

What are the hazards and how might they harm?



Burns/scalds from contact with hot surfaces, equipment and utensils



Burns/scalds from contact with hot food, hot liquids and steam



Slip injuries from spillages



Manual handling injuries – back pain and strains



Cuts/lacerations from broken glass and crockery

What other precautions should be taken?



Clean up any spillages immediately



Use a dust pan and brush to clean up broken glass

Waiting activities

Safety Task Card STCCS 22

Unit Managers – use page overleaf to list any hazards and control measures specific to your site which are not listed below

Safe System of Work

1. Use service gloves or a waiter's towel to carry hot plates.
2. Make sure containers, bowls, cups etc of hot food and liquids are not overfull.
3. When using underplates or saucers these must be the correct fit for the bowl or cup etc.
4. Use a tray when carrying drinks.
5. Do not carry more that you feel comfortable carrying.
6. Make sure the route to the table you are carrying food or beverages to is clear from obstructions.
7. Where available and appropriate use a trolley to reduce the carry distance.
8. Always make the customer aware of your presence by talking to them. This gives them the opportunity to move to help you access the table better and to move items out of the way.
9. Make sure there is enough space for the items you are putting on the table.
10. Alert customers to hot plates.
11. Make use of a side table or a free table when unloading items from a tray.
12. Report any unstable tables or chairs to your manager.
13. Clean up spillages as they occur and use wet floor warning signs when appropriate.
14. Use a dustpan and brush to clean up breakages and dispose of broken crockery or glass in the designated waste container, or if none is available, by wrapping securely in cardboard and placing in general waste.

If you have any concerns, stop and speak with your line manager before proceeding.

