

Working at Trefeddian Hotel - General (Updated 12/05/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Working at Trefeddian Hotel	Contracting Covid 19	Staff Guests	High	All employees instructed to follow government guidance and adhere to advice given.	High	<p>Consultation with staff to encouraging them to identify and report hazards in relation with Covid 19 so we can all contribute towards improving safety. Regular monitoring and revision of policies and procedures.</p> <p>All staff trained in new infection control and effective hygiene related procedures and their responsibility to guests and colleagues prior to their return to work to include; Hand and respiratory hygiene Physical distancing Cleaning/disinfection regimes Employee health Dealing with a suspected case (EAP)</p> <p>We will supply all necessary PPE including face coverings, gloves and disposable aprons for all staff which have face to face contact with guests as appropriate.</p> <p>Emergency Action Plan (EAP) put in place and communicated to all members of staff and visitors including; what symptoms to be aware of and what action to take. EAP to be displayed in visible areas around the hotel.</p> <p>Employees who fall in the vulnerable, clinically vulnerable and extremely vulnerable categories will be assessed and provisions made accordingly.</p>	Low	<p>All staff consulted prior to opening in both 2020 and 2021. Staff have been encouraged for regular input thereafter. A copy of the Risk Assessment is available to all staff in each departments Health and Safety file.</p> <p>All staff were trained/retrained in our Covid protocols and procedures prior to the hotel reopening in 2021. All staff have been issued with department specific protocols.</p> <p>PPE has been purchased, supplied and implemented since reopening in August 2020.</p> <p>The EAP has been communicated to all staff during training and copies are available to all staff in each departments Health and Safety folder.</p> <p>All staff have been consulted on their return to work.</p>

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Working at Trefeddian Hotel	Showing Symptoms of Covid 19	Staff Guests	High	All employees instructed to follow government guidance on self- isolating and adhere to advice given.	Medium	<p>EAP to be put into place.</p> <p>All employees are to remain at home and notify the Duty Manager without delay if they or someone they live with are diagnosed or start to show symptoms of Covid 19. The Duty Manager is to inform the General Manager and Hotel Director.</p> <p>Once symptomatic all surfaces that the person has come into contact will be thoroughly cleaned. This will include the employees work area and any public areas in which they may have come into contact.</p> <p>All waste that has been in contact with the relevant person, including used tissues and masks (if used) should be put in a plastic bag and tied. This bag should then be placed in a second bag and disposed of accordingly.</p>	Medium	All staff are advised of the EAP during their training.
Arriving at Work	Covid 19	Staff Guests	High	<p>All employees are instructed to sanitise their hands at the beginning of their shift and maintain good personal hygiene.</p> <p>A clean uniform is compulsory at the start of each shift.</p>	High	<p>All staff will have their temperature taken on arrival at Trefeddian Hotel. This will be carried out before entering the property and recorded at the start of every shift.</p> <p>Once they have had their temperature taken they are to wash and sanitise their hands before entering the hotel.</p> <p>Should a member of staff have a temperature of 38C or more they will be asked to sit in the hotel garage for 15 minutes before having their temperature taken again. Should the staff member continue to have a temperature of 38C or more they will be asked to take a lateral flow test. Should this prove to be positive the member of staff must go home immediately. The person taking the temperature must advise a member of the office team immediately.. They must not enter the establishment. EAP will then be enforced.</p>		<p>A Protocol for Temperature checks and Log Sheet has been implemented for all staff and subcontractors.</p> <p>Sanitisation stations are implemented at the entrance points to the hotel. Staff are reminded to sanitise after temperature checks.</p> <p>All staff are advised of this during training.</p>

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Staff Meal/Rest Breaks	Covid 19	Staff Guests	High	Staff advised to sanitise hands before and after meals. Staff advised to sanitise hands after a smoking break.	Medium	A frequent clean and disinfect regime of regularly touched surfaces in the staff room to be initiated. Microwave and Fridge to be cleaned twice daily. Doors and windows to be opened frequently when possible to encourage ventilation.	Low	Kitchen porters advised to clean the staff room on a more regular basis. A sanitisation station has been installed outside the staff room.
Travelling to Work	Covid 19	Staff Guests	High	Staff are encouraged to walk or cycle to work. Ideally staff should travel in their own vehicle, where practically possible and avoid lift sharing.	Medium	Employees should not car share unless absolutely necessary. Should staff travel in the same vehicle; 1. Windows should be opened 2. Employees should sanitise their hands before and after getting in the vehicle 3. The number of passengers should be limited and spaced out as much as possible. 4. All occupants should wear a face mask.	Low	Staff are advised of safety measures which should be adhered to during training.
Fire/Accident	Covid 19	Staff Guests	High	Disposable Gloves and CPR Masks are provided in the Hotel's main First Aid Box. All staff are fully trained in the event of a fire. A designated First Aider will assist with accidents.	Medium	People do not have to stay two meters apart in the event of a fire or accident. Employees involved in the provision of assistance to others will wear the relevant PPE required and pay particular attention to sanitisation measures immediately after the event, paying particular attention to sanitising their hands.	Medium	Staff are advised of how to deal with accidents/fire during training.
Using Staff Changing Room and Toilets	Covid 19	Staff Guests	Medium	Each member of staff has a personal locker to store their belongings. The staff changing rooms and toilets are cleaned twice daily. Hand sanitiser is provided.	Medium	The changing room area must be kept clear of all personal items which must be put in employees lockers at all times. Enhanced cleaning of all facilities regularly throughout the day and at the end of the working day. Implementation of controls to prevent overcrowding and ensure two metres between staff. Staff must not use guest toilets under any circumstance.	Low	A two hour cleaning and sanitisation schedule has been implemented, a check list is completed each time. Staff are advised of these measures during training.

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Using the Hotel Lift	Covid 19	Staff Guests	High	The Hotel lift is thoroughly cleaned daily and controls sanitised throughout the day.	Medium	Lift usage to be limited to one member of staff at any one time. Staff should avoid using the lift and encouraged to use the stairs when possible. Hand sanitiser to be provided at primary entrances. Enhanced cleaning practices to be implemented.	Low	Staff are advised of these measures during training. Cleaning takes place every two hours and a check list completed.
Contact between staff in different departments	Covid 19	Staff Guests	High	Inter departmental telephones are provided.	Medium	A reduction of movement by discouraging non essential trips between departments. Restricting access to some departmental areas of the hotel. All staff are required to use the outside path at the back of the hotel. Introducing a one way flow through the hotel and different departments. Encourage staff to use the inter departmental telephones more frequently to avoid unnecessary trips to another department. Staff must not be behind the tea/coffee/toast area between 7.45-9.45am.	Low	Staff advised of these protocols during training. Heads of departments to implement.
Staff Meetings	Covid 19	Staff Guests	High	Meetings take place in an office with no social distancing and can be on an ad hoc basis.	High	Allow only necessary participants to attend meetings. Maintain two metre separation throughout. Avoid transmission during meetings for example by avoiding sharing pens and other items. Hold meetings in a well ventilated room if possible. All meetings to be pre-arranged. Virtual meetings would be preferred but if face to face meetings must take place then face masks are mandatory.	Low	Staff are advised of these measures during training.

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Staff Uniforms	Covid 19	Staff Guests	High	Staff are required to wear a clean uniform at the start of every shift.	High	Where uniforms are washed on site they will be washed at 60C. When washing uniform at home staff will be asked to wash at 60C with detergent that contains sanitiser if possible. Where this is not possible please spray uniform with sanitiser. All staff must wear a clean uniform every day.	Low	Staff are advised of these measures during training.
Mobile Phones	Covid 19	Staff Guests	High	There are currently no measures in place to prevent staff using mobile phones during work time. Germs on mobile phones pose a serious health concern. The risk of spreading germs from a mobile phone through the work place is colossal.	High	Staff will be asked not to use their mobile phones during work time. No mobile phones must be seen in any area of any department at any time.	Low	Signage has been installed in each department to ensure all staff of these measures. Staff are reminded of these measures during training. Heads of Department must monitor staff.
Smoking	Covid 19	Staff Guests	High	The Trefeddian operates a strict no smoking policy. There is a designated external area where staff are permitted to smoke. Smoking is not permitted by any member of staff during any meal times i.e.. Breakfast, Lunch, Afternoon Tea, Dinner. Staff have relapsed on this Code of Conduct and some abuse the guidelines as per rule 13.1 in the Staff Handbook.	High	Staff will be reminded of rule 13.1 and will be advised to limit smoking breaks to one every 4 hours out of break time.	Medium	Signage has been installed in each department to ensure all staff of these measures. Staff are reminded of these measures during training. Heads of Department must monitor staff.

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Social Distancing	Covid 19	Staff Guests	High	None	High	<p>A one way flow system will be implemented throughout the ground floor of the hotel.</p> <p>Staff will be advised of social distancing measures during training.</p> <p>All Heads of Department will be responsible for monitoring Covid 19 Hygiene and enforcing social distancing measures.</p>	Medium	Staff have been advised of these new protocols during staff training and shown the one way flow system to adhere to.

Working at Trefeddian Hotel - Office/Bar Department (Updated 12/05/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Cash Handling	Covid 19	Staff	High	Staff are encouraged to wash their hands after handing cash.	Medium	<p>Guests to put any extras onto their hotel room accounts or pay by card.</p> <p>PDQ machines to be sanitised after each guest use.</p> <p>Customers encouraged to pay by contactless payment when possible.</p> <p>Staff advised not to handle customers payment cards.</p>	Low	<p>A mobile PDQ machine has been installed for use in Bar.</p> <p>Guests are advised of these changes prior to arrival in the hotel's Customer Care Plan.</p> <p>Staff are advised of this during training.</p>
Handling Room Keys	Covid 19	Staff Guests	High	Keys are sanitised each time they are handed in by a customer.	Medium	<p>Sanitised Keys to be presented to Guests on arrival.</p> <p>Guests encouraged not to leave keys at Reception until departure.</p> <p>Box provided for key drop off point and sanitising.</p>	Low	A hole in the Reception desk has been made for guests to drop keys into. Guests are advised of this in the Customer Care Plan prior to arrival.
Face to face contact with Customers at Reception desk and Bar	Covid 19	Staff Guests	High	<p>Staff are encouraged to sanitise their hands regularly and maintain good personal hygiene.</p> <p>Hand sanitiser is provided at the Reception desk for Guests.</p>	High	Provision of Perspex cough/sneeze screens in both Reception and Bar to increase separation.	Low	Staff are provided with Face coverings to wear in public areas and while sitting on the Front Desk.
Use of shared equipment	Covid 19	Staff Guests	High	Staff are encouraged to sanitise their work stations at the end of their shift.	Medium	<p>Staff to ensure that they do not hot desk and share any office stationary/equipment such as staplers, pens, phones etc. during their shift.</p> <p>Work stations must be sanitised at the start and end of each shift, to include all stationary, keyboards, mouse and telephones used.</p>	Low	A workstation sanitation checklist has been implemented, staff are also advised of this in training.

Working at Trefeddian Hotel - Office/Bar Department (Updated 12/05/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Departures and Arrivals	Covid 19	Staff Guests	High	Staff are encouraged to sanitise their hands regularly and maintain good personal hygiene. Hand sanitiser is provided at the Reception desk for Guests.	Medium	Floor tape will be put in place to ensure guests are able to social distance at the Reception desk. Office staff must encourage only one person from a party to approach Reception. In the event of a busy arrival period guests will be encouraged to sit and wait in the foyer until it is possible for a member of the office team to check them in. Additional seating will be provided. Each member of the party will then be required to have their temperature taken, they will be asked to come forward one at a time. To avoid queues on busy departure mornings, final guest bills will be delivered to guest bedrooms the night before departure to allow for any queries to be addressed on the telephone with a staff member. Guests may also be permitted to pay over the telephone if required.	Low	This has been installed alongside a one way flow system. Customers are advised of this prior to arrival in the Customer Care Plan.
Working with team members	Covid 19	Staff	High	Staff are advised to sanitise their hands at the beginning of their shift, maintain good personal hygiene and adhere to social distancing guidelines.	Medium	Staff to work side by side or facing away from each other. Where this is not possible the use of Perspex screens are to be implemented and the use of visors advised.	Low	Perspex Screens have been installed.
Hotel Bar Service	Covid 19	Staff Guests	High	Staff are advised to sanitise their hands at the beginning of their shift, maintain good personal hygiene and adhere to social distancing guidelines. The hotel bar is cleaned daily and regularly throughout the day, with additional cleaning measures taking place on a weekly/monthly basis. A quash is used to remove any debris on a glass rim before washing. Glasses are cleaned in a sterilised glass washer at a temperature of 80C and polished to dry. Nibbles are served in the evening. Fruit is served from a sealed container using tongs. Fruit such as lemons is prepared following HACCP guidelines. More than one member of staff will serve in the bar during busy times. A water dispenser is provided for self service.	Medium	Staff must maintain the recommended physical distance from each other behind the bar and only. 2 x Perspex screens will be installed in the hotel bar to increase separation. Nibbles no longer to be served. Dirty glasses must be held at the stem and base only. Hands must be sanitised after contact with dirty glasses. A designated area on the bar will be initiated for dirty glasses. Straws and stirrers should be individually wrapped. The water dispenser at the end of the hotel bar must be removed. The following must be disinfected regularly throughout the day ; Beer taps, handles and optics, Drip trays and mats, handheld measures, Ice buckets, scoops and glasswasher controls.	Low	Staff are advised of this during training. A designated area on the bar for dirty glasses requires a sign to be made. Perspex screen have been installed. Staff are advised of this during training. Straws and stirrers in wrappings have been purchased. The water dispenser has been removed. Staff have been advised of this during training.

Working at Trefeddian Hotel - Dining Room Department (Updated 12/05/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Dining	Covid 19	Staff Guests	High	<p>Staff are encouraged to sanitise their hands at the beginning of their shift and maintain good personal hygiene.</p> <p>A clean uniform is compulsory at the start of each shift.</p>	High	<p>A one way flow to and from the hotel Dining Room will be created to ensure social distancing.</p> <p>Hand sanitisers will be provided at the entrance of the hotel Dining Room and guests encouraged to use it on entrance and exit.</p> <p>Staff will Meet, Greet and Seat each guest to ensure social distancing is adhered to during busy times..</p> <p>PPE will be mandatory for all staff and include face coverings and gloves.</p> <p>Orders will be taken in a time efficient manner and suitable distance to minimise time spent in close contact with guests.</p> <p>Tables will be positioned at the required distance apart in line with Government guidelines. Perspex screens will be implemented between tables where necessary.</p> <p>For large multi-generational family groups or parties that do not live together we will only be able to seat 6 people together. We will endeavour to place tables for parties of more than 6 near each other when possible subject to guidelines.</p> <p>Guests will no longer be guaranteed specific tables that they may have requested due to the change of layout in the Dining Room.</p> <p>Napkin rings, cruets and flowers will be removed from tables.</p> <p>Hand sanitiser will be placed on each table for guests use.</p> <p>Staff must wash tables and chairs with soap and water (in particularly arms) after each guest has departed their table.</p>	Low	<p>Barriers and signage have been installed.</p> <p>Hand sanitiser is provided on entrance to the Dining Room and on each table.</p> <p>Staff are advised of this during training.</p> <p>All staff have been issued with the relevant PPE.</p> <p>Staff are advised of this during training.</p> <p>Tables have been arranged to comply with government guidelines.</p> <p>Condiments, salt and pepper will be provided in sachets and put on each table.</p> <p>Staff to use soap and water to sanitise tables/chairs and dispose of after each one. Pedal bins will be provided for each Waiter/ess near their dumb waiter.</p> <p>A new sanitisation check list has been implemented and staff are made aware of their responsibilities during training.</p>

Working at Trefeddian Hotel - Dining Room Department (Updated 12/05/21)

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Dinner Service	Covid 19	Staff Guests	High	<p>Staff are encouraged to sanitise their hands at the beginning of their shift and maintain good personal hygiene.</p> <p>A clean uniform is compulsory at the start of each shift.</p>	High	<p>Hotel wine lists to be quarantined after each use and rotated every 36 hours.</p> <p>Dirty glasses must be carried at the stem or base only. Extra practices in place to ensure the proper cleaning of all glass wear.</p> <p>Linen napkins will be provided. These will be bagged at the end of each dinner service and stored outside the Laundry Room ready for collection.</p> <p>Bread and sauces to be served by the staff.</p>	Low	<p>Three boxes are provided to ensure wine lists are rotated accordingly.</p> <p>Staff are made aware of these protocols during training.</p>
Breakfast Service	Covid 19	Staff Guests	High	<p>Staff are encouraged to sanitise their hands at the beginning of their shift and maintain good personal hygiene.</p> <p>A clean uniform is compulsory at the start of each shift.</p>	High	<p>Buffet breakfast items will be reduced and now be served by staff.</p> <p>Breakfast menus to be quarantined after each use and rotated every 36 hours.</p> <p>Paper napkins will replace linen napkins.</p>	Low	<p>Three boxes are provided to ensure wine lists are rotated accordingly.</p>

Working at Trefeddian Hotel - Dining Room Department (Updated 12/05/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Table Service	Covid 19	Staff Guests		<p>Staff are encouraged to sanitise their hands at the beginning of their shift and maintain good personal hygiene.</p> <p>A clean uniform is compulsory at the start of each shift.</p>	Medium	<p>Dining Room staff to take orders in lounges alongside a designated Lounge Host.</p> <p>Trays are to be carried through the hotel Dining Room to the lounges to adhere to the one way flow system. If a tray is to be taken outside the Dining Room fire exit door is to be used.</p> <p>Once a customer has left a table (either in Lounges or outside) it will be the responsibility of the Dining Room staff and Lounge Host to clear all glasses, collateral and trays from the table and sanitise table (and chair if possible [not fabric wooden only]) immediately.</p> <p>Extra measures put in place to ensure trays are cleaned/disinfected after each use.</p>	Low	Staff are advised of these new protocols during training.
Daily Cleaning Protocol	Covid 19	Staff Guests	High	The hotel Dining Room is cleaned daily after breakfast service.	High	<p>In addition to the daily cleaning schedule, the hotel Dining Room must be cleaned/sanitised twice daily after breakfast and dinner service as follows;</p> <p>Light switches, dumb waiters, window sills, window handles, doors, chairs, dado rails, back shelf, bins</p>	Low	A new sanitisation check list has been implemented. Staff now sanitise key touch points twice daily and are advised of these changes during training.
Non-resident Diners	Covid 19	Staff Guests	High	<p>The hotel has a steady flow of non-residents throughout the day for Morning Coffee, Bar Snacks, Dining Room Lunch and Afternoon Tea.</p> <p>Sunday lunch could have up to 100 non-residents dine.</p> <p>Non-residents may use all hotel lounges and public toilets.</p>	High	Non-residents will be unable to visit the Trefeddian hotel in the immediate future to safe guard our staff and hotel residents and to ensure social distancing measures can be adhered to.,	Low	Signage on both hotel drives has been installed stating that the hotel is not currently taking non-residents. Information has been provided on our website and social media pages stating this information.

Working at Trefeddian Hotel - Dining Room Department (Updated 12/05/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Linen, napkins, table cloths etc	Covid 19	Staff Guests		<p>Linen is washed by Afonwen Laundry (add protocols).</p> <p>Clean linen is collected from the linen room, taken in the hotel lift through the hotel corridor to the Dining Room before it is stored.</p> <p>Dirty linen is put in a trolley over night for collection by laundry staff in the morning.</p>		<p>Linen must be brought down to the ground floor in the linen lift or via the back stairs through the kitchen to the Dining Room. Trolleys will no longer be permitted in the hotel corridor.</p> <p>Dirty linen must not be shaken when removed from a table it must be placed in a laundry bag in the trolley and tied once full.</p>	Low	Staff area advised of these changes during training.

Working at Trefeddian Hotel - Kitchen Department (Updated 12/05/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Food Service	Covid 19	Staff Guests	Medium	<p>Applying food safety management systems based on the principles of HACCP.</p> <p>Staff are encouraged to wash their hands regularly and maintain good personal hygiene.</p> <p>A clean uniform is compulsory at the start of every shift.</p>	Low	<p>Extra checks and practices in place to ensure proper cleaning of crockery/cutlery.</p> <p>Restricted access to the kitchen, limited to essential staff only</p> <p>Dining Room staff may only collect food from the pass, starter and coffee/toast areas of the kitchen. They must not enter the kitchen with the exception of Dining Room Staff collecting milk and fruit for Breakfast.</p> <p>A distance of two meters must be maintained between staff where possible.</p> <p>A one way flow to be created.</p> <p>Hair nets or hats and beard guards must be made compulsory.</p>	Low	<p>Staff have been advised of these extra measures during training.</p> <p>All staff have been advised of these changes during training.</p> <p>Dining room staff have been advised of these changes during training.</p>
Staff Meals	Covid 19	Staff	Medium	<p>Applying food safety management systems based on the principles of HACCP.</p> <p>Staff are encouraged to wash their hands regularly and maintain good personal hygiene.</p> <p>A clean uniform is compulsory at the start of every shift.</p>	Low	<p>The only measures to be changed are for staff lunch; sandwiches that are provided at are to be individually wrapped to prevent any transmission and soup will be put on the hot plate.</p>	Low	<p>Staff have been advised of these changes during training and they have been implemented.</p>
Cold Rooms/Store Room	Covid 19	Staff Guests	Medium	None	Medium	<p>Hand sanitisers should be placed at the entrance to cold rooms and store room and used on entering. Only 1 person in cold rooms/store room at anytime.</p> <p>No meetings to take place in kitchen stores due to lack of ventilation (see general section).</p>	Low	<p>Staff have been advised of these changes during training.</p>
Toast racks and Tea/Coffee Pots	Covid 19	Staff Guests	Medium	<p>Toast racks and tea/coffee pots are cleaned on a daily basis.</p>	Medium	<p>Toast racks and tea/coffee pots must be sanitised after every use.</p>	Low	<p>Staff have been advised of these changes during training.</p>

Working at Trefeddian Hotel - Housekeeping Department (Updated 12/05/20)

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Guest Considerations	Covid 19	Staff Guests	High	All guest collateral sanitised between stays.	Medium	Removal of guest directories, hotel information, hotel stationary and pens. Spare toilet rolls to be kept to a minimum and unused tissues/toilet rolls to be quarantined for 24 hours on guest departure. Extra blankets and pillows to be removed from wardrobes and only provided if requested by guests.	Low	Guest directories and hotel information is available digitally or paper copies available from Reception. Hotel stationary and pens can be obtained from Reception. Guests can phone Reception to acquire extra blankets/pillows Guests are made aware of these changes in the Hotel Customer Care Plan.
Staff entering guest bedrooms	Covid 19	Staff Guests	High	Hotel bedrooms are serviced daily by Housekeeping staff.	Medium	Should a member of staff enter a bedroom whilst it is occupied the team member will be wearing PPE. Guests must vacate the room unless unable to do so.	Low	Staff have been advised of these changes during training, guests are advised on our protocols when they receive the Hotel Customer Care Plan.
Cleaning Guest bedrooms on departure	Covid 19	Staff Guests	High	The Trefeddian has a strict cleaning regime.	Medium	Housekeeping staff must wear appropriate PPE including gloves, apron and mask where appropriate. A new risk based cleaning approach will be implemented and all team members trained accordingly. Before a room is cleaned windows must be opened to allow ventilation, all waste, dirty linen and towels must be removed. Particular emphasis must be placed on key touch points; bedside tables, dressing tables, chairs, phones, kettles (handle and lid), door handles (inside and out), window handles, light switches, wardrobe door handles and hangers, door hangers, remote controls, hair dryer handles and radiators. Hostess trays, cups, glasses etc. must be removed and washed accordingly. Gloves must be used to remove dirty linen and placed directly into laundry bags immediately. Do not shake linen in case virus is dispersed through the air. All bedding, mattresses and pillows must be sprayed with Anti Bacterial and Sanitiser spray and left to dry.	Low	All staff are trained in our new cleaning regimes.
Cleaning Guest bedrooms cont.						Clean pillow and mattress protectors must be used. Before clean linen is used, remove gloves, sanitise hands and put on clean gloves.		
Cleaning Guest Bathrooms on Departure	Covid 19	Staff Guests	Medium	The Trefeddian has a strict cleaning regime.	Medium	Particular emphasis must be placed on frequently contacted surfaces; Doors, door handles, taps, plug, sink, toilet and toilet handle, grab rails, tiles and flooring, shower cubicles and bath.	Low	All staff are trained in our new cleaning regimes.

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Cleaning Hotel Corridors and Stairs	Covid 19	Staff Guests	Medium	These areas are cleaned daily.	Medium	Extra emphasis must be placed on sanitisation of hand rails.	Low	All staff are trained in our new cleaning regimes.
Serving Children's Supper	Covid 19	Staff Guests	High	Children's supper is served in the hotel Dining Room or Guest bedrooms by Housekeeping staff.	High	See Dining Room protocols. Only one household per table. An adult must be present at all times.	Low	All staff are trained in our new cleaning regimes.
Hotel Laundry Room	Covid 19	Staff Guests	Medium	The Trefeddian has a strict cleaning regime.	Medium	Cleaning and disinfection must be done twice a day with particular emphasis on frequently touched surfaces.	Low	All staff are trained in our new cleaning regimes.
Cleaning equipment and service trolleys	Covid 19	Staff Guests	Medium	There are no measures in place for sanitising cleaning equipment or service trolleys.	Medium	Cleaning equipment and service trolleys must be disinfected at the end of every shift.	Low	All staff are trained in our new cleaning regimes.
Cleaning a bedroom after a suspected case of Covid 19	Covid 19	Staff	High	None	High	See Separate protocol and follow EAP.	Low	All staff are made aware of the Trefeddian Hotel's EAP during training.
Guest Laundry	Covid 19	Staff Guests	High	Guest are offered a laundry service which is done in house.	High	We will not offer a guest laundry service until it is safe to do so.	Low	All staff are trained in our new cleaning regimes.
Housemoves	Covid 19	Staff Guests	High	When it is not possible for a guest to have a room for the whole of their stay a Housemove will be initiated on booking.	Medium	The Office staff will avoid bookings with housemoves as much as possible. In the event that this is not possible the guest will have to move their belongings to the new bedroom.	Low	Housekeeping and Office staff are advised of this during training.
Towels	Covid 19	Staff Guests	Medium	Towels are washed in the hotel laundry at a temperature of 60C. Clean towels are taken through the hotel corridor in the main lift to each floor by the person working in the laundry room.	Medium	Towels must be washed at a temperature of 60C. Clean towels must now be taken in the linen lift to the first floor and taken to each floor in the main lift. Trolleys will no longer be permitted in the hotel corridor. Trolley to be kept in linen room. Dirty towels must be placed in a laundry bag immediately and PPE worn at all times.	Low	Staff are advised of these new protocols during training.

Working at Trefeddian Hotel - Hotel Porters (Updated 12/05/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Carrying Guests Luggage	Covid 19	Staff Guests	High	Staff are encouraged to sanitise their hands regularly and maintain good personal hygiene. A clean uniform is compulsory at the start of each shift.	Medium	Porters to wear face visor and sanitise hands before and after carrying guests luggage. Luggage will no longer be put in the guest bedroom but will be left outside the bedroom door. On departure guests will be offered portorage, however bags will be left outside guests vehicles. The luggage trolley must be disinfected after each use.	Low	Hall Porters are advised of these changes during training. The Hotel provides sanitising wipes for guests use on luggage trollies. Customers are advised of these changes in the Hotel Customer Care Plan.
Serving Morning and Evening Coffee	Covid 19	Staff Guests	High	Staff are encouraged to sanitise their hands regularly and maintain good personal hygiene. A clean uniform is compulsory at the start of each shift.	High	Porters to wear face coverings and sanitise hands before and after taking a tray out to a customer. Once a customer has left a table it will be the responsibility of the Porter to clear all glasses, collateral and trays from the table and sanitise immediately. Extra measures put in place to ensure trays are cleaned/disinfected after each use.	Low	Hall Porters are advised of these extra measure during training.
Moving Laundry	Covid 19	Staff Guests	High	Dirty laundry is bagged by housekeeping staff for porters to take to laundry room. Porters use a trolley to take laundry in the hotel lift, through the corridor to the laundry room.	High	Linen must be brought down to the ground floor via the north stairs. Trolleys will no longer be permitted in the hotel corridor. Porters must sanitise hands once they have finished this task.	Low	Hall Porters are advised of these changes during training.
Cleaning Hotel Lounges and Public Areas	Covid 19	Staff Guests	High	Public areas are cleaned intermittently throughout the day.	Medium	A schedule to sanitise public areas every two hours will be implemented.	Low	Hall Porters have been advised of the new protocols and a sanitisation check list has to be completed by them every two hours.
Room Service	Covid 19	Staff Guests	High	Staff are encouraged to sanitise their hands regularly and maintain good personal hygiene. Hall Porters place food trollies in guests bedrooms.	Medium	Hall Porters will be encouraged to leave food trollies outside guest bedrooms and to take a step back once delivered. Guests are asked to phone Reception once they have finished with the food trollies.	Low	Hall Porters have been advised of these changes during training.

Working at Trefeddian Hotel - Hotel Porters (Updated 12/05/20)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Cleaning Hotel Swimming Pool	Covid 19	Staff Guests	Medium	The hotel swimming pool is cleaned once daily. Used towels are collected throughout the day.	Medium	<p>Guests are to use hand sanitiser on entry and departure of the Swimming Pool. Guests have been advised to bring robes and change in their rooms before and after a swim. The changing rooms will be open to use the toilets and to hang robes only. Guests have been advised to shower in their bedroom after they have been swimming.</p> <p>A maximum of six guests may swim at any one time, a booking system has been implemented for guests to book slots. No staff are allowed to use the swimming pool until further notice and the sun terrace has also been closed.</p> <p>When collecting towels staff have been advised to wear gloves and place towels directly in to a laundry bag which is to be taken straight to the Hotel Laundry.</p> <p>Additional cleaning has been implemented to include all touch points i.e.. Key Pad, door handles, taps, toilet handles, water dispenser etc.</p>	Low	<p>A hand sanitiser station has been installed outside the Swimming Pool building.</p> <p>The showers in the changing rooms have been disconnected and changing room doors will be hooked open to discourage use of changing rooms.</p> <p>Guests are advised of the changes in the Hotel Customer Care Plan.</p>
Putting away bar stock in cellar/bringing bar stock up to bar	Covid 19	Staff Guests	Medium	None	Medium	<p>Porters must wear gloves when handling deliveries.</p> <p>See also Deliveries section.</p>	Low	Hall Porters are advised of these changes during staff training.
Delivering items to guest bedrooms	Covid 19	Staff Guests	Medium	Staff are encouraged to sanitise their hands regularly and maintain good personal hygiene.	Medium	Iron/Ironing Boards must be sanitised after each use	Low	Hall Porters are advised of these changes during staff training.
Cleaning windows in guest Bedrooms	Covid 19	Staff Guests	High	Porters clean guest bedroom windows on a rotational system daily.	High	Porters will clean bedroom windows on departure of guests only	Low	Hall Porters are advised of these changes during staff training.
Emptying cigarette bins	Covid 19	Staff	Medium	Porters empty cigarette bins on an ad hoc basis.	Medium	Porters must wear gloves when emptying cigarette bins and ensure they are checked daily both public and staff bins.	Low	Hall Porters are advised of these changes during staff training.
Cold Suppers	Covid 19	Staff Guests	Medium	Should a cold supper be required they would be served in either the Guests room or a public area.	Medium	All food must be covered with a cloche or Clingfilm.	Low	Hall Porters are advised of these changes during staff training.

Staying at Trefeddian Hotel (Updated 03/06/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Staying at Trefeddian hotel	Contracting Covid 19	Staff Guests	High	Hand sanitisers are located at various points throughout the hotel. Regular sanitising of communal areas.	Medium	An additional 20 Hand Sanitising Stations will be located throughout the hotel. The hotel will be implementing a regular deep sanitisation with a fogging machine which will dispense disinfectant and biocides into the air. An enhanced cleaning/sanitising regime will be implemented. Social distancing guidelines will be adhered to by form of one way flows, barriers, screens and floor markings. Face Masks are compulsory in all indoor public areas, except when you are eating or drinking or are medically exempt.	Low	Hand sanitising stations have been installed throughout the hotel. A fogging machine has been purchased and training has been provided in using it. Hall Porters have a key touch point sanitisation list which they must complete every two hours. Staff have been advised of these changes during training. Customers are advised of these guidelines in the Hotel Customer Care Plan.
Staying at Trefeddian hotel	Showing symptoms of Covid 19 before or during a stay	Staff Guests	High	Any guests who have displayed symptoms of Covid 19 within 14 days of arrival should reschedule their visit until they and their household members have been clear of symptoms for 14 days.	Medium	Emergency Action Plan (EAP) to be put in place and communicated to all members of staff and visitors including; what symptoms to be aware of and what action to take. EAP to be displayed in visible areas around the hotel. Once symptomatic all surfaces that the person has come into contact will be thoroughly cleaned. This will include the employees work area and any public areas in which they may have come into contact. All waste that has been in contact with the relevant person, including used tissues and masks (if used) should be put in a plastic bag and tied. This bag should then be placed in a second bag and disposed of accordingly.	Low	Customers are advised of the Emergency Action Plan when they receive the Hotel Customer Care Plan.

Staying at Trefeddian Hotel (Updated 03/06/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Departing Trefeddian Hotel	Covid 19	Staff Guests	High	Hand sanitiser is provided at Reception for guests use.	Medium	<p>To avoid queues on busy departure mornings, final guest bills will be delivered to guest bedrooms the night before departure to allow for any queries to be addressed on the telephone with a staff member. Guests may be permitted to pay over the phone if required.</p> <p>Guests are encouraged to pay by card and put items on their room accounts.</p> <p>PDQ machines to be sanitised after each guest use. Customers encouraged to pay by contactless payment when possible.</p> <p>Guests will be offered portorage, however bags will be left outside guests vehicles.</p> <p>Guests will be requested to open windows in their bedroom on departure in order to ventilate the room weather permitting.</p>	Low	A Customer Care Plan given to all guests prior to arrival to advise of these changes.
Using the Hotel Lift	Covid 19	Staff Guests	High	The Hotel lift is thoroughly cleaned daily and controls sanitised throughout the day.	Medium	<p>Lift usage to be limited to one person or one household to promote social distancing.</p> <p>Hand sanitiser stations will be provided at primary entrances.</p> <p>Enhanced cleaning practices to be implemented.</p> <p>People with disabilities should have priority access to the lift.</p>	Low	A Customer Care Plan given to all guests prior to arrival to advise of these changes.
Using Guest Toilets	Covid 19	Guests	Medium	<p>Guest toilets are cleaned twice daily.</p> <p>Hand sanitiser and paper towels are available for guests use alongside hand dryers.</p>	Medium	<p>Guests will be encouraged to use their bedroom toilets.</p> <p>Enhanced cleaning/sanitising of facilities regularly throughout the day to be implemented.</p> <p>Hand sanitiser will be provided.</p>	Low	A bin with a lid has been put in the men's toilets.

Staying at Trefeddian Hotel (Updated 03/06/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Hotel Lounges	Covid 19	Guests	Medium	The Hotel lounges are cleaned/sanitised throughout the day.	Medium	<p>Seating will be removed and chairs/tables rearranged to provide adequate social distancing to adhere to Government guidelines.</p> <p>Enhanced cleaning/sanitising of facilities regularly throughout the day to be implemented.</p> <p>Doors and windows will be opened when possible to allow good ventilation. Guests to be made aware that the hotel may feel cooler.</p> <p>All magazines, hotel guide books, jigsaws and board games have been removed. Guests to be advised to bring their own.</p> <p>Books in the Study and Adult Lounge will be kept for display purposes only and a sign displayed to request that guests don't borrow them.</p> <p>The door from the Adult Lounge to the Terrace is to be used by guests only.</p>	Low	Screens have been installed where we are unable distance by 2 metres.
Hotel Bar	Covid 19	Guests	Medium	The hotel bar is cleaned/sanitised regularly throughout the day.	Medium	<p>Seating will be removed and chairs/tables rearranged to provide adequate social distancing to adhere to Government guidelines.</p> <p>Enhanced cleaning/sanitising of facilities regularly throughout the day to be implemented.</p> <p>Doors and windows will be opened when possible to allow good ventilation.</p> <p>The water dispenser has been removed.</p> <p>A designated area will be provided for dirty glasses.</p> <p>Perspex screens will be installed to increase separation.</p> <p>Nibbles will no longer be served pre-dinner.</p>	Low	Screens have been installed where we are unable distance by 2 metres.
Hotel Games Room and Snooker	Covid 19	Guests	Medium	The hotel Games Room and Snooker room are cleaned daily.	Medium	<p>A hand sanitiser station has been located on entrance to the Snooker Room and Games room.</p> <p>We request that guests wipe down any equipment they have used i.e.. Cues, balls, rests, air hockey pucks, table tennis bats etc. after each use, with sanitising wipes provided.</p> <p>We request that social distancing guidelines are adhered to.</p> <p>All leaflets have been removed from the hotel display stands.</p>	Low	A Customer Care Plan given to all guests prior to arrival to advise of these changes.

Staying at Trefeddian Hotel (Updated 03/06/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Hotel Play Room	Covid 19	Guests	High	The hotel Play Room is cleaned daily.	High	The Play Room will remain open however all soft toys and books have been removed.	Low	A Customer Care Plan given to all guests prior to arrival to advise of these changes.
Hotel stairs and landings	Covid 19	Staff Guests	High	The hotel stairs and landings are cleaned daily. Handrails are sanitised frequently during the day. Social distancing cannot be achieved on the stairs.	Medium	Hand sanitisers will be located on entrance to each landing for guests use. Guests to adhere to social distancing guidelines.	Low	A Customer Care Plan given to all guests prior to arrival to advise of these changes.
Putting	Covid 19	Guests	High	None	High	We will request that guests sanitise putters and balls after use with sanitising wipes provided. Please adhere to social distancing guidelines.	Low	A Customer Care Plan given to all guests prior to arrival to advise of these changes. Night Porters will also sanitise putters every night.
Tennis	Covid 19	Staff Guests	High	None	High	We will no longer be providing tennis equipment for guests use. Tennis rackets and balls will now be kept by the back door. Guests will be requested to pre-book at time to play to prevent over crowding.	Low	A Customer Care Plan given to all guests prior to arrival to advise of these changes.
Newspapers	Covid 19	Staff Guests	Medium	Guest newspapers are placed on the Reception Desk for guests to collect.	Medium	Newspapers will now be kept behind Reception and given to guests when required.	Low	A Customer Care Plan given to all guests prior to arrival to advise of these changes.

Staying at Trefeddian Hotel (Updated 03/06/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Maintenance issues	Covid 19	Staff Guests Subcontractors	Medium	<p>Guests are given a maintenance form to fill in and give to Reception should a problem occur.</p> <p>Subcontractors are used to deal with maintenance or electrical problems.</p>	Medium	<p>Guests will be asked to telephone Reception should a problem occur.</p> <p>If this is a minor issue we may ask guests agreement to leave the problem until guests departure.</p> <p>In the event that a problem cannot wait then we will agree a time for our maintenance person to go to guests room to carry out an inspection and make a repair.</p> <p>Wherever possible we will arrange a time when guests are not in their rooms.</p> <p>Should a member of staff enter a bedroom whilst it is occupied the team member will be wearing PPE.</p>	Low	A Customer Care Plan given to all guests prior to arrival to advise of these changes.
TV Room	Covid 19	Staff Guests	High	The TV Room is cleaned daily.	Medium	The TV Room will be closed.	Low	A Customer Care Plan given to all guests prior to arrival to advise of these changes.
Outdoor Play Area	Covid 19	Staff Guests	High	None	Medium	We will request that only members of two households use the Play Area and adhere to social distancing guidelines.	Low	A Customer Care Plan given to all guests prior to arrival to advise of these changes. It is up to our guests to manage themselves.

Staying at Trefeddian Hotel (Updated 03/06/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Hotel Swimming Pool	Covid 19	Staff Guests	High	<p>The hotel swimming pool is cleaned once daily.</p> <p>Used towels are collected throughout the day.</p>	Medium	<p>Guests are to use hand sanitiser on entry and departure of the Swimming Pool. Guests have been advised to bring robes and change in their rooms before and after a swim. The changing rooms will be open to use the toilets and to hang robes only. Guests have been advised to shower in their bedroom after they have been swimming.</p> <p>A maximum of six guests may swim at any one time, a booking system has been implemented for guests to book slots.</p> <p>When collecting towels staff have been advised to wear gloves and place towels directly in to a laundry bag which is to be taken straight to the Hotel Laundry.</p> <p>Additional cleaning has been implemented to include all touch points i.e.. Key Pad, door handles, taps, toilet handles, water dispenser etc.</p> <p>Staff are allowed to use the swimming pool between 8-10pm daily.</p>	Low	<p>A hand sanitiser station has been installed outside the Swimming Pool building.</p> <p>The showers in the changing rooms have been disconnected and changing room doors will be hooked open to discourage use of changing rooms.</p> <p>Guests will be advised of the changes made in a Customer Care plan sent to them prior to arrival.</p> <p>Staff have been advised of these new swimming times.</p>

Deliveries at Trefeddian Hotel (Update 12/05/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Taking Deliveries	Covid 19	Staff Guests Suppliers	High	<p>Staff are encouraged to sanitise their hands thoroughly throughout the day and maintain good personal hygiene.</p> <p>Food deliveries apply to HACCP procedures.</p>	Medium	<p>All delivery personnel must follow Government advice of physical distancing when delivering to the Trefeddian hotel. All companies that deliver to Trefeddian hotel to be made aware of our Covid 19 arrangements.</p> <p>Signage must be put in place to ensure delivery drivers, maintain physical distancing, maintain a high degree of personal hygiene and wear clean protective clothing.</p> <p>An employee must meet each supplier who is delivering to the property.</p> <p>If possible delivery drivers should not be allowed to enter the hotel.</p> <p>Employees should not come in close contact with drivers physical distancing must be maintained at all times.</p>	Low	All staff are advised of these changes during training.

Subcontractors at Trefeddian Hotel (Updated 12/05/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Subcontractor working at Trefeddian Hotel	Covid 19	Staff Guests Subcontractors	High	<p>Subcontractors are used for various maintenance work throughout the hotel. This may include hotel maintenance, electrical work or repairs to machinery.</p> <p>There are currently no control measures in place.</p>	Medium	<p>All subcontractors must follow Government advice of physical distancing when working at the Trefeddian hotel. All subcontractors that undertake work at Trefeddian Hotel to be made aware of our Covid 19 arrangements.</p> <p>Subcontractors must adhere to the following protocol;</p> <ol style="list-style-type: none"> 1. They must adhere to the "Working at the Trefeddian Hotel" guidelines as stated in this document. 2. They must ensure that they are wearing a clean uniform which will allow guests and staff to identify their position. Good personal hygiene must be maintained. 3. No subcontractors to commence work before 9.30am (unless called out in an emergency situation by Trefeddian Hotel). 4. Subcontractors must report to hotel Reception after they have had the required temperature check and sanitised their hands on arrival. 5. Subcontractors must liaise with hotel office whilst working on the premises via their mobile phones to avoid unnecessary contact with Trefeddian hotel employees. 6. Where possible subcontractors will only enter a guest bedroom if it is unoccupied. 7. Should a subcontractor enter a guest bedroom while it is occupied they must wear relevant PPE. 8. Subcontractors must wear a face covering at all times 9. Subcontractors are not permitted to enter the staff room 10. Subcontractors must not return to hotel Reception until they have finished the work carried out. 	Low	All subcontractors have been issued with our new protocols.

Staff Accommodation at Trefeddian Hotel (Updated 12/05/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Living in shared accommodation	Covid 19	Staff Guests	High	<p>The Trefeddian hotel provides accommodation for staff.</p> <p>Staff have a responsibility to ensure the accommodation is kept clean and tidy at all times.</p>	High	<p>Hand sanitisers will be provided on entrance to the staff accommodation.</p> <p>Staff will be advised that they must not enter another member of staffs living quarters.</p> <p>Staff will be advised that shared spaces such as bathrooms and corridors must be kept well ventilated.</p> <p>No visitors will be permitted to the staff accommodation.</p> <p>Staff must maintain high cleanliness standard in shared bathrooms and corridors. Bathrooms must sanitised after each use.</p>	Medium	<p>Hand sanitiser has been located at the entrance of staff block.</p> <p>New protocols have been implemented and all Live in Staff advised of these changes.</p>

Swimming Pool at Trefeddian Hotel (Updated 12/05/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Swimming	Covid 19	Staff Guests	Medium	<p>The hotel swimming pool adheres to all health and safety protocols.</p> <p>The swimming pool and changing rooms are cleaned once a day.</p> <p>Used swimming pool towels are collected on a regular basis throughout the day and washed in-house.</p> <p>There is currently no system to regulate the amount of people swimming.</p>	Medium	<p>Hand sanitiser to be located at entrance to swimming pool.</p> <p>Guests advised to change for swimming in their bedroom and to shower in their bedroom after swimming. Changing rooms will be open for toilet use only.</p> <p>Additional cleaning measures will be implemented throughout the day.</p> <p>The number of swimmers will be reduced to a maximum of 6 to adhere to guidelines set out by Swim Wales.</p>	Low	<p>Hand sanitisers have been installed at the entrance to swimming pool.</p> <p>Guests advised of these changes prior to arrival both in written format, the Hotel Customer Care Plan, and verbally with a pre-stay telephone call.</p> <p>A more regular cleaning regime has been implemented. Swimming pool towels will be washed at a high temperature.</p> <p>A booking system has been implemented to reduce the number of people swimming to six.</p>

Table Service at Trefeddian Hotel (Updated 12/05/21)

Activity/Task	Hazard/Risk	Persons at risk	Risk Rating before implementing control measures	Control measures in place	Risk rating after implementing control measures	Additional control measures required	Risk rating after implementing control measures	How we intend to implement these measures
Table Service	Covid 19	Staff Guests	Medium	It is now mandatory to provide guests with Table Service for food and drinks throughout the hotel including Hotel lounges and bar.	Medium	<p>A designated "Lounge Host" will provide table service throughout the day and evening alongside the Hall Porters and Dining Room Staff.</p> <p>The Lounge Host will be responsible for taking orders and handing out menus to guests.</p>	Low	<p>A station in the bar will be implemented to aid the Lounge Host. In this area menus, sanitiser, order pads, pens and trays will be available.</p> <p>Hall Porters will take morning coffee orders between 10-11am and aid the Lounge Host from 5pm.</p> <p>An evening Chambermaid will be employed to do tasks previously done by the Hall Porter in the evening.</p> <p>Guests will be advised of this change prior to arrival in the Customer Care Plan and pre-arrival phone call.</p>
Bar Service	Covid 19	Staff Guests	Medium	Alcohol Sales are now prohibited at 10pm	Medium	Staff and have been advised of the change in the law.	Low	Signs have been implemented throughout the hotel including the hotel bar and Reception. Guests will be advised of the change prior to arrival in the Customer Care Plan and pre-arrival phone call.