff member will be instructed to self-isolate for 7 days and any guests who have visited the restaurant in the previous 14 days will be contacted and offered information of the diagnosis.
Smoking or Vaping	Staff will only be allowed to smoke or vape in designated areas and whilst observing social distancing guidelines. This will only take place at times authorised by Management on official breaks.
Numbers of Staff at Work	Staffing numbers will be kept to a level required for the day's business. This will be reviewed on a daily basis and rota's will be adjusted accordingly. Staff will be scheduled to arrive into the building to avoid crowding in changing rooms.
Customer Capacity	Capacity for guests seated in the restaurant will be 44. This allows us to work within social distancing guidelines. Tables will have a maximum cover size of 4 in the restaurant from a maximum of two households or safety bubbles. Tables of up to 6 will be permitted in the garden from an unlimited number of households, as per Government guidelines.

The Guest Journey	
Pre-Booking	All reservations should be pre-booked using ResDiary with a maximum number of 4 people per table indoors from no more than 2 households or safety bubbles. Outdoor tables will be a maximum of 6 people from any number of households
Arrival Outside Venue	When guests arrive outside the venue they will proceed to the main doors. Guests will be temperature checked before being allowed to enter the building. Should a guests temperature be above normal, we shall ask them not to enter the building and to rearrange their reservation for when their temperature has returned to normal. Once permitted to enter, these doors will have anti-viral wraps on the handles to avoid transmission of the disease. The interior doors will be hooked open to avoid any manual contact. Should we have spare tables available and be welcoming 'walk in' reservations, these guests will be asked to give contact details before entering. Should they fail to do so and are unknown by the team, entry will be refused.
Entering the building & Walking to tables	When entering the building, guests will be shown the mandatory hand sanitisers at the entrance. They will then be shown directly to their tables, guests will be asked to walk to the left when moving around the restaurant to avoid bumping into people.
Ordering Food & Drink	Guests will be asked to log onto the website to read food and drinks menus via smart phones. Should they not be able to do this, desposable menus will be available on request. Guests will be able to pre-order their food via their reservation notes or waiting staff will take orders at tables.
Bar Service	All drinks will be carried to tables in each section using a tray. Hands will be sanitised at the bar before taking drinks to guests table. Empty glasses will be collected onto trays before being removed to the bar area.
Food Service	Food will pass under UV lamps before leaving the pass. Staff will use hand sanitisers on the pass before carry plates and will use cocktail napkins to carry plates which will be disposed of after use.
Clearing Tables	Tables will be cleared in the usual manner straight to potwash and staff will wash hands immediately afterwards before proceeding onto any other task.
Going to the toilet	Guests will move around the restaurant to use the toilet on the left side of the walk ways. Doors for the toilets will be propped open where possible to allow people to see the number of guests in the toilets before entering. There will be a maximum of 2 people waiting to use the toilets, other guests will be asked to return to their tables and going back up shortly. Guests will be asked to sanitise hands before entering the toilets. If using a cubicle, there will be sterilising sprays in the cubicle and guests will be asked to wipe door handles and toilets seats before leaving the cubicle using the spray and toilet paper, then flushing the toilet paper away. All toilets (apart from accessible toilet) are fitted with sensor taps and soap dispensers to eliminate touch and hand driers have been removed to avoid spray, guests will use paper towels and dispose of after use. Guests will be asked to use sanitisers on the way out of toilets before returning to tables.

Paying	Guests will be given the option of paying via PayPal or by using conventional debit/credit cards. As much as possible, we will request that guests do not use cash.
Leaving the Business	When guests leave the business, they will be asked to leave using the door into the garden to avoid any cross over from guests entering the building.

Staff Journey	
Before Returning to Work & Training	Before staff return to work they will take part in a Return To Work Conversation with their Manager regarding their health, concerns and risk assessment. All staff will also need to complete the Peninsula COVID-19 module online. There will also be a full video briefing on how the restaurant will work on re-opening.
Pre-Arrival	Before arriving at work, all staff should self-assess with honesty. If they are feeling unwell and showing any of the recognised symptoms of COVID-19, they should call into work, at least 2 hours before their shift starts and report they symptoms. At which point they will be advised to self isolate for 7 days and to book at test at the nearest test centre. The results will then need to be reported to the Management to allow for effective Test and Trace guidelines to be followed.
Arrival at Work	All staff should arrive at work using the fire escape door. If nobody is in the office at the time of their arrival, they should call the restaurant and a member of staff will come upstairs to them to take their temperature. Should they be outside of the acceptable range, they will be sent home to self-isolate and to arrange a test. If their temperature is fine, staff will be allowed to proceed onto shift.
Uniform Change	Staff would be encouraged to bring their uniform with them and change onsite to restrict the potential of contamination on their clothing.
Changing/Locker Rooms	Staff will be permitted to use the changing room in no more than groups of 3 and must adhere to social distancing where possible.
Kitchen Steps - Storage, Work stations, Equipment, Dishwashing, Grills, Fryers, Pass	Staff will only be permitted into dry store areas and walk-in fridges individually. They will sanitise hands before entering and on leaving. Work stations in the kitchen are in a format that will allow chefs to physically distance and the section where two chefs will work closely together will be operated by the West brothers who live together so are in a secure bubble. Equipment will be sanitised and cleaned as per the ESC for the kitchen and as per risk assessment. Dishwashing will take place in the automatic dishwasher which washes at 60 degrees and rinses at 82 degrees to sanitise. The pass will be sanitised between every order is plated and plates will pass under UV lighting to help reduce spread of the virus.
Service	During service, staff will be allocated into sections and where feasibly possible will be the only people to go into that area to reduce movement of people. Staff will be using hand sanitisers at pre-determined points of service and will have 30 minute periods between full handwashing.
Outdoor Areas	As the potential to contract COVID-19 in outdoor areas is significantly lower, we will operate outdoors service as regular as possible. Staff will regularly sanitise tables and chairs and also after every use. When staff are taking refuge to bin areas, they will be required to wear gloves due to the amount of contact points to administer the task, they will then thoroughly wash their hands after removing and desposing of their gloves.

Cellars	There will only be 1 member of staff permitted in the cellar at any time. Hands must be sanitised before entering and after leaving. Delivery drivers will not be permitted to enter the cellar at any time and should any technicians be required they must have their temperature checked, be wearing appropriate PPE and have their details recorded before entering. Regular cellar cleaning will continue as normal.
Deliveries	All deliveries must report to the back door and ring the door bell, no admittance will be permitted and no deliveries will be accepted via the front doors. Deliveries must be left outside in a suitable place and pass all regular checks including temperature checks as necessary. Staff will then bring deliveries into the building and thoroughly wash their hands once the delivery is completed.
Front of House	Extra cleaning will take place with extra checks of toilets and public areas. Any unnecessary objects will be removed to reduce possible contamination. Tables will be thoroughly sanitised between every use and all touch points will be regularly cleaned and anti-viral wraps applied where possible.
Table Clearing	Tables will be cleared in the usual manner straight to potwash and staff will wash hands immediately afterwards before proceeding onto any other task.
Dish/Glass Washing	All washing machines will be thoroughly cleaned and disinfected before use and at the end of every day. Regular chemical checks will take place to ensure levels are correct and regular monitoring of performance of the machines will take place. Dirty glasses will go into the appropriate racking to be washed whilst crockery and cutlery will be stacked and placed in correct trays for machines. Staff must wash hands thoroughly after clearing any plates or glassware before doing any other task.
Payment	Guests should be advised that they can pay either via PayPal or by regular card payment. Should a guest wish to pay by card payment, the card machine should be wiped over using a sanitising wipe and staff should sanitise their hands before taking to the table. Ask guests to sanitise their hands using table sanitiser before entering their pin number. Hands should be sanitised after use of the card machine and before moving on to any other task.
Interaction with Work Colleagues	Interaction with work colleagues is vital to maintain morale levels during these times, however, this must be done whilst observing social distancing wherever possible. Staff must be sensible and responsible for their actions regarding this.
Using Staff Office	Where possible, the staff office should be used as little as possible and for short periods. When using a computer or desk which is shared, the desk, keyboard and mouse should be wiped over with sanitiser wipes after every use. Also any telephones used by multiple people should be wiped after each use.
Using Staff Toilets	All staff are to only use the toilet on the first floor, no guest toilets should be used. After using the toilet, door handles and toilet seats should be wiped using sanitiser and toilet paper and disposed of. Hands must be thoroughly washed before returning to service.
Leaving Work	When leaving work, where possible, staff should leave using the fire escape door on the first floor to avoid wearing outside clothes in the restaurant or kitchen. Hands should be sanitised as staff leave the building.

ENHANCED SANITISATION CONTROLS - BACK OF HOUSE AREA	CRITICAL	ACTION	ENHANCED	ACTION	HEIGHTENED	ACTION	
Food Prep Surface		Every 30 MINUTES or sooner for the benefit of food safety cross contamination controls		Every 60 MINUTES or sooner for the benefit of food safety cross contamination controls		Every 3 HOURS or sooner for the benefit of food safety cross contamination controls	
Fridge Handles							
Kitchen & WHB Taps							
All Door Handles							
Cupbard Handles							
Light Switches							
Equipment Handles							
Cellar Door Handles							
Trolley Handles							
Hot Lamps							
The Pass							

ENHANCED SANITISATION CONTROLS - FRONT OF HOUSE AREA	CRITICAL	ACTION	ENHANCED	ACTION	HEIGHTENED	ACTION
Till Points		After each use in the case of tables, table condiments and chairs and after each sitting for customer touch points		Every 15 MINUTES in the case of tables, table condiments and chairs and after each sitting for customer touch points		Every HOUR or sooner for the benefit of food safety cross contamination controls
Trays						
Table Condiments						
Door Handles						
Restaurant Tables						
Restaurant Chairs						
Toilets						
Toilet sinks						
Dumbwaiter and Handrails						
Outside Tables & Chairs						
Light Switches						
Credit Card Machines						
Fridge Doors						
Coffee Machine						
Beer Pumps						
Bar Tops						
Ice Scoop						

THE BOAT INN COVID-19 RISK ASSESSMENT

- Completed 1st July 2020 by Steve Locklin MIH, General Manager.

Review Date - 1st August 2020

Area	Action for Consideration	Adopted Actions	Potential Risk Level - High/Medium/Low	Further Action Required			
Restaurant	Guests entering the building - Monitoring, Temperature checks and recording of personal information.	Guests will enter the building via the front door only and stay to the left when moving around. Guests will be temperature checked and refused admission should their temperature be high. Contact details are kept from ResDiary and anyone without a reservation will need to provide details before entering, these will be held for 21 day as per Government guidelines. Anti-viral wraps will be on door handles and guest must use sanitisers one entry. Guests will be asked to use hand sanitisers before entering the building.	Low	None if guidelines are followed			
	Guests Seating and Ordering - How will guests see menus and safely order whilst social distancing?	Guests will be seated immediately and menus will be online. Desposable menus available one request. Orders placed via staff whilst social distancing or by pre-order via the booking app. There will be no service at the bar, all orders must be taken from the table.	Low	None if guidelines are followed			
	Use of Toilets - How will guests move to and from toilets and ensure safe usage whilst social distancing?	Monitoring the use of toilets to ensure social distancing. Limiting the number of people waiting for the toilet. Have doors propped open so people can see of it's safe to enter. Guests will be asked to use sanitisers before entering and when leaving the toilets. Sanitisers will be positioned on the wall by the Main entrance and toilets. Sanitising spray in each cubicle for toilet seats and door handles to be wiped by guests after each use. Timed cleaning periods for sinks, door handles and surfaces. Tap and soap dispensers in toilets are non-touch and paper towel have replaced hand driers to reduce spray.	Medium	Must be monitored to ensure guidelines are being followed correctly			
	Food Service - How to safely serve food to tables and clear tables whilst social distancing and to reduce movement around the restaurant.	Cutlery will be put onto tables just before food is due to arrive. Staff will sanitise hands before serving plates and will serve using cocktail napkins. Plates will pass under UV lighting before leaving the kitchen. Staff to spend as little time as possible at tables. Tables will be cleared back to potwash in the usual manner and staff will then wash hands before moving onto any further tasks.	Low	Care must be taken by staff when cleaning dirty plates and cutlery and hands must be washed before moving onto next task.			
	Drinks Service - How to safely serve drinks to tables and clear tables whilst social distancing and to reduce movement around the restaurant.	Drinks will be prepared by one person at the bar. Staff will sanitise hands before delivering drinks to the table. Staff will spend as little time as possible at the table. Dirty glasses to be removed onto trays by staff and taken to bar areas for washing.	Low	Care must be taken by staff when cleaning glassware and hands must be washed before moving onto next task.			
	Positioning of Tables - What steps will be taken to ensure tables are at a safe distance?	Tables will be positioned a minimum of 1.5 metres apart and where possible, guests will sit side by side. Some tables will be removed to ensure this is possible and all seating in the bar area will be removed to allow for 3 tables for dining. Tables will be angled to give more space and will have a maximum of 4 people from a maximum of 2 households. Outdoors there will be a maximum of 6 people from any number of households.	Low	Ensure booking regulations are adhered to and that maximum covers per table are not broken.			

Restau	Table Safety - What will be in place on tables to help with the control of the virus?	All tables will be at guideline distance. All tables will be thoroughly sanitised between every use along with the chairs. All tables will have hand sanitisers on them for guests use. There will be a period between table use to allow for cleaning. Staff will social distance where possible from tables.	Medium	Attention must be taken to ensure that thorough cleaning takes place of tables and chairs when guests leave.			
	Cleaning - Heightened cleaning schedules and routines to ensure that touch surfaces and contact points are regular cleaned.	Enhanced Sanitisation Controls are in place with specific timings and details for when areas and surfaces must be cleaned. These will be signed off when completed by management. Heightened cleaning routines of door handles, push plates, toilets and contact points within the restaurant will be implemented.	Medium	Regular, thorough cleaning must take place to ensure the restaurant is safe for all guests and staff			
	Staff Personal Hygiene	Our staff always have the highest standards of personal hygiene and this will of course continue. To heighten this and reduce the potential spread of the virus, staff will change into uniform onsite using staff changing rooms. Staff will ensure regular handwashing by the use of a timer system where all staff will wash hands every 30 minutes. In addition to this staff will use hand sanitisers at set points during service to ensure the highest standard of hand hygiene. Staff will take breaks either individually or in a manner where they can physically distance. Should a member of staff report any symptoms of the virus, they will be instructed to self-isolate. For the protection of our team and our guests, Front of House staff will wear face masks whilst on service.	Low	We will monitor the advice and opinion of guests and may review the decision on face masks at a future date.			
	Guests Leaving the Restaurant	To ensure that there is no congestions at the front door entrance, guests will be required to leave the restaurant via the door into the garden and then into the car park through the gate. This will be a fixed one-way system, therefore guests leaving the building for a cigarette break will then need to re-enter the building through the front doors.	Low	None if guidelines are followed			
	Cutlery & Glassware	All cutlery and glassware will be washed in appropriate machines using the correct chemicals in accordance to COSHH guidelines. Cutlery and glasses will be washed at 60 degrees celsius and rinsed at 82 degrees celsius. Polishing will take place using a clean cloth for each batch. Clothes will be assigned to individuals. Clothes will be washed inhouse at 90 degrees celsius.	Low	None if guidelines are followed			
	Staff Physical Distancing	Staff will be separated onto sections within the restaurant to reduce the opportunity of close contact to occur. Staff will be given breaks at differing times to allow for physical distancing whilst on breaks. There will be a maximum number of people allowed in staff changing areas at any one time to allow for physical distancing.	Low	None if guidelines are followed			

Kitchen	Staff Personal Hygiene	Our levels of personal hygiene are always of the highest levels, however, during this period kitchen staff will continue to change into work wear onsite as per normal. All chefs will be temperature checked before being allowed to enter the building. In addition to this, chefs will wear visors in the kitchen, this will allow tasting to continue during food preparation without having to touch masks. Chef's will continue to wash hands on a regular basis and will also wash times on a timed basis as per FOH. Should any chef report any symptoms of the virus they will be instructed to self-isolate and book for a test.	Low	None if guidelines are followed			
	Deliveries	To reduce the potential of virus transportation, all deliveries will be received in the yard by the kitchen door to stop delivery drivers entering the building. A door bell will be fitted and chefs will respond to this. Items will be unpacked as much as possible in the yard area to reduce the packaging entering the building. Food items will then be stored in accordance with HACCP guidelines. No deliveries will be accepted via the front door.	Low	None if guidelines are followed			
	Walk-in Fridges	Access to walk-in fridges will be monitored and only one member of staff will be allowed to enter the fridge at a time. Staff will use hand sanitisers before entering the fridges and again before returning to their work stations.	Medium	Guidelines must be strictly followed and monitoring will take place to ensure compliance.			
	Work Surfaces & The Pass	Work surfaces and the pass cleanliness are always kept to the highest standards with sanitisation after every use. This will of course continue. In addition to this, the pass will be fitted with a UV light to pass all plates under to kill any potential virus contamination on plates. The pass is 1 metre wide so this will allow for a natural 1 metre physical distancing to take place between chefs and front of house.	Medium	Guidelines must be strictly followed and monitoring will take place to ensure compliance.			
	Other surfaces	Other work surface are of importance and will be cleaned on a regular basis outlined in the Enhanced Sanitisation Control part of this document.	Medium	Guidelines must be strictly followed and monitoring will take place to ensure compliance.			
	Equipment	All equipment will be cleaned and sanitised between every use. All chopping boards and cooking utensils will be thoroughly washed using the dishwasher in potwash to ensure that the temperature to sanitise is correct and that the chemicals used are correct and in-line with COSHH guidelines. Any machinery used in the kitchen will be thoroughly sanitised using sanitiser spray and disposable wipes. Spoons used for tasting will be single use and disposable. Kitchen towels will be allocated to individuals and changed on a regular basis then be washed, in house, on a 90 degree wash.	Medium	Guidelines must be strictly followed and monitoring will take place to ensure compliance.			
	Potwash Area	The potwash area will be kept to the highest hygiene standards with hand bins emptied regularly. All sides will be sanitised in accordance with the Enhanced Sanitisation Controls for the Kitchen. The Dishwashing machine will be emptied and cleaned on a regular basis and with filters and food traps emptied. Visors will be worn by staff in the Potwash area.	Medium	Guidelines must be strictly followed and monitoring will take place to ensure compliance.			

	Staff Physical Distancing	Due to the lay out of the kitchen, there is no foreseen issue with the ability to physical distance. The only areas of concern is the walk-in fridge and provisions are in place as stated previously.	Low	None if guidelines are followed			
	Cleaning Schedules	Whilst there are already comprehensive cleaning schedules in place, extra care will be taken when doing full, end of day clean downs. During the day the Enhanced Sanitisation Controls will be strictly adhered to.	Low	None if guidelines are followed			