

What are the hazards and how might they harm?



Burns or scalds from contact with hot liquids



Burns or scalds from contact with hot surfaces



Impact injuries as a result of being hit by falling objects



Back and muscle strain from manual handling



Slip injuries caused by spillages

What other precautions should be taken?



Clean up any spillages immediately

Hot beverage service

Safety Task Card STCCS 25

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. Only use Compass approved disposable and reusable take away cups and lids.
2. Boxes of disposable cups and lids must be stacked safely and not above head height, to prevent manual handling injuries and injuries from falling items.
3. Disposable cups must not be stored on top of hot beverage machines, as this can affect the structure of the cup.
4. Cups must be a suitable size so that drinks do not overflow when being served or held.
5. Cups and lids at the point of service must be stored so that they remain in perfect condition and are not likely to be damaged or contaminated.
6. Keep the area where hot beverages are prepared and served, as well as any self-service sugar and milk stations, clean and tidy to avoid cups being knocked or tipped over.
7. Visually inspect all cups before use and discard any that appear faulty or are otherwise damaged.
8. Ensure the cup is the appropriate size for the drink being served.
9. Make sure that the cup is not overfilled; leave space for milk and sugar to be added if appropriate.
10. Always remain focussed when preparing hot drinks and be mindful of others working in the area
11. Where take-away cups are likely to be hot, sleeve clutches must be provided.
12. Always check that lids on takeaway cups are secure across 360°.
13. When serving two or more takeaway drinks, a tray should be offered.
14. Offer assistance to customers if they are carrying multiple drinks or have other objects to carry or push.
15. Clean up spillages as they occur and use wet floor warning signs when appropriate.

SCAN FOR
SAFE SYSTEMS OF
WORK VIDEO



Continued on reverse

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

List any additional hazards or risks you have identified and control measures required to manage these.

Hot beverage service continued

Safety Task Card
STCCS 25

Safe System of Work

Additional controls when using customer own reusable cups

- a. Ensure cups are suitable for hot beverages and are clean.
- b. Collapsible cups should not be used.
- c. Customers should retain cup lids and put these in place themselves.
- d. Visually inspect cups for damage and make sure they are large enough for the drinks ordered.
- e. Make sure that the cup is not overfilled; leave space for milk and sugar to be added if appropriate.
- f. Where a cup does not fit under the group head or under the dispenser, use an alternative cup to dispense the drink into and then decant into the customer's cup.

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