

BOB POTTER LEISURE LTD LAKESIDE COUNTRY CLUB

RISK ASSESSMENT

Ref No:	Location/ Section		Activity	
1059	Entertainment suite		Showing customers to their seats or tables, keeping the isles and emergency exits clear from obstruction, generally helping to keep the licensed premises orderly and in the event of an emergency acting as fire evacuation marshal	
Reason for assessment (x)	New activity or process	Change in activity or process	Accident review	Annual review
Number of people at risk?	Employees up to 6	Customers up to 2500	Visitors	Contractors

No.	What are the possible hazards?	Who might be harmed?	Current control measures	Additional control measures	Responsible person	Target date	Completion date
1	<p>Violence Risk of serious injury, if assaulted or if caught up in fighting.</p>	Customer attendant	<ul style="list-style-type: none"> • Customer attendant trained to spot potential trouble makers, defuse tense situations. • Walkie-talkie system in place • Management are aware that if there is trouble on the premises to call the police immediately and close the bar 	<p>Training to be carried out in dealing with confrontational situations.</p>			
2	<p>Fire Risk of serious, possibly fatal, injuries from smoke inhalation, burns, structural collapse. Large numbers of people trying to get in or out of the area may trip and fall or cause an obstruction.</p>	Customer attendant	<ul style="list-style-type: none"> • Fire risk assessment carried out and any controls highlighted implemented. • Staff pass on any concerns to management • Customer attendants carry out checks throughout the event to ensure that all fire exits and isles are completely clear and unobstructed. • Ashtrays provided and checked to ensure that cigarette stubs are extinguished before emptying into waste bins within the smoking area. • Pre-opening and closing safety checks carried out and logged. • Adequate provision of fire marshals to assist an orderly entry or exit. Marshals made aware of the procedures for emergency evacuation. • No naked flames unless prior permission obtained 	<p>Training to be carried out for fire evacuation marshals.</p>			

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3	<p>Slips/trips/falls Serious, possibly fatal, injuries if fall occurs</p> <p>Slips, trips and falls caused by cables trailing across the floor, boxes or other articles being left in the way.</p>	Customer attendant	<ul style="list-style-type: none"> • All carpets firmly secured and adequate lighting in all areas. • Good housekeeping – staff 'see it and sort it'. • Customer attendants keep a look out for spills at all times • Staff wear sturdy footwear with good grip • Electrical cables managed so as not to pose a trip hazard e.g. should not be trailed across the floor. If unavoidable, extension cables should be positioned to minimize risk and/or hazard tape used. 	No further action required at this stage.			
4	<p>Over crowding Risk of serious, possibly fatal, crush injuries.</p>	Customer attendant	<ul style="list-style-type: none"> • Customer attendants monitor areas visually within the premises to ensure over crowding does not take place e.g. people standing shoulder-to-shoulder. 	No further action required at this stage.			
5	<p>High temperatures Risk of dehydration or fainting.</p>	Customer attendant	<ul style="list-style-type: none"> • Adequate ventilation supplies fresh air to public areas. • Air conditioning in hot weather 	No further action required at this stage.			
6	<p>Falls from height Serious, possibly fatal, injuries if they fall from any height e.g. from balcony to lower levels.</p>	Customer attendant	<ul style="list-style-type: none"> • Customer attendants not to sit on or lean over balcony fronts. • Only trained and competent staff carry out work at height. 	No further action required at this stage.			

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7	Manual handling Back pain from lifting objects that are heavy and/or awkward to carry. Furniture being rearranged and personal belongings left in gangways could block exit Routes.	Customer attendant	<ul style="list-style-type: none"> Only those trained in manual handling moving furniture and other items. 	No further action required at this stage.			
Date of assessment		Name (block caps)		Review date: Assessment review will take place annually or sooner if required e.g. changes to systems of work.			
12.07.12		Danny Wallace					

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SAFE WORKING PROCEDURE

SWP Ref. No:	1060	Description of Task / Activity	Showing customers to their seats or tables, keeping the isles and emergency exits clear, keeping the licensed premises orderly and in the event of an emergency acting as fire evacuation marshal.
Location / Area	Entertainment suite	Equipment or machinery to be used	Two-way radio
Date of Original Compilation	12.07.12	Date of Review	
Person owning process	Premises supervisor		
Related Risk Assessment ID No.(s)	1059 Customer attendants		

PLEASE PROVIDE DETAILS BELOW (AND ON FOLLOWING PAGE) REMEMBER TO INCLUDE CLEAR INSTRUCTIONS AND PPE REQUIREMENTS TO CARRY OUT TASK SAFELY.

Personal Protective Equipment (PPE)

Sturdy footwear with good grip, make sure that PPE is maintained in good condition

Create a safe welcoming environment for our patrons and be responsible for providing customer care and ensuring the safety of our customers throughout events and ensure that health and safety / licensing regulations are met.

Ticket taking

1. Staffs the entrance to the auditorium as required, taking tickets and detaching audit stubs, check each ticket for the correct date and event.
2. Greet customers, making them feel welcome and comfortable
3. Since food and beverages are not allowed to be brought into the auditorium inform customers of this restriction.
4. Control unauthorized entrance to the auditorium, limiting access to approved staff and customers with correct tickets and passes.

Overcrowding

1. Ensure that overcrowding does not take place in any part of the premises by making a visual check of the various areas.
2. If you see people standing shoulder-to-shoulder, it's too crowded, report any issues immediately to the premises manager.

Managing isles

1. Assist customers in finding their seats
2. Make sure that fire exits and gangways are clear and unobstructed

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SAFE WORKING PROCEDURE

Seating

1. If customers are familiar with the auditorium and their seat locations, they may be simply directed towards them.
2. If customers are unfamiliar with the facility, directed to the correct seats
3. Always offer to assist customers and be aware of persons already seated who may be having a problem, ask to see both parties' tickets. Improperly seated customers must be directed to the right seats politely.
4. Duplicate tickets or other more complicated problems are handled by the house manager, working with the reception office. The house managers may have emergency house seats to accommodate last minute seating problems.

Emergency procedures

1. If a customer has been injured clear the area of other patrons, reassure the person and protect him/her from further harm by calling for assistance.
2. In the case of an emergency help people leave in a safe, calm, and orderly manner
3. At all times, remain calm, in charge, and reassuring
4. Do not attempt to administer first aid unless you are trained

Customer queries

1. Deal effectively with customer problems and enquiries, answer questions and remind customers to turn off cell phones and beepers during the event.
2. Handle patron questions, requests and problems including the appropriate resolution of seating problems.

Disruptions

1. If anyone attempts to disrupt an event, first asks the person to leave quietly, offering to discuss the problem in the lobby.
2. Once out of the auditorium, attempt to calm the person and avoid a scene. If the person refuses to leave quietly, contact the house manager. Do not attempt to physically remove the person yourself.

Lost and found

1. The lost and found is in the back office, items found by staff are taken there immediately if the box office is open. If not, they are left with the House Manager.

General

1. Assist in ensuring the safety and comfort of members of the public and staff
2. Adhere to all fire, health and safety procedures to minimize the risk of injury and accidents.
3. Assist customers in finding facilities such as toilets
4. Be aware of articles and substance on the floor that may cause slip, trips & fall and e.g. food drop food and other objects on the floor can create trip and slip hazards. Report any spillage as soon as they are created or discovered.
5. Monitor the auditorium during the shows, anticipating for potential customer problems
6. Be aware of your surroundings when on the balcony, do not sit on or lean over the balcony front and ensure the same for customers.