




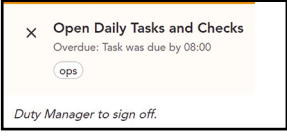


Completed by	• Duty Manager • Cleaner • Front of House employees	Equipment	• Damaged furniture tape
Frequency	• Daily / Weekly		
Reference	<ul style="list-style-type: none"> • Safety policies • Risk Assessment Manual • DMLB • SOP - OF0005 - Accident and Incident procedures • SOP - OF0022 - Manual handling - general 		



To be used together with this written SOP. [Tap here to play](#) 

Step 1		<ul style="list-style-type: none"> • During the daily cleaning process, furniture must be checked for any damage. • All Front of House employees must check furniture for any damage when resetting a table. • Damaged furniture must be reported to the Duty Manager. • On a weekly basis and prior to the pub opening, the Duty Manager must conduct a full check of furniture to ensure that it is in good condition and showing no signs of damage. • As well as completing a visual inspection, the Duty Manager must also handle the furniture to ensure that it is in a safe condition.
Step 2		<p>Furniture must be checked to ensure that:</p> <ul style="list-style-type: none"> • No parts are loose, missing or present a finger trap hazard. • Where fitted, seat pads are secured in place. Booth seating is designed to be removable for inspection. • There are no nails or screws sticking out. • There are no splinters or sharp pieces sticking out. • Children's high chairs are in good condition, including the retaining straps and safety sticker.
Step 3		<ul style="list-style-type: none"> • If any furniture is found to be damaged or in an otherwise unsafe condition, it must be removed from the customer area immediately. • If an accident is reported as a result of damaged furniture, where possible photographs must be taken of the furniture in question. The photographs must be uploaded to the corresponding A&I form. Refer to SOP - OF0005 - Accident and Incident procedures. • Attach damaged furniture tape to the damaged furniture to ensure that it is not used by employees or returned to the customer area. • If safe to do so, damaged furniture must be stored in a back of house area until it can be repaired. • Ensure that the furniture does not obstruct any fire exit route. • If damaged or unsafe furniture cannot be removed from the customer area e.g. booth seating, it must be clearly labelled with damaged furniture tape to ensure that it is not used. • Make a note of any damaged or unsafe furniture in the notes section of the DMLB.

Step 4		<p>To have any damaged furniture repaired, a call out must be raised via the property maintenance system.</p> <ul style="list-style-type: none">• MIV are able to tighten loose fittings, but must not complete any structural repairs.• If upholstery work is required, fill in the Upholstery Repairs - Order Form (WIS) and email the completed form to the Maintenance Helpdesk.• If the chair or table requires structural repairs or cannot be repaired, replacement chairs and tables must be ordered via the property maintenance system, supply only order.• Damaged table tops can be refurbished by raising a quote via the property maintenance system.• If chairs or tables need to be removed from site, either raise a quote to Waste Care via the property maintenance system or contact the Veolia helpdesk to arrange a special collection.• Booth or bench seating can be repaired by raising a callout via the property maintenance system.
Step 5		<ul style="list-style-type: none">• Once damaged furniture has been repaired and made safe, it can be returned to the customer area.• Daily furniture checks must be recorded in the DMLB.