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| **Safety Task Card** |
| **CAT27** | **Waiting Activities / Table Service (Including children & infants)** |
| **Workplace Safety Hazards** |
| What are the hazards? | How might they be harmed? |
| Contact with hot equipment, surfaces and utensilsContact with hot food, liquids and steamSpillages and wet floorsTripping hazardsCuts from broken glass & crockeryTrips and falls from obstructed walkwaysManual handling injuries | Severe burns and scalds to skin from hot food, liquid or steamSlip / trip and fall injuriesBack and muscle strain  |
| **Safe System of Work** |
| **General safety measures**1. Adhere to any relevant specification or brand standard for preparing each meal or drink.
2. Use the correct service equipment, e.g. the specified plate, dish or cup and saucer. Make sure that any under-plate or saucer is the correct size for the bowl, glass or cup to reduce ‘wobble’ or ‘skid’.
3. Avoid over heating of crockery and food containers
4. Containers of hot foods and liquids must not to be overfilled
5. Ensure the route to the table is clear and the floor is free from slip or trip hazards such as trailing cables, chairs, tables, pushchairs or prams, or shopping bags and coats.
6. Floors to be well maintained and in good condition
7. Footwear to be maintained in good clean condition
8. Always use a tray to carry food to the table and cover hot food using plate domes.
9. Reduce carry distances. Make use of trolleys and position service equipment near dining points
10. Always make your presence known to customers when you arrive at a table by speaking, so they acknowledge you are there, can make space for you and anticipate your movements.
11. Check that there is enough space on and around the table to place down the food and drinks.
12. Glass and crockery breakages to be dealt with as they occur
13. Wear gloves when clearing broken glass and crockery and use a dust pan and brush.
14. Dispose of broken glass and crockery safely
15. Handle glass drinking vessels and containers with care.
16. When polishing glasses inspect for any damage and apply only light pressure in the polishing process.
17. Report any tables / chairs that are unstable so that they can be repaired or taken out of use.
18. Avoid standing for long periods, and allow work breaks and job rotation where necessary
19. Loads to be within capabilities of waiting personnel

**Additional controls when delivering hot food or drink to tables where children / infants are present**1. Be aware that children may behave unpredictably – they may move suddenly, reach for an item placed onto the table, get up from the table, wave arms etc.
2. Colleagues must concentrate on the task and not be distracted by a child’s sudden movements or other customers sat at the table.
3. Check that the parent / adult is ready for the hot food / drinks to be delivered to the table before placing the tray onto the table.
4. Always hand over hot food and hot drinks to the adults present, not to children or infants directly.
5. Always serve from the opposite side of the table from any child or infant ensuring that you are always out of reach of the child / infant.
6. Never hand over hot food and drinks across, in front of or over the heads of children and infants.
7. If necessary, request customers to move so that you can rest a tray or plates down on the table safely. Ask a colleague to assist to assist if required.
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| **Other references*** Implement the Safe System of Work/Control Measures in Cooking, Ref. MAN 08, Floor Risk Assessment and MAN09, General Manual Handling.
* For Sector Specific Controls please review and complete the box below.
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| **Site Specific Actions**List any actions required in addition to the above safe system of work |
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| The above control measures are implemented within my unit. All relevant staff are aware of these control measures and this is recorded in the training record for this safety task card. |
| Unit Manager Name | Signed | Date |

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| **Safety Card Training Record** |
| **CAT27** | **Waiting Activities / Table Service (Including children & infants)** |
| I confirm that I fully understand the risks and control measures associated with the taskand that I will follow the Safe System of Work at all times.  |
| Operative Name | Signature | Date | Trainer |
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