

Small Experiences And Activities



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Place Solutions

Northern
Ireland

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TED | Tourism
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Programme

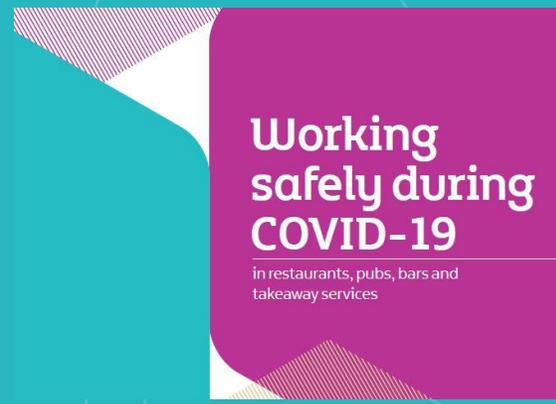
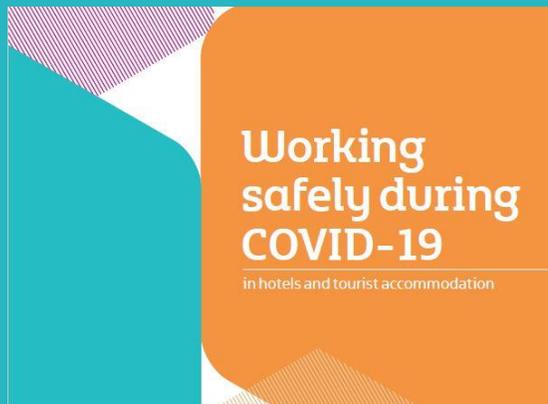


Navigating the guidance

General Guidance Working safely during COVID-19 in the Visitor Economy

Accompanied by 2 specific sector documents:

- Working safely during COVID-19 in hotels and tourist accommodation
- Working safely during COVID-19 in restaurants, pubs, bars and takeaway services



HOW to use the NI Guidance checklist

- Read NI General and Sector Specific Guidance
- Consult the relevant trade body/trade union guidance
- Review the relevant Risk Assessment Templates
- Complete individual COVID-19 Risk Assessment, at a business and site level
- Think about your complete Customer Journey, inside and out
- Think about visitors, staff, contractors and volunteers
- Don't forget about other H&S and employee legislation

Useful References

Public Health Agency <https://www.publichealth.hscni.net/covid-19-coronavirus>

Outdoor Activity www.sportandrecreation.org.uk/news/covid-19/latest-government-guidance.

Hospitality

<https://hospitalityulster.org/download/files/UKH%20BDO%20HU%20NIHF%20Guidance.pdf>

Toilet Facilities Checklist

<https://hospitalityulster.org/download/files/REOP01%20Covid-19%20checklist%20for%20businesses%20opening%20toilet%20facilities.docx>

Risk Assessment

[https://www.hseni.gov.uk/
publications/example-
covid-19-risk-assessment-
template](https://www.hseni.gov.uk/publications/example-covid-19-risk-assessment-template)

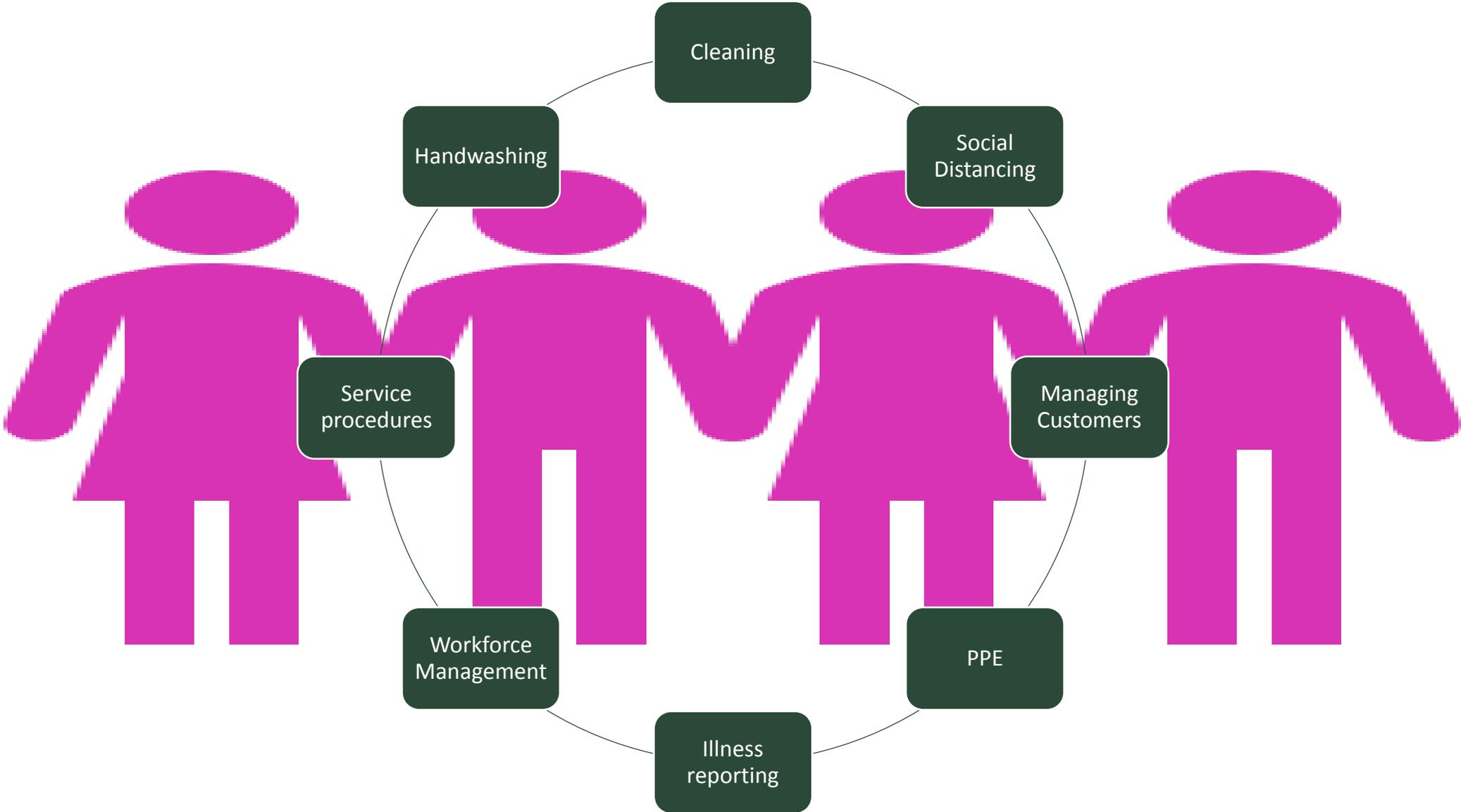
- 1 Develop Risk Assessment involve all staff, regular review and amendment
- 2 Develop new Standard Operating Procedures (SOPs) and guidelines for staff and customers
- 3 Produce Check Lists for cleaning and hygiene routines
- 4 Publicise and Communicate to staff and customers

Thinking About & Managing Risk

Need to know

- Legal responsibility to protect workers (employees and volunteers), customers
- Think about risks they face and do everything reasonably practicable to minimise
- Consult with your staff to create culture of collaboration/trust/joint problem solving
- Consult and work with Local Council Environmental Health Office (EHO) and any other enforcement bodies
- Aim is to reduce risk to the lowest reasonably practicable level by taking preventative measures in order of priority

Risk Assessment and Control



Personal Protective Equipment (PPE)

- Workplaces should **not** encourage the precautionary use of extra PPE.
- Risks need to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.
- **But** if your Risk Assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it.
- Examples of when PPE may be required include small areas such as kitchens or areas where it is impossible to maintain social distancing.
- Only purchase equipment specific to your business

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Life Adventure Back on Track

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Pre Visit and Arrival

- 1** Pre payment / book on line where possible.
Communicate what to expect / what has changed
- 2** Prearranged arrival time, staggered. Physical distance markers, hand sanitiser on arrival
- 3** Meet and Greet. Directions and information on what to expect. Boosts consumer confidence immediately



Cleaning Procedures

- 1 Declutter, non essential items removed or available on request.
- 2 Household cleansing products are adequate, no need to invest in specialised equipment
- 3 Review Cleaning and Sanitisation Procedures. i.e. Key touchpoints, high traffic areas



Food and Drink

- 1 No self service or buffets, cutlery and crockery , napkins placed once seated.
- 2 Verbal menu, app, on line or blackboard
- 3 Sustainability – balance single use and safety with cost/environment
- 4 How essential is this to your visitor experience and how will you and your staff manage it?



Toilet Facilities

- 1 Develop your own Standard Operating Procedure (SOP) what is practical and feasible?
- 2 Consider placing staff member at door to assist and regulate usage
- 3 Sanitisation before and entry of toilet facilities
- 4 What if you have to include public toilets/other facilities?



Post visit

- 1 Review your Risk Assessment, Recommended weekly with staff
- 2 Post visit questionnaire, contact. How did we do, what could have been better?
All in this together
- 3 Work with the EHO, PSNI, regulating authorities

Communication

Details of new procedures

- 1** Welcome note: Be clear you are keen to welcome visitors, detail what it means to you, your staff and the local community to be open
- 2** Explanation of arrival, stay, service and departure. Changes to hospitality and service. Guest responsibilities
- 3** Communication systems: How will you engage with visitors ie direct email, social media (think of the demographics)
- 4** Develop a video or pdf , with walk through of the customer journey

The Integrity Statement

Welcoming you back - our enhanced safety measures

What we are doing differently - information and communication on line

Looking after our team – Covid 19 trained , PPE, social distance, support

Looking after our guests – cleaning , hand sanitisers, in room kit

What we ask of you

- Be considerate to fellow guests, each person's idea of risk is different
- Use hand sanitisers and wash hands regularly
- Check your emails as we will send updates and information by this means

Pre Arrival and check in – on line, go directly to room times staggered

Food and beverage – breakfast sittings, in room service, outside areas

Housekeeping – hospital grade chemicals, fogging machine, room clean seal

Check out and departure – on line, phone , post visit survey

Best practice - keeping upto date with guidelines



Consumer Confidence

CONFIDENCE CHARTER

OUR COMMITMENT TO YOU



In line with the World Health Organisation and government advice, Titanic Belfast has put controls in place to ensure the health and safety of our visitors and crew, as well as ensuring an enjoyable and relaxing experience for all. Our fully trained crew will be the daily guardians of this charter and look forward to welcoming our guests once again!



PLANNING YOUR VISIT

- Detailed visitor information available at [titanicbelfast.com](https://www.titanicbelfast.com)
- Timed ticketing, with specific slots for vulnerable visitors.
- Reduced capacities to allow for social distancing.
- Online bookings in advance to manage capacities and flow.
- Non-contact print at home or mobile tickets for seamless entry.

ON ARRIVAL

- Reassuring and trained staff.
- Guests should feel free to wear masks if desired, but not essential.
- Single use headsets for our Multimedia Guide.
- Restricted numbers with controlled queuing.
- Hand sanitisation stations.



WORLD CLASS FACILITIES THROUGHOUT THE BUILDING WE PROVIDE:

- Advanced and consistent cleaning regimes.
- Handwashing facilities.
- Non-contact interactions with staff.
- Fresh-air conditioning system.
- Pre-planned customer flows.

OUR CREW

- Fully trained and confident staff.
- Social distancing guardians.
- PPE for all staff.
- Daily health checks.



5-STAR CUSTOMER EXPERIENCE

- A safe, welcoming and memorable experience.
- Social distancing guidance and execution.
- New one-way themed Titanic Experience route.
- Single use headsets for the outdoor-only Discovery Tour.
- Distanced seating and outdoor benches.
- Packaged food, disposable cups and cutlery.
- Contactless till points and payments.

FOR MORE INFORMATION ON YOUR VISIT PLEASE SEE [TITANICBELFAST.COM/CHARTER](https://www.titanicbelfast.com/charter) OR SCAN HERE





Perception

.. Is
reality

Humanise
your
approach

Perception:

.. Is reality! No second chances.

➤ **COLLABORATION & COMMUNICATION**
BUILDING ENGAGEMENT & CONFIDENCE THROUGH CREDIBILITY AND HUMANITY

Your Team

- Constant, consistent, honest and clear communications to maintain staff engagement
- Accessibility to updated training on policies etc., HR support for personal wellbeing and mental health
- Through great direct leadership, engaging representatives/unions as appropriate.
- Make sure you tell and show your team what you are doing to keep them safe – often communication of this nature is solely aimed at guests

Your Guests

- Clear, timely communications to promote engagement, trust, confidence and brand loyalty
- Clear media and marketing & promotion strategy to build on message of safety as the #1 Priority
- WHAT you are doing
- HOW you are doing it

Planning:

Commercial implications & Business Sustainability

Cost implications – Planning to mitigate negative impact

- Payroll
- Training
- New equipment?
- Consumables?
- New policies & procedures/new SOPs

Planning:

Commercial implications & Business Sustainability

Opportunities? Mitigating the above negatives & building business for the future

- **Short term/ Medium/ Long term business strategy**
- **Learning from others/working as a whole Community**
- **Marketing & Promotions – do I discount?**
- **Communication Strategy – Digital & Conventional**

Recap on Key points

- Identify guidance relevant to your business sector
- Robust Individual Risk Assessment is critical
- Consider the Risk Assessment process as an evolving process
- Develop and Plan in collaboration with staff
- Creative design of signage/communication resources think about flexibility and budget
- Think carefully about use of PPE and other equipment
- Keep abreast of relevant guidelines – they WILL change



Support your business recovery. **APPLY NOW**

"We're Good To Go" is the official UK mark to signal that a tourism and hospitality business has worked hard to follow Government and industry COVID-19 guidelines and has a process in place to maintain cleanliness and aid social distancing.

Please select your country *

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QUESTIONS

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Continued Support for Tourism Businesses

- Dedicated Tourism NI Covid-19 Business Support Helpline
Call 028 9592 5313 - Lines open Monday to Friday 10am-5pm
- Dedicated Tourism NI Covid-19 Support Web Hub
<https://covid19.tourismni.com/>
- Additional Sector Specific Support Webinars including Best Practice, Hints and Tips, Q&A Sessions
- Access to specialised legal/insurance/Health and Safety etc.

Thank
you

