

Policy: Social Distancing - Room Deliveries and Item Retrievals

Section:	Social Distancing during Room Deliveries and Item Retrievals	Issue Date:	5/21/2020
Updated by:	Debi Streeter – Executive Housekeeper	Last Updated:	5/21/2020
Target Audience:	Housekeeping Department		

Policy brief & purpose:

To protect the safety and wellbeing of our employees by maintaining a six (6) foot distance with guests when making room deliveries or when retrieving an item from a guest room.

Scope:

This policy pertains to the employees of the Housekeeping Department.

Process:

1. When dispatched to make a delivery or retrieve an item from a hotel guest room, be sure to respond to the room in a timely manner with the proper PPE on: (gloves and face mask.)
2. Firmly knock on the door, announce yourself as Housekeeping just loud enough for the guest to hear.
3. Step back from the door six (6) feet.
4. When the guest opens the door, continue to maintain the six (6) feet distance, reach to deliver the items to the guest or to retrieve items from the guest.
5. Allow the guest to close the room door.
6. Do not enter the guest room with the guest inside the room.
7. Report any discrepancies to the Housekeeping Management Team



Social Distancing – Room Deliveries and Item Retrievals Policy

I have received and read the policy on Social Distancing – Room Deliveries and Item Retrievals and agree to comply with it. I understand that if I do not comprehend any aspect of this policy, it is my responsibility to seek clarification. I understand that non-compliance with this policy may result in progressive disciplinary action, up to and including termination of employment.

_____/_____/_____
PRINT Name Signature Date

Department

