

<b>JLSG Inns Ltd Safe System of Work</b>	<b>Guest Check in During COVID-19</b>	<b>Prepared by</b>	<b>Date</b>
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This safe system of work has been developed with reference to UK Government Guidance for employers and businesses on coronavirus (COVID-19).

You must read, understand and follow the safe systems of work, standard operating procedures in place for your health, safety and welfare. Correctly use all equipment and PPE provided and cooperate with your employer on health and safety matters. You **MUST** inform your manager if you identify any equipment defects; and ensure your activities do not put yourself or others at risk.

**Hazards (potential to cause harm)**

- Contracting the coronavirus (Covid 19) whilst at work. You are at increased risk of severe illness from coronavirus if you have an underlying health condition or are pregnant, see Government guidelines for more details.

**Precautions (measures taken to reduce risk of harm)**

- Staff will be issued with their own personal visor & individual hand sanitiser to wear when serving in downstairs trading areas. These should be cleaned down with sanitiser periodically and stored in their lockers when not in work. Hand sanitisers should be used at the end of each task being carried out.
- Prior to check in guests will receive a pre arrival email detailing information about their stay along with a link to our room information folder as this will be moved online
- Within this email guests will be asked to check in online in order to minimise the time in reception
- All guests will enter through the front door due to a one way system in operation
- The internal door will be wedged open where possible subject to weather conditions
- Guests who have not already checked in online will be asked if they received our pre arrival email and ask to register. Where guests have not received the pre arrival email we should explain to them about information being put online and about the QR codes for accessing this material.
- Guests should be asked if they have booked a table for dinner and check availability if they have not
- If the booking is for more than 1 night we need to ask if the guests would like their rooms serviced during there stay as we are looking to implement social distancing where possible. If guests do want their rooms serviced they must be asked to make sure all personal items are put away as much as possible so staff do not have to touch guests belongings
- Guests will no longer be shown to their rooms but directed. Bags should not be taken up unless necessary. Where bags are to be taken up staff should wear disposable gloves to minimise contact with the possible virus
- Guests should be informed that the door will be open and the key has been sanitised and placed on the desk for them.
- Staff should then sanitise any contact points once finished with the guest and they have gone to their room.

<b>Name</b>	<b>Signature</b>	<b>Date</b>