

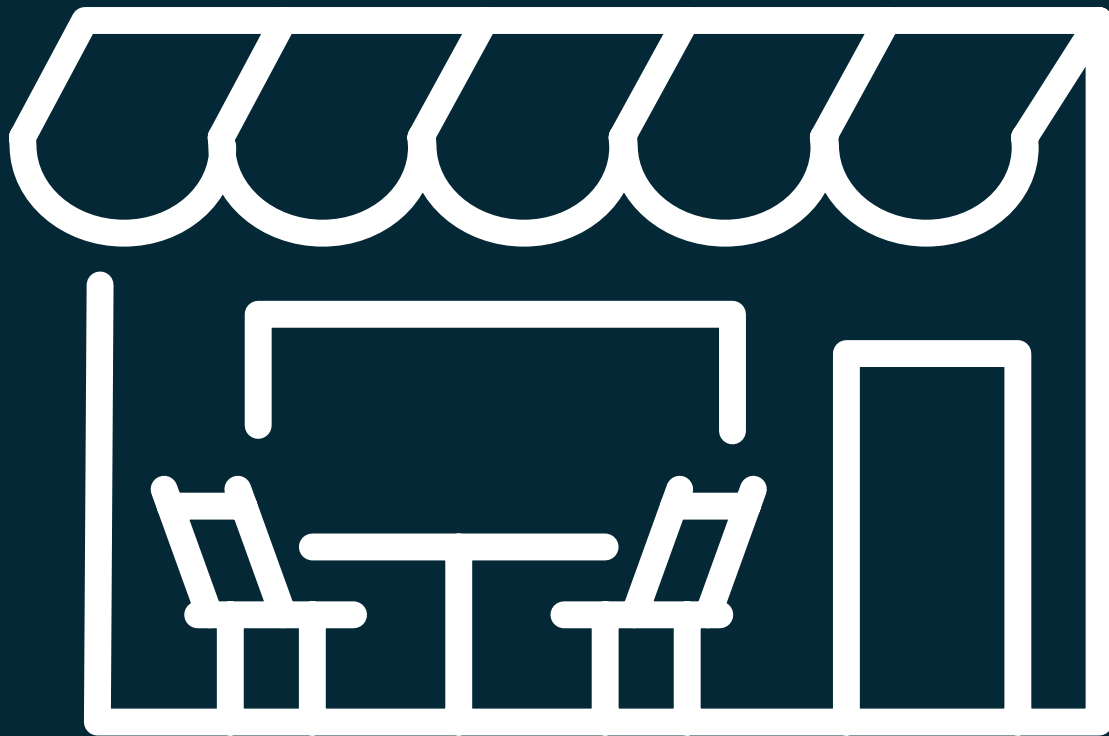
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# CHECKLIST FOR THE HOSPITALITY SECTOR

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updated April 2021



#WiltshireTogether

This helpful checklist can help you prepare your business to be COVID-19 secure.

## CHECKLIST



Has a COVID-19 risk assessment been completed?

Has the COVID-19 risk assessment been shared with staff and is it on the website if more than 50 people are employed?

Is the COVID-19 notice on display in a prominent place?

Have you registered to order coronavirus rapid lateral flow tests for your employees?

The deadline to register is 11.59pm on 12 April 2021. If your business is closed or you cannot provide tests now, you should still register so that you can order tests in the future. You can register here [www.gov.uk/get-workplace-coronavirus-tests](https://www.gov.uk/get-workplace-coronavirus-tests)

Have you displayed an official NHS QR code poster so that all customers and visitors can 'check in' using the NHS Test and Trace app as a preference to providing their contact details?

Is a temporary record of visitors and customers not using the NHS Test and Trace app being maintained for 21 days?

You must take reasonable steps to refuse entry to anyone who does not check in via the Test and Trace app or refuses to give their details.

Has the maximum number of people been calculated so social distancing is maintained?

Has clear information on social distancing, hand washing and sanitising been given (email, phone or web)?

Is the entry of customers being managed so that the maximum capacity is not exceeded?

Are customers and visitors encouraged to use hand sanitiser on entering the premises?

Is a separate exit being used for customers where possible?

If venue has more than one door, are staff using separate entry and exit points?

Are non-fire doors being wedged open to reduce touchpoints?

Can you stagger staff arrival and departure times to reduce crowding into and out of the workplace?

Are social distance markings to remind customers to maintain social distancing (2m, or 1m with risk mitigation where 2m is not viable) where necessary?

Use of social distance markings for other common areas such as toilets, staff rooms and in any other areas used by staff.

Are signs in the toilets encouraging handwashing and good hygiene precautions?

Is there frequent cleaning of areas, especially high traffic and hand contact surfaces and tables between groups of customers?

Consider how people move through the venue/site and how you could adjust this to reduce congestion and contact between customers, for example, queue management or one-way flow, where possible.

Have tables outdoors been reconfigured to enable social distancing? (2m, or 1m with risk mitigation where 2m is not viable between customers of different households or support bubbles.)

Is sufficient stewarding/staffing available to manage outdoor capacity, manage queues and prevent crowds gathering outside the premise?

Is there a collection point for food to minimise contact between front of house and kitchen staff?

Has access to walk in chillers/pantries etc been minimised – only one person at a time?

Are staff encouraged to change into work uniforms on arrival at work?

Is there a reduction in job and location rotation, keeping staff on same duties?

Are staff meetings held in well ventilated rooms, social distanced and non-sharing of pens/documents?

Have staff break times been staggered to avoid congestion in staff areas and are additional areas being used for staff breaks?

Encourage staff to remain on-site for their shift.

Has occupancy in lifts been reduced - use stairs instead?

Marquees and gazebos must have at least 50% of the sides open.

If marquees or gazebos are used do its allow a clear fire escape route?

Is good ventilation being maintained by opening windows?

Are toilet facilities well ventilated, for example by fixing doors open where appropriate?

Is a visible cleaning checklist displayed in toilets and is it up to date?

Are staff washing their hands between serving different tables?

Is social distancing being maintained when taking orders from customers (2m, or 1m with risk mitigation where 2m is not viable)?

Have customers with children been reminded of responsibility around social distancing requirements?

Is contact between customers and staff being minimised by use of screens etc?

Is ordering being encouraged by contactless methods, for example an app?

Is contactless payment being encouraged where possible?

Condiments and cutlery should be provided when food is served and not collected from communal areas.

Are disposable condiments used or is there a regime for cleaning condiment containers between customers?

Are indoor and soft play areas closed?

No live performances (drama, comedy or music)

No entertainment that encourages group chanting, singing, dancing etc

Is background music low enough to allow normal conversation and to avoid shouting?

## USEFUL LINKS AND INFORMATION

To ensure your business premises is prepared you may wish to consider the following information and guidance.

Government guidance for employers and businesses during COVID-19:  
[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

Support for businesses and employers during COVID-19:  
[www.gov.uk/coronavirus/business-support](http://www.gov.uk/coronavirus/business-support)

Support and advice for employers and businesses from Wiltshire Council:  
[www.wiltshire.gov.uk/business-advice-support-covid19](http://www.wiltshire.gov.uk/business-advice-support-covid19)

COVID-19 information and advice from the Health and Safety Executive:  
[www.hse.gov.uk](http://www.hse.gov.uk)

Food Standards Agency guidance for food businesses affected by COVID-19:  
[www.food.gov.uk](http://www.food.gov.uk)

Potential PPE suppliers. If your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.

To help businesses prepare for re-opening, we are providing an updated list of suppliers who have approached the council offering PPE supplies.  
[www.wiltshire.gov.uk/business-advice-support-covid19](http://www.wiltshire.gov.uk/business-advice-support-covid19)

Our business toolkit contains a range of floor signs and posters for you to use.  
[www.wiltshire.gov.uk/business-advice-support-covid19](http://www.wiltshire.gov.uk/business-advice-support-covid19)