

## **Policy: Limited Use Key – Quarantine Guests**

<b>Section:</b>	<b>Limited Use Key – Quarantine Guests</b>	<b>Issue Date: 5/14/2020</b>
<b>Updated by:</b>	<b>Rena Agngarayngay – Director of Front Office</b>	<b>Last Updated: 5/14/2020</b>
<b>Target Audience:</b>	<b>Front Office Department</b>	

### **Policy brief & purpose**

A limited use key is issued to guests who are under quarantine during their stay.

### **Scope**

Keys are issued by the check-in agent.

### **Limited Use Key – Process**

- A limited use key allows the guest entrance to their unit on an initial entrance. After the first use, the key becomes disabled – no longer allowing the guest freedom to exit and enter their room at any time
- Should the guest decide to leave their room, the only way to get back into the unit is to request a new key from the front desk
- At that moment, the front desk agent will notify the General Manager, Hotel Manager and/or Director of Front Office to determine the next steps
- A secondary key will be issued to the guest if it is determined that the process was not explained in full detail (only to be determined by GM, HM or DOF)
- If the guest is being negligent to follow the quarantine guidelines, the proper authorities will be contacted
- A limited use key will only be issued to guests who are under quarantine

### **Additional Items:**

- A limited use key can also be made for a specific time: 15 minutes, 1 hour etc.
- Only 1 limited use key can be made for a quarantine guests, whether or not there are more than 1 persons occupying the unit



## **Managing Guests Who Do Not Comply with State Guidelines:**

- If a guest is required to self-isolate and fails to do so:
  - Management will approach the guest, keeping a least 6 feet distance, and remind them of the self-isolation guidelines set by the State of Hawaii
  - If the guest continues to fail to self-isolate, the hotel will contact the Hawaii Health Department and provide them the guest's details

## **Additional items:**

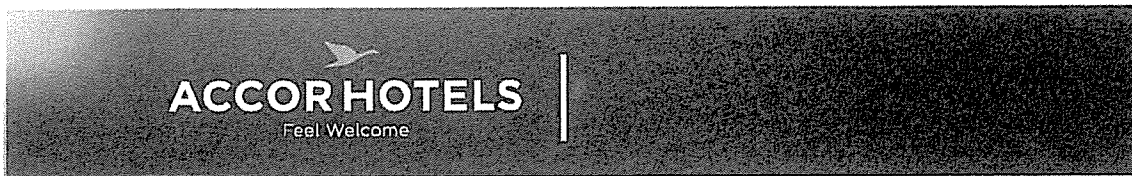
- Departure rooms are not to be entered or touched for a full 24 hours after the guest's departure
- Employees are reminded daily to frequently wash hands and to practice social distancing with guests and co-workers.
- If a team member is uncomfortable being involved with serving the guests who are in isolation, quarantine, etc., due to fear for their own health, they are to report this to their manager and should be dispatched to another task
- This will be reported to the Talent & Culture Department, so they can speak to the employee and advise them of other options available to them if they do not feel safe performing their work duties.

## **Public Health Information**

Senior Management will contact the following agency if there is concern over the health of an employee or a guest seeking medical advice or guidance about an individual who is not following the State guidelines and health requirements.

- Hawaii Health: <https://www.health.hawaii.gov/>





**Policy: Quarantine, Suspected or Confirmed Case – COVID-19**

<b>Section:</b>	<b>Quarantine, Suspected or Confirmed Case – COVID-19</b>	<b>Issue Date:</b> 4/24/2020
<b>Updated by:</b>	<b>Rena Agngarayngay – Director of Front Office</b>	<b>Last Updated:</b> 5/21/2020
<b>Target Audience:</b>	<b>Front Office Department</b>	

**Policy brief & purpose**

To ensure the correct management of COVID-19 when a guest is confirmed as being at risk of having COVID-19 to minimize the risk of transmitting COVID-19 to both hotel employees and other guests.

**Scope**

This policy pertains to the employees of the Front Office Department

**Confirmed Cases of COVID-19:**

- Any guest, who Management has been advised after check in, that they have tested positive for COVID-19 will be reported to the Hawaii Department of Health.
- All confirmed cases will be handled solely by 3 people – General Manager, Hotel Manager or Director of Front Office
- Management will advise all departments of the guest name and room number.
- Hawaii Department of Health will advise management of the necessary advice and protocol in regards to the guest.
- Management will not accept a guest reservation who has confirmed COVID-19

**Quarantine Guests:**

**Front Desk GSA or GSM upon check-in to the hotel**

- Upon check in – it will be determined by the agent if the guest will be quarantined; all incoming arrivals will be subject to quarantine guidelines unless a local resident who has not been on an airplane in the last 14 days or airline crew
- If guest is exempt from quarantine (essential worker or traveling interisland for medical purposes), appropriate paperwork issued by the State or the healthcare provider will be accepted – combined with registration card
- Declaration form to be filled out by all arrivals
- Quarantine guests will be issued a limited use key, allowing them to enter room once (separate SOP)
- Limited housekeeping/engineering services will be provided to these individuals
- Traces will be entered into SIHOT to alert the Housekeeping
- Security will be issued a new list of all guests who are on Quarantine or Suspected Case – to ensure that they are not leaving their room

Aloha Valued Guests,

While we continue to seek new ways to deliver exceptional services to our guests, we kindly ask for your cooperation in following the State's mandate on Social Distancing along with our Health and Safety guidelines.

Engineering and Housekeeping services will occur with the following options:

1. Guests not under strict travel quarantine will be required to exit the room while service is being delivered.
2. Guests will be offered a similar room if they are not able to vacate the unit while service is being delivered.

If these options are not suitable to your expectations, please contact the Manager on Duty who will be happy to work towards a solution with you.

Mahalo Nui Loa,

Ala Moana Hotel Management

お客様各位

アラモアナホテル・バイ・マントラをご利用いただきまして、誠にありがとうございます。

お客様ならびに従業員の健康・安全保持のため、州のソーシャルディスタンスガイドラインに基づき下記の限定サービスを提供いたします。

メンテナンス・ハウスキーピングサービス

上記のサービスを実施している際は、お客様には退室をお願いいたします。

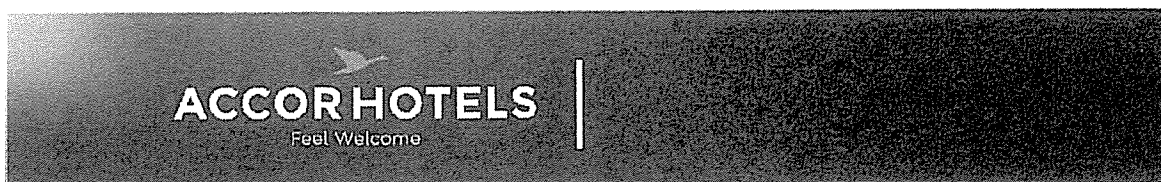
サービス提供中は同等のお部屋をご利用いただけます。

ご不明な点、ご意見等ございましたらフロントデスク・マネージャーまでよろしくお願いいたします。

アラモアナホテル・バイ・マントラ

マネージメント





## Policy: Housekeeping/Engineering Requests during COVID-19

Section:	Housekeeping/Engineering Requests during COVID-19	Issue Date: 5/21/2020
Updated by:	Rena Agngarayngay – Director of Front Office	Last Updated: 5/21/2020
Target Audience:	Front Office Department	

### Policy brief & purpose

To ensure all requests are screened properly prior to dispatching to Housekeeping or Engineering

### Scope

This policy pertains to the employees of the Front Office Department – Front Desk and Communications

### Procedure:

- When a request is made for a guest that is NOT in quarantine, there are 3 options to provide
  - Guests will be required to exit the room while service is being delivered
  - Guests will be offered a room move if they are not able to vacate the room while service is being delivered
  - Guest may not feel the need for service to be completed while they are in house
    - Example: if the guest has a slow drain in the bathroom, they may opt to just stay in the room because they do not want to leave the room until check out
- Comments are to be entered into the reservation for communication
- A letter explaining the options will be placed in all units for clear guest communication (attached)

### Additional Items:

- Quarantine guests only have the room move option to ensure that no one is exposed to the room for at least 24 hours
- Communications (PBX) is to screen all calls to ensure that all guest requests for Housekeeping/Engineering are monitored before dispatch; options can be re-iterated to the guest





ALA MOANA HOTEL  
by mantra

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**INTEROFFICE MEMO**

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TO: Guest Service Agents/Guest Service Managers  
FROM: Rena Agngarayngay, Director of Front Office  
DATE: June 22, 2020  
CC: Guest Service Managers  
SUBJECT: LUGGAGE STORAGE

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Aloha,

Due to COVID-19, we will not be accepting any personal luggage and/or bags to be held at the front office. We do not have the staff or the secure storage area to hold any items without assuming responsibility for them. If a guest should inquire about this service, we will have to kindly decline this request for safety and security reasons.

Mahalo,

Rena Agngarayngay

**Policy: Quarantine Rooms Electronically Locked Out**

<b>Section:</b>	<b>Quarantine Rooms Electronically Locked Out</b>	<b>Issue Date: 7/24/2020</b>
<b>Updated by:</b>	<b>Rena Agngarayngay – Director of Front Office</b>	<b>Last Updated: 7/24/2020</b>
<b>Target Audience:</b>	<b>Front Office Department</b>	

**Policy brief & purpose**

In addition to a Limited Key issued, all quarantine rooms will be electronically locked out (E-Key) by Security within 15 minutes of entering Quarantine unit.

**Scope**

This policy pertains to the employees of the Front Office and Security Department

**Procedure:**

- For any quarantine room, in addition to issuing a Limited Key, the Guest Service Agent will advise Security that the room is to be Electronically Locked Out (E-Key) within 15 minutes of check-in
- Security will document each E-Key request for reporting

**Additional Items:**

- Guest needs to be informed of this during check-in process









# ALA MOANA HOTEL

by mantra-

## INTEROFFICE MEMO

TO: Front Desk, PBX and Reservations

FROM: Lawrence Lum, Guest Service Manager

DATE: August 7, 2020

CC: Rena, Jao, Guest Service Managers

SUBJECT: SUMMARY OF STATE COVID PROCEDURES (UPDATE)

Aloha,

Listed below is the summary of the updated state COVID procedures:

The mandatory 14-day quarantine is being reinstated to interisland travel and will go into effect from Tuesday (Aug 11) through Monday (Aug 31). **This new quarantine only applies for those travelling from Oahu to neighboring islands and between them (example from Maui to Kauai). Visitors arriving into Oahu from another island do not need to quarantine when they arrive.**

Closing of beaches and parks will start at midnight on Friday (Aug 7) through Saturday (Sept 5). The closing is an effort to prevent crowds from gathering where they can't control them.

1. No activities will be allowed on the beach, individuals will still be allowed to walk on the beach—and traverse it to enter the ocean—but will be prohibited from sitting and congregating on shorelines.

2. Parks, hiking trails, lookouts, campgrounds, botanical gardens, all city and private pools, bowling alleys, arcades and mini-golf facilities will be closed.

3. Golf courses, gyms, retailers, restaurants, and churches on Oahu will still remain open. New restrictions do not target gyms and other high-risk businesses because health officials believe large gatherings and a failure to wear masks are the biggest culprits in Oahu.

All bars closed on Friday (July 31) for three (3) weeks. Restaurants that serve alcohol won't be able to do so after 10pm.

Also restricted are indoor and outdoor gatherings which are limited to no more than 10 people.