

BUSINESS DETAILS

IN AN EMERGENCY CALL:

Manager:	Primary Contact:
Customers/Guests:	

SERVICE/EVENT DETAILS

Service/Event:	Date:
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Benefit: Creates flexible employment suitable for students and part-time workers. | Drives innovation in packaging, delivery, and digital ordering. | Enables predictable cost control for customers via value menus and combo pricing. | Offers convenient meal options that reduce time pressure for families and shift workers. | Stimulates ancillary services such as logistics, cleaning, and waste management. | Supports late-hour food access in urban areas, improving overall service coverage.

HAZARDS

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Allergen management	Allergic reactions, anaphylaxis, reputational harm	Builds trust with customers with dietary needs, expanding your client base.	Keep updated allergen charts at counter and online. Train staff to ask customers about allergies, segregate utensils, and clean stations between orders. Document all allergen-specific requests. (ALL)	Customers	Before Measure: High After Measure: Med
Cash handling and financial security	Theft, robbery, financial loss	Provides flexible payment and tipping options, boosting sales and staff income.	Encourage contactless payments, restrict till float, and bank takings securely. Train staff to count cash discreetly, verify notes, and stagger deposits. Keep CCTV and lighting at counters. (ALL)	Staff, business	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Customer aggression and security	Violence, intimidation, theft	Allows late-night trading that increases revenue opportunities.	Train staff in de-escalation, post house rules clearly, and use CCTV. Restrict cash handling, provide panic alarms, and secure till areas. Log and review all incidents. (ALL)	Staff, customers	Before Measure: High After Measure: Med
Customer congestion and queuing	Falls, overcrowding, blocked exits	Creates lively demand that signals popularity, drawing more footfall.	Use barriers and signage to manage lines, mark floor spacing, and separate in-store pickup from dine-in. Keep exits clear and post maximum occupancy. Deploy staff at peaks to manage flow. (ALL)	Customers, staff	Before Measure: High After Measure: Med
Customer illness or choking	Medical emergencies, liability, reputational harm	Welcomes families and all age groups, broadening the customer base.	Train staff in first aid, keep first-aid kits stocked, and post emergency contacts. Maintain sightlines to dining/queue areas. Document and review any medical incident. (ALL)	Customers, staff	Before Measure: High After Measure: Med
Delivery driver and courier access	Traffic accidents, theft, congestion	Expands reach via delivery apps, increasing sales without more seating space.	Designate courier zones away from queues, with shelving for sealed orders. Verify IDs, keep pickup logs, and manage vehicle access. Light and signpost access points, and restrict kitchen entry. (ALL)	Drivers, staff, customers	Before Measure: High After Measure: Med
Fire hazards in compact kitchens	Fires, smoke inhalation, burns	Permits use of open flames and high-heat cooking that delivers flavour quickly.	Fit suppression systems and maintain extinguishers. Keep hoods and ducts cleaned to schedule. Train staff to never leave fryers unattended. Test alarms and run fire drills regularly. (ALL)	Staff, customers	Before Measure: High After Measure: Med
High-speed service stress on staff	Fatigue, stress, mistakes	Builds resilience and teamwork that strengthens efficiency during rushes.	Rotate tasks to prevent fatigue, provide short breaks, and use team briefings. Schedule extra staff at peak hours, train in time management, and support wellbeing checks. (ALL)	Staff	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Hot oil in fryers	Burns, scalds, fires	Supports preparation of popular fried foods that drive customer demand and repeat orders.	Install thermostats and safety cut-outs; keep lids and splash guards fitted. Dry food before frying, filter and dispose of oil only when cooled, and wear PPE. Store extinguishers nearby and train on emergency shut-down. (ALL)	Staff	Before Measure: High After Measure: Med
Hot surfaces and steam	Burns, scalds, equipment malfunctions	Allows high-speed cooking methods that deliver fresh meals quickly.	Position ovens, grills, and steamers behind barriers. Provide gloves, aprons, and training for safe handling. Purge steam before lifting lids, and schedule maintenance on thermostats. (ALL)	Staff	Before Measure: High After Measure: Med
Late-night crowd management	Aggression, disorderly conduct, accidents	Captures busy late-night trade from bars and events, generating significant additional revenue.	Post clear signage on closing times and behaviour standards; train staff in refusal-of-service and de-escalation. Use barriers to guide queues, keep CCTV active, and ensure exits are unobstructed. Coordinate with local authorities if trading in high-risk late hours. (ALL)	Staff, customers	Before Measure: High After Measure: Med
Outdoor dining/standing areas	Trips, furniture collapse, weather exposure	Extends customer capacity with minimal space, maximising turnover.	Provide stable furniture, anti-tip tables, and anchored umbrellas. Separate from traffic with barriers, light adequately, and clean tables frequently. Secure heaters and manage in severe weather. (ALL)	Customers	Before Measure: High After Measure: Med
Refrigeration failure response	Food spoilage, waste, illness	Allows bulk storage of ingredients, supporting consistent supply and menu reliability.	Fit temperature alarms, keep gaskets sealed, and maintain coils. During outages, keep doors shut, segregate stock, and apply 2/4-hour rules. Log and discard unsafe foods. Train staff to respond quickly. (ALL)	Staff, customers	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Sharp utensils and cutting tools	Cuts, punctures, lacerations	Enables precision and consistency in food prep under tight time pressures.	Store knives safely in racks, keep sharp, and provide colour-coded boards. Train in claw grip and safe carrying. Remove damaged blades, and provide cut-resistant gloves for deboning or butchery. (ALL)	Staff	Before Measure: High After Measure: Med
Waste and grease management	Pests, odours, fire hazards	Enables high production volumes while keeping front-of-house areas attractive.	Fit grease traps, schedule licensed disposal, and use covered bins. Empty bins frequently, clean waste areas daily, and lock compounds. Train staff in safe transfer with wheeled containers. (ALL)	Staff, customers	Before Measure: High After Measure: Med
Chemical use in front and back areas	Poisoning, burns, eye injuries	Keeps premises visibly clean, reassuring customers and encouraging return visits.	Store cleaning chemicals locked and labelled, separate from food. Use correct dilution and PPE. Avoid cleaning during service. Provide spill kits and eyewash stations and train staff in response. (ALL)	Staff, customers	Before Measure: Med After Measure: Low
Cross-contamination of food	Food poisoning, illness, reputational damage	Allows safe prep of raw and cooked foods side by side, expanding menu options.	Separate raw and ready-to-eat foods with coded storage and boards. Train handwashing between tasks, disinfect prep areas, and keep raw meat below ready-to-eat foods in fridges. Conduct daily HACCP monitoring. (ALL)	Customers	Before Measure: Med After Measure: Low
Electrical equipment safety	Electrocution, shocks, fires	Provides access to high-speed cooking and refrigeration equipment essential for quick service.	Inspect cables and plugs weekly; PAT test annually. Fit RCDs, avoid overloading sockets, and replace damaged kit immediately. Train staff on safe shutdown and keep cords away from wet areas. (ALL)	Staff	Before Measure: Med After Measure: Low
Manual handling of deliveries	Back strain, muscle injuries, dropped goods	Ensures steady stock replenishment without disrupting fast service.	Use dollies and trolleys, split heavy loads, and train safe lifting. Store heavy goods between knee and shoulder height. Keep routes free of obstructions and schedule deliveries outside peak hours. (ALL)	Staff	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Noise from equipment and customers	Hearing damage, stress, complaints	Creates an energetic atmosphere that attracts younger and busier customers.	Place noisy kit away from counters, limit music volume, and use acoustic panels. Rotate staff roles and provide hearing protection in noisy prep areas. Monitor noise complaints and adjust. (ALL)	Staff, customers	Before Measure: Med After Measure: Low
Outdoor queuing areas	Slips, trips, anti-social behaviour	Attracts walk-in trade and creates visible demand, encouraging passersby to join.	Provide queue markers, barriers, and lighting. Keep pavements clear, slip-resistant, and sheltered from rain. Train staff to monitor outdoor lines and manage capacity during peak demand. (ALL)	Customers	Before Measure: Med After Measure: Low
Slippery floors in compact kitchens	Slips, trips, falls	Allows fast-paced work in tight spaces, speeding up preparation and service.	Keep non-slip flooring, use spill kits, and provide non-slip footwear. Conduct hourly checks, especially near sinks/fryers. Place absorbent mats at entrances and back doors where water or grease can be tracked in. (ALL)	Staff	Before Measure: Med After Measure: Low
Takeaway packaging storage and use	Cuts, contamination, fire hazards	Enables convenient, portable service that attracts time-pressed customers.	Store packaging away from heat and chemicals, stack securely, and keep dry. Train staff to assemble safely, and avoid overfilling orders. Provide lidded bins and recycle where possible. (ALL)	Staff, customers	Before Measure: Med After Measure: Low
Unpredicted risks	Illness, injury, death		Continuous risk monitoring conducted by all staff. Any unforeseen hazards must be reported promptly to supervisors or management, with immediate corrective action taken as necessary. (ALL)	All	N/A

NOTES

Extra notes & service/event evaluation:

Completed by

Reviewed/Approved by

Risk Assessment Date

Review Required Date