

Risk Assessment Index – Bars

Assessment		Reassessment				Cancellation	
Serial	Work Area, Process or Activity	No of People Involved	Date of Assessment	Reassessment	Reassessment Completed	Date of Cancellation	Retention Date
1	Carrying Hot Foods and Liquids/Service		01/02/25				
2	Use and Service of Coffee Machine		01/02/25				
3	Handling of Broken Glass and Crockery		01/02/25				
4	Use of Toaster		01/02/25				
5	Clearing and Laying Tables		01/02/25				
6	Chafing Dishes		01/02/25				
7	Movement and Management of Linen		01/02/25				
8	Cleaning of Beer Lines		01/02/25				
9	Handling of Deliveries		01/02/25				
10	Dealing with Aggressive/drunk people		01/02/25				
11	Slips, Trips and Falls – Bar and Cellar areas		01/02/25				
	General Risk Assessments:						
12	Use of Chemicals		01/02/25				
13	Care of Dermatitis		01/02/25				
14	First Aid		01/02/25				
15	Slips, Trips and Falls – General Assessment		01/02/25				
16	Portable Electrical Appliances		01/02/25				
17	Mains Electricity		01/02/25				
18	Stairs – including fire escapes		01/02/25				
19	Fire Extinguishers		01/02/25				
20	Loud Music		01/02/25				
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22	Vacuuming		01/02/25				

MANOR HOUSE HOTEL RISK ASSESSMENT SUMMARY

Risk Assessor: General Manager		Hotel: Manor House Hotel		Assessment Date: 1st February 2025			Re Assessment: 12 Months						
Persons Responsible Andrew Middleton and fellow Directors, General Managers, Head of Dept.		Department: Restaurant / Catering		Can the risk be eliminated?			No						
Hazard and Description of task	Types of injuries which could result from harm	Persons Affected	Current control measures in place Regularity of Task (daily) Task Non Repetitive unless stated otherwise?	How likely is injury with control measures in place?			How severe might injury be if harm occurs?			Persons responsible to further implement control measures and by which date	Further Relevant Comment		
CARRYING HOT LIQUIDS & FOODS				1	2	3	1	2	3	Result	Further Measures		
<p>Carrying hot liquids in the restaurant from the kitchen area including water and oils</p> <p>Waiting staff carrying hot liquids in the restaurant area</p> <p><i>This assessment should be read in conjunction with the health and safety policy and other relevant departmental assessments</i></p>	<p>Burns Scalds Trips Slips and Falls</p>	<p>Kitchen staff, Waiters, Any persons who enter kitchen or carries hot food in the restaurant</p>	<p>No large amounts of hot liquids or foods should be moved - They will be divided into smaller loads and properly covered. Hot loads for disposal will be allowed to cool before moving / if absolutely necessary, assistance will be sought with lifting and disposal so as to reduce the overall load being lifted and facilitate safe disposal. Cloths should be used to protect hands from hot surfaces when lifting. Service cloths will be used when carrying flats; Ongoing vigilance and supervision. Use of yellow "wet floor" signage if spills occur. Clear indication of any tripping hazard on the floor if loads are left to cool Use of a suitable trolley as and when required.</p> <p>Oil from the fryer will be allowed to cool before the fryer is cleaned.</p>	√					√	<p>3 Low</p>	<p>Correct PPE to be worn at all times including shoes by anyone entering the kitchen</p> <p>Waiting staff should wear correct uniform including long sleeve shirts and sensible shoes</p> <p>Consider a no running sign</p> <p>Regular checks made to ensure the flooring is sound</p>	<p>Restaurant Manager, Catering Manager Banqueting Manager, Head Chef</p>	<p>Manager to make spot checks on PPE</p>

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USE and SERVICE of COFFEE MACHINE				1	2	3	1	2	3	Result	Further Measures		
<p>General making and serving of coffee using the designated coffee machine</p> <p><i>This assessment should be read in conjunction with the health and safety policy and other relevant departmental assessments</i></p>	<p>Burns Scalds Trips Slips and Falls</p>	<p>Waiters and any member of staff making coffee in the machine</p>	<p>Staff to follow guidelines when using the machine</p> <p>When equipment is being cleaned or not in use, it is isolated from the mains.</p> <p>Equipment is PAT tested and regularly serviced</p> <p>Ensure work area and floor is clean and tidy around the coffee machine and "still" area.</p>	√				√			<p>2 Low</p> <p>The coffee machines should be visually inspected before use</p>	<p>Restaurant Manager, Catering Manager and Banqueting Manager</p>	<p>Ensure manufacturer's instructions are available</p>

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				Regularity of Task (could be daily)	Task Non Repetitive unless stated otherwise?	1	2	3	1			2	3
HANDLING OF BROKEN GLASS and CROCKERY													
<p>Broken glasses and crockery</p> <p><i>This assessment should be read in conjunction with the health and safety policy and other relevant departmental assessments</i></p>	<p>Cuts and gashes</p>	<p>Bar and restaurant staff, Duty Manager</p>	<p>Provision of PPE as necessary, though unlikely; Provision of dustpan/brush; Provision of designated, covered bins; Items checked for chips & cracks after washing and before service</p> <p>A designated bin for broken glass and crockery is provided.</p> <p>Use of gloves when emptying designated bin</p> <p>If items cannot be recycled, they are discarded as general waste.</p> <p>Use safe dustpan and brush</p>	1	2	3	1	2	3	<p>4 Medium</p>	<p>A check to be made whether the PPE is being used correctly</p> <p>Check for chips and cracks before use</p>	<p>Head of Dept; Hotel Manager</p>	<p>Ensure the areas in and around the bottle bank are kept clean safe and tidy</p>

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				Regularity of Task (daily)	Task Non Repetitive unless stated otherwise?	1	2	3	1			2
USE OF TOASTER												
<p>The toaster is sited in the restaurant and used by staff and customers</p> <p>This assessment should be read in conjunction with the health and safety policy and other relevant departmental assessments</p>	<p>Burns and fire</p> <p>There is also a potential danger from overhanging garments</p>	<p>Bar and restaurant staff</p> <p>Customers</p>	<p>A careful when hot sign is in place</p> <p>The equipment is visually checked and serviced when necessary</p> <p>Help is available to the guests if required</p> <p>Items are kept away from the hot surface</p>	<p>1</p>	<p>2</p> <p style="text-align: center;">✓</p>	<p>3</p>	<p>1</p>	<p>2</p> <p style="text-align: center;">✓</p>	<p>3</p>	<p>4</p> <p>Medium</p>	<p>Management should check that the plug and socket do not overload</p> <p>Ensure that the toaster is turned off when not in use</p>	<p>Restaurant Manager,</p> <p>Check that the socket is suitable for the power used in the toaster</p> <p>Ensure that the uniform does not overhang or become loose</p> <p>PAT testing undertaken in line with schedule</p>

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				1	2	3	1	2	3				Result
<p>CLEARING and LAYING of TABLES</p>				1	2	3	1	2	3	2 - Low	On-going monitoring by management	Head of Dept;	Ensure Suitable training is given Also see manual handling guidelines
<p>Clearing stables and relaying in the restaurant, bar and function rooms</p> <p>This assessment should be read in conjunction with the health and safety policy and other relevant departmental assessments</p>	<p>Strains, Sprains, Trips Cuts & bruises from dropping items; scalds from hot food & liquids; tripping hazards</p>	<p>Bar and restaurant staff</p>	<p>Cloths provided to prevent crockery/utensils from slipping; Trays provided to aid carrying items; broken trays disposed of; even distribution of loads on trays; stacking kept to minimum; When clearing tables, staff are not required to carry more items that they are able; Training is given in proper clearing of tables – stacking of plates and securing of cutlery; tables are secure; cutlery trays are provided for storage of cutlery sharp objects carried by the handle, pointing downwards or on tray; routes kept clear; leftover foods disposed of quickly & safely; stemmed glasses to be handled by the stem.</p>		✓		✓						

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				Regularity of Task (weekly/daily)	Task Non Repetitive unless stated otherwise?	1	2	3	1				2	3
CHAFING DISHES														
<p>The use of chafing dishes/naked flames to ensure that food is kept warm</p> <p>This assessment should be read in conjunction with the health and safety policy and other relevant departmental assessments</p>	Burns and scalds from the fuel tin and from the actual dishes	Bar and restaurant staff	<p>Instructions must be read and understood before use.</p> <p>If in doubt do not attempt to light.</p> <p>Never leave lit fuels unattended.</p> <p>Always use caution when handling blaze products.</p> <p>Always use flame retardant materials around fuel area. For example a table cloth, napkins, and table skirting.</p> <p>Do not allow table cloth and table decorations to come close to the proximity of the flame.</p> <p>Store away from heat sparks or open flame.</p> <p>Keep container capped when not in use. Avoid breathing of vapour or contact with eyes, and clothing.</p> <p>Follow the directions for use, (e.g.) place one or two cans of fuel under the chafing dish in the designated holder or tray.</p>		✓					✓	6 Medium	<p><u>NEVER</u> use more than two cans of fuel at a time under a chafing dish.</p> <p>Always fill a chafing dish base with hot water (if this can be done safely – see carrying of hot liquids / foods risk assessment)</p> <p>Fill chafing dish water pan with hot water to the correct level marked on water pan. Check water pan periodically to ensure a sufficient water level is maintained</p> <p>Remove the lid. Save lid for recapping.</p> <p>Light with a long stemmed match or long handled lighter and adjust the heat cup to the desired opening.</p> <p>The can will become very hot within minutes. Always allow the can to cool before handling.</p> <p>To Extinguish; Slide heat cup cover over the opening. Only move dishes once cooled.</p>	Head of Dept;	<p>Consider a sign for customers to warn of being hot</p> <p>Ensure every member of staff is aware of how to safely light and extinguish</p> <p>Ensure cloths are available when extinguishing the cans</p> <p>Discard cans only when cold</p>

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				Regularity of Task (daily)	Task Non Repetitive unless stated otherwise?		1	2	3			1	2	3
VACUUMING														
<p>Use to clean carpets of vacuum cleaners</p> <p><i>This assessment should be read in conjunction with the health and safety policy and other relevant departmental assessments</i></p>	<p>Electric shock, Sprains, injuries, Repetitive injuries</p> <p>Trips from cables</p>	<p>Housekeeping, Night Porters, Restaurant / Bar Staff, maintenance Staff, Duty Managers.</p>	<p>Before plugging in the vacuum cleaner checks are made to ensure there is no visible damage to the cable plug or socket. If there is, procedure is stopped, label the equipment "do not use" and report it immediately to your supervisor. Ensure the vacuum cleaner is switched off before plugging in.</p> <p>When emptying the vacuum cleaner bag this is done in a ventilated area, preferably outside, empty directly onto a black plastic bag; wear appropriate PPE including gloves, goggles and masks provided by the company. Ensure the vacuum cleaner is switched off and unplugged before changing the bag.</p> <p>Vacuuming work is carried out within the limits of the length of the power cable so as to avoid overstretching the cable and causing damage to either end of it.</p> <p>Ensure cables are tidied away and kept so as not to be a tripping hazard. Regular breaks are taken to prevent RSI</p>	√				√			2 Low	Read in conjunction with general electrical equipment guidelines and Vacuum Cleaning Safe System of Work	Head of Dept	PAT testing undertaken in line with schedule

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				Regularity of Task (daily)	Task Non Repetitive unless stated otherwise?	1	2	3	1				2
MOVEMENT OF LINEN													
<p>Movement of Linen both wet and dry in and around the bedroom and housekeeping areas</p> <p>This assessment should be read in conjunction with the health and safety policy and other relevant departmental assessments</p>	Back Injuries	House - Keeping, linen porters, restaurant staff, Duty Managers	<p>Carry only small amounts of linen at any one time in amounts that are comfortable.</p> <p>Split loads to make them manageable.</p> <p>Use a suitable trolley where possible.</p> <p>Never carry a load that restricts your vision.</p> <p>Always refer to the main policy; posters training handouts and information that is given in respect of manual handling.</p> <p>Do not move heavy loads if you already have an injury that could be inflamed by so doing.</p> <p>Wear gloves and appropriate PPE when moving soiled linen. Soiled linen is marked and placed in separate marked bags.</p>	1	2	3	1	2	3	4 – Med	<p>Beware dangers of bodily fluids and other objects that may be hidden in the linen.</p> <p>Where provided, use the lift to carry between floors not steps. Use trolleys provided.</p> <p>Back braces can be provided on request as part of the PPE available.</p>	Head of Dept	Read in conjunction with the manual handling assessment.

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Hazard and Description of task CLEANING OF BEER LINES (PIPES)	Types of injuries which could result from harm	Persons Affected	Current control measures in place Regularity of Task (weekly) Task Non Repetitive unless stated otherwise?	How likely is injury with control measures in place?			How severe might injury be if harm occurs?			7-9 (High) = Unacceptable must receive urgent attention to reduce the risk or stop work immediately 4-6 (Med) = Should receive attention to remove or reduce the hazard or risk where possible 1-3 (Low) = Keep under review and reduce hazards/risks once all other priorities have received attention	Persons responsible to further implement control measures and by which date	Further Relevant Comment
				1	2	3	1	2	3			
Cleaning Beer Lines This assessment should be read in conjunction with the health and safety policy and other relevant departmental assessments	Injury from chemical splash to hands and eyes Injury from beer splash to eyes when disconnecting barrel Injury from beer barrel tap when disconnecting	Bar and Cellar staff;	Full training and Information will be made available Suitable Personal Protective Equipment including goggles Cellar (product quality) training & only trained staff may clean beer lines; Provision of PPE – gloves and goggles Beer kegs should not be stacked CO2 containers must be chained Dray men should sign contractors/visitors safe system of work when in building	1	2 ✓	3	1	2 ✓	3	4 Medium A check to be made whether the PPE is being used If lifting or movements of kegs are required then this must take place in conjunction with manual handling policy	Head of Dept;	See COSHH data sheets On-going check for suitability of chemicals used (consider using coloured beer lines) See also manual handling risk assessment

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				1	2	3	1	2	3	Result	Further Measures		
<p>HANDLING DELIVERIES and STOCK IN THE WORKPLACE</p> <p>Movement of bottles, kegs and gas</p> <p>This assessment should be read in conjunction with the health and safety policy and other relevant departmental assessments</p>	<p>Injuries associated with manual handling such as pulls, strains, hernia, slipped disc or dropping goods</p> <p>Trapping of fingers and hands</p>	<p>Chefs, Kitchen Porters, Duty Managers</p>	<p>Employees are given specific manual handling assessments as required;</p> <p>No employee will carry a load that they may deem to awkward or unwieldy</p> <p>Gas cylinders must be chained</p> <p>Contractors/suppliers to sign in before delivery/removal of stock; Suitable area designated for unloading; relevant PPE available (gloves, etc.); copies of suppliers' own Risk Assessments are held at the hotel; speed limit and traffic flow system is in operation.</p> <p>The dray men and delivery personnel are likely to have written an assessment for delivery.</p>	✓			✓			4 Medium	<p>Read in conjunction with the manual handling policy and additional manual handling assessments</p> <p>Ensure suitable footwear is worn while in the cellar</p> <p>Pregnant woman should not carry items in this area</p> <p>PPE is issued as necessary</p>	<p>Head Chef Head of Dept;</p>	<p>This should also be read in conjunction with the manual handling policy and relevant assessment</p>

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DEALING WITH AGGRESSIVE PEOPLE				1	2	3	1	2	3	Result	Further Measures	
<p><i>Dealing with aggressive and/or violent persons</i></p> <p>This assessment should be read in conjunction with the health and safety policy and other relevant departmental assessments</p>	<p><i>Death, stabbing, cuts, bruises, verbal abuse, etc.</i></p>	<p><i>Front of house areas</i></p>	<p><i>CCTV in place</i></p> <p><i>Suitable Customer Care training and Personal Safety training (on request/if identified at appraisal); Violence Report Form/Accident Book/RIDDOR - monitoring; Only trained staff to bank monies & preferably in pairs</i></p> <p><i>Staff instructed not to tackle robbers etc. & call police ASAP</i></p> <p><i>Company policy to refuse to serve customers who are judged to be under the influence of alcohol</i></p>	✓			✓			<p><i>4 Medium</i></p>	<p><i>Head of Dept;</i></p>	<p><i>Consider further training for employees</i></p> <p><i>Read also in conjunction with Violence at Work statement in the policy manual</i></p>

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SLIPS TRIPS AND FALLS – BAR AND CELLAR AREAS				1	2	3	1	2	3	Result	Further Measures		
<p><i>General slips trips and falls from slippery floors and tripping hazard</i></p> <p>This assessment should be read in conjunction with the health and safety policy and other relevant departmental assessments</p>	<p><i>Bruises, cuts, fractures and similar injuries</i></p>	<p><i>Bar and Cellar staff;</i></p>	<p><i>All floors to be dried after being mopped. Carpets to be fixed firmly in place, careful stock control to ensure no protruding items causing a fall.</i></p> <p><i>Trailing leads to be kept tidy.</i></p> <p><i>Particular care to be taken on stair cases where the floor is often wet and or greasy and the kitchen mats will be placed.</i></p> <p><i>Cleaning process only to be carried out by competent person</i></p> <p><i>Use of Slippery when Wet yellow floor sign when cleaning is in process or a spillage / slip hazard is present</i></p>	✓			✓			<p>4 Medium</p>	<p><i>Warning slippery floor signs will be displayed as necessary</i></p> <p><i>Staff should wear suitable footwear</i></p> <p><i>Place matting in areas which are often wet</i></p> <p><i>Leads and cables should be tidied away</i></p>	<p><i>Head of Dept;</i></p>	<p><i>Ensure that checks are made by management to reduce the potential</i></p> <p><i>Head of dept should ensure that employees wear correct footwear</i></p> <p><i>Consider closing area until fully dried</i></p>

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Hazard and Description of task Long-term exposure to loud music.	Types of injuries which could result from harm	Persons Affected	Current control measures in place Regularity of Task (daily) Task Non Repetitive unless stated otherwise?	How likely is injury with control measures in place?			How severe might injury be if harm occurs?			7-9 (High) = Unacceptable must receive urgent attention to reduce the risk or stop work immediately 4-6 (Med) = Should receive attention to remove or reduce the hazard or risk where possible 1-3 (Low) = Keep under review and reduce hazards/risks once all other priorities have received attention	Persons responsible to further implement control measures and by which date	Further Relevant Comment
				1	2	3	1	2	3			
Long-term exposure to loud music.	Permanent or temporary hearing damage from long-term exposure to loud music.	Employees Contractors Public	Regular check of sound systems to ensure balance/proper control. Careful positioning and mounting speakers units, fixed and portable, particularly bass speakers, so that they do not direct sound at the serving areas or where employees work in liaison with visiting entertainers / PA companies Venue designed so that serving areas are not directly in front of the stage area or speakers Clear instruction given to visiting entertainers, bands, dance groups, DJ's etc. in regard to the position, placement and volume levels of sound emitting equipment during rehearsals, sound checks and performances. Quiet areas provided. Staff rotation between quiet and noisy areas. No employees have to work in direct line with any speaker equipment No noise produced after midnight (or agreed time) PAT testing Electrical installation inspected Equipment visually inspected prior to use Competent person installs the sound equipment	✓			✓			2-Low		

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Hazard and Description of task STAIRS INCLUDING FIRE ESCAPES	Types of injuries which could result from harm	Persons Affected	Current control measures in place Regularity of Task (daily) Task Non Repetitive unless stated otherwise?	How likely is injury with control measures in place?			How severe might injury be if harm occurs?			7-9 (High) = Unacceptable must receive urgent attention to reduce the risk or stop work immediately 4-6 (Med) = Should receive attention to remove or reduce the hazard or risk where possible 1-3 (Low) = Keep under review and reduce hazards/risks once all other priorities have received attention	Persons responsible to further implement control measures and by which date	Further Relevant Comment	
				1	2	3	1	2	3				Result
Use of Stairs in and around the hotel This assessment should be read in conjunction with the health and safety policy and other relevant departmental assessments	Bruises, fractures etc. due to tripping, slipping or falls	All Staff resident and non-resident users of the hotel, contractors and members of the general public using the hotel.	Stairs kept free of obstructions and checked nightly; Equipment, debris, spills, etc. cleared promptly and/or sign erected; Adequate lighting provided, checked regularly/replaced when necessary; Defects/hazards reported immediately; Steps are marked in low-lit areas & where practical to do so	1	2	3	1	2	3	6 Med	Ensure all stair cases in side and out are kept clear and do not have any tripping hazards Floor surfaces are fit for purpose and where carpet is fitted, this is securely fixed. Carpet nosings will be secured in place and flush with the carpet	The hotel manager and head of dept	Reference to stair cases to be made within the fire risk assessment