

# RISK Assesment for a Cafe in a Central London

Risk	Risk Statement	Response Strategy	Objectives	Likelihood	Impact	Risk Level
Low number of Staff Present on a Shift	If there is not enough staff during the shift, especially during the pick times, customers are not served in a timely manner or mistakes with orders are likely to happen. The service is not going smoothly, customers and present staff are likely to get stressed and unhappy.	Well organized shift pattern. Looking after the wellbeing of staff. Having a back plan in place eg.to call a staff off shift to cover. Well trained staff.	Preventing from low number (less than required) of staff coming onto their shift.,	Medium	High	7-8
Electricity and/or Water Supply issue	If there is not electricity/water at the premisses the cafe is not able to operate.	Establishing the cause of the problem. Depending on how long the cut is going for making suitable decisions including closing Cafe for public until the problem is being solved.	Regular checkings by qualified staff on the conditions of Electricity/Water Supplies - wires, pipes etc  Being informed on time on any planning works on Electricity and Water Supllies.	Low	Low	1-2
Coffee, Sugar, Milk etc Supplies not Efficient	If there is not enough products customers are not able to receive their full orders	Order products in a timely manner, have some extra stock	Regular checking on a stock level and making orders accordingly, regular delivery checking.	High	Medium	7-8
Terrorist attack	Staff and Customer in a risk of losing their lives	Applying government guidance	Being with the line with current Government Guidance and Warnings	Low	Low	1-2

Overcrowded Cafe Area	Customers in a risk of being hurt, not served on time or orders mistaken	Limit of the people inside the cafe	Monitor number of customers at a time inside the Cafe	Medium	High	7-8
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