

COVID-19 ESSENTIALS: WORKING SAFELY IN HOSPITALITY

COURSE CONTENT OVERVIEW

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This COVID-19 Essentials: Working Safely in Hospitality course will provide you with knowledge on how you can work safely as hospitality venues reopen. It is written in line with current workplace-specific guidance as released by the Department for Business, Energy & Industrial Strategy. It provides you with knowledge of official government guidance so that you are prepared for how to operate as an employee to keep yourself, your colleagues and your customers safe. It will explain the importance of the risk assessment in the business, and what measures you can expect from it, such as social distancing, increased cleaning, instruction through communication and how to use the NHS Test and Trace service.

The course gives examples of ways in which businesses can operate to keep employees and customers safe. As an employee it is important that you understand these steps as you follow new procedures in the workplace to reduce the transmission of COVID-19. Taking this training will enable you to understand and follow practical steps that will help prevent the spread of COVID-19 and keep everyone safe.

Module 1: Introduction to Working Safely

This module introduces COVID-19 and explains the ways in which it is transmitted, and what that means for your workplace. It also introduces the Keeping workers and customers safe during COVID-19 in restaurants, pubs, bars and takeaway services guidance, highlighting the importance of a thorough, completed risk assessment in your workplace.

- An overview of COVID-19
- Working safely guidance
- The risk assessment
- Workforce management
- Mental health
- Employer duties
- Employee duties
- Customer duties

Module 2: Keeping Customers and Visitors Safe

This module looks at ways to keep customers and visitors safe on your work premises by minimising the risk of transmission. It explains the guidance and gives practical advice to employees.

- Guidance on gatherings
- Practical steps for employees
- Communication

Module 3: Social Distancing for Workers

This module looks at how social distancing between workers can help you stay safe. It explains the guidance around social distancing and gives examples of ways to do this safely in your workplace.

- Social distancing - what it means
- Mitigating actions
- Arriving and leaving work
- Social distancing around the venue
- Kitchen areas
- Accepting deliveries
- Social distancing for workers
- Entertainment
- Accidents and emergencies

Module 4: Cleaning the Workplace

This module explains the importance of regular cleaning in all areas of the venue as it reopens to the public. It looks at when cleaning should be done as well as how to do so effectively.

- Cleaning effectively
- The 6 stages of cleaning
- Cleaning effectively in the kitchen
- Hand hygiene
- Handwashing
- Safety for toilets

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Module 5: PPE and NHS Test and Trace

This final module of the course will explore PPE items and other forms of protection, such as face coverings. It will explain what to do should you need to self-isolate, and how you can help keep everyone safe by participating in the NHS Test and Trace service.

- PPE
- Face coverings
- How to wear gloves safely
- How to wear visors safely
- How to dispose of PPE safely
- Self-isolation
- NHS Test and Trace

Aims of the Training

Upon completion of the training, you will:

- Have knowledge of the government guidance document.
- Understand the importance of a COVID-19 risk assessment in your workplace and what it should entail.
- Understand your duties as an employee in working safely and preventing the spread of COVID-19.
- Know how to work with social distancing measures in place.
- Understand the importance of, and how to clean effectively in the workplace.
- Recognise the importance of communication with colleagues and customers.
- Understand NHS Test and Trace and how to record data correctly.