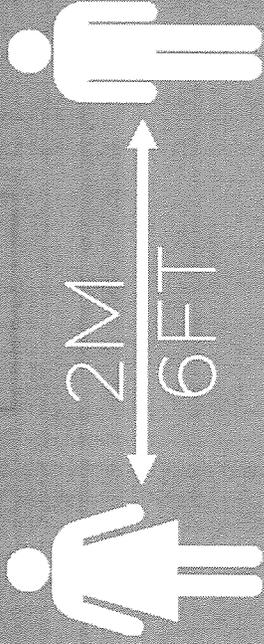


REMINDER



We are practicing

SOCIAL DISTANCING

We kindly request you keep a 2 Meter / 6 Foot Distance

Thank you

Hilton

Stay Safe

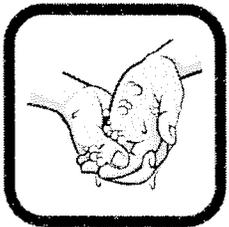
HOW TO PROTECT YOURSELF & OTHERS FROM COVID-19



How it Spreads

- Through close contact with one another (within about 6 feet)
- When an infected person coughs, sneezes or talks
- Droplets land in the mouth, nose or are inhaled into the lungs
- You may spread COVID-19 to others even if you do not feel sick

Everyone Should



- **Regularly** wash their hands with soap and water for at least 20 seconds especially after being in a public place, blowing your nose, coughing, or sneezing
- If soap and water are not available, use a hand sanitizer (60%+ alcohol) by covering all surfaces of your hands and rub them together until they feel dry
- Avoid touching your eyes, nose, and mouth with unwashed hands
- **Avoid** close contact with people and maintain social distancing
- Everyone should wear a cloth face cover when they must go out in public
- The cloth face cover is meant to protect other people in case you are infected.
- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.
- Remember to **always** cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow if not wearing a face covering
- Throw used tissues in the trash
- Immediately wash your hands
- If surfaces are dirty, clean them
- Clean and **disinfect** frequently touched surfaces. This may include desks, tables, door knobs, elevator buttons, handles, phones, computer keyboards/mouses, remote controls, faucets, sinks and toilets. This should be done with an approved cleaning agent.

Hilton

SAFETY AND SECURITY

Putting on...

1. Wash & sanitize your hands before preparing your protective equipment.

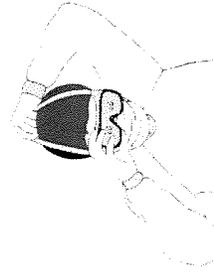
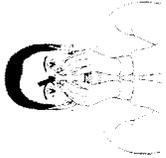
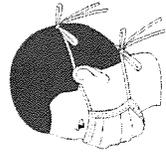


2. Apron (if required)

- Cover torso from neck to knees.
- Secure all ties on the apron.

3. Face Covering/Mask (if required)

- Secure ties or elastic bands at the middle of the head and neck. If looped then hook over your ears.
- If the covering/mask has a nose piece it should be fitted to the nose with both hands and **not** pinched with one hand. The nose piece should touch the bridge of the nose and not be tented.
- The covering/mask must fit snug to the face and must extend under the chin.
- **Do not** touch the covering/mask while wearing it.
- If the covering/mask becomes damp, dispose of it.
- **Do not** re-use a disposable mask.

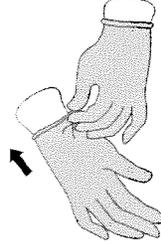


4. Goggles (if required)

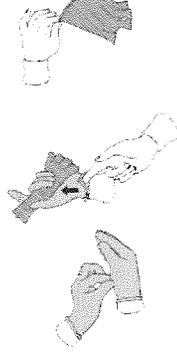
- Goggles provide excellent eye protection but can fog up.
- Place over the eyes and adjust to fit.

5. Gloves (if required)

- Wash & sanitize hands before putting gloves on or replacing with a clean pair.
- Gloves should cover the wrist.
- Change gloves between tasks.



Taking off...

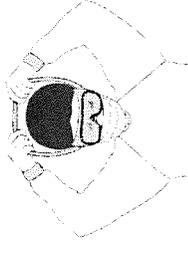


1. Gloves

- Ensure you do not cause additional contamination of the hands.
- Dispose safely.

2. Goggles

- Grab the strap and pull upwards and away from your head.
- **Do not** touch the front of the goggles.
- Disinfect after use.

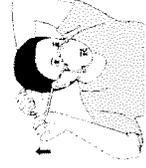
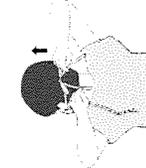


3. Apron

- Untie or **gently** snap the apron avoiding forceful or sudden movement.
- Pull the apron down and away from you and dispose safely.

3. Face Covering/Mask

- **Do not** touch the front of the covering/mask.
- Carefully untie or unhook the covering/mask and pull away from the face.
- Dispose safely.



4. Wash & sanitize your hands after safe removal.



KEEP HANDS AWAY FROM FACE | LIMIT TOUCHING SURFACES | CHANGE EQUIPMENT REGULARLY | PERFORM HAND HYGIENE REGULARLY



About Hilton EventReady with CleanStay

Our Commitment

Partnering with customers to deliver an elevated standard for events across the attendee journey: CleanStay Standards, Flexible, Safe and Socially Responsible

Hilton has developed EventReady, a global meeting and events program designed to create event experiences that are clean, flexible, safe and socially responsible. Hilton EventReady with CleanStay will provide curated solutions with creative food and beverage, thoughtful technology resources, elevated standards and practices with redesigned spaces for physical distancing, and reimagined ways to meet and gather. The goal is to create a safe and comfortable environment for event planners and their attendees.

KEY FEATURES

CleanStay Standards

- **Hilton CleanStay Standards** provide elevated cleanliness and sanitation across the entire attendee journey. A cleaning protocol checklist is completed to verify an event space is sanitized and disinfected thirty minutes prior to meeting start. Top 10 high touch areas including tables, chairs, door handles, podium, AV equipment, etc. will have additional sanitization and disinfection protocols.
- **Sanitizing stations** will have prominence in primary entryways as well as key high traffic areas including inside and outside event space(s), meal and beverage service areas, public restrooms and congregating areas.
- **Vendor compliance to all standards** and floor plans must be submitted to hotel for approval in advance of meeting.
- **EventReady Inspection Checklists** provided to planners.

Flexible

- **Sales and Customer Partnerships** grounded in transparency and in the importance of shared objectives. Providing flexible pricing, space options and contract terms.
- **Responsive** to meet the evolving needs of customers. Small Meetings offer with simplified EXPRESS* agreements.
- **Hilton EventReady Playbook** delivering expert guidance and curated resources for topics such as: Hybrid Meetings/Technology, Wellness, Creative Networking, Transportation/Logistics and Community Service.

* Available from opted-in hotels

Safe and Socially Responsible

- **Respecting physical distancing** with creative and customized meeting sets and meal service
- **Inspiring food and beverage menus: thoughtfully served, timely and flexible.** Meals, services and operational procedures adhering to physical distancing regional regulations, amplified hygiene & sanitation requirements, additional space to accommodate attendee flow.
- **Contactless experiences** with digital check-in and check-out, digital key for guestrooms and contactless communication.
- **Environmental impact** solutions measured by LightStay.
- **Community service experiences** to support and uplift the local community

ABOUT HILTON CLEANSTAY Hilton CleanStay with Lysol protection

The global Hilton CleanStay program is setting the new standard of hotel cleanliness and disinfection in Hilton properties around the world. Hilton has partnered with RB, maker of Lysol & Dettol to develop Hilton CleanStay so guests can enjoy a worry-free stay

WHY HILTON EVENTREADY?

Meeting planners and attendees are expecting a higher standard of cleanliness than ever before. Our sales, catering and event teams are committed to working with customers to achieve their business objectives through delivering event experiences that **provide peace of mind from start to finish**.

71%

ARE EAGERLY AWAITING TO TRAVEL

68%

WILL JUDGE COMFORT LEVEL BASED ON CLEAN PROTOCOLS

HOW IS HILTON EVENTREADY UNIQUE?

Hilton EventReady with CleanStay will deliver clean, flexible, safe and socially responsible events supported by our **proprietary EventReady Playbook** which provides expert guidance and curated resources for topics including hybrid meetings, creative meeting sets and sustainable practices for the entire attendee journey – all backed by **Hilton Hospitality** from dedicated Team Members.

WHAT'S NEXT?

- June 15 Public Announcement
- June/July Hotel Training And Program Roll-Out
- July Live Globally





Hand Hygiene

Pre-Shift Brief

Instructions for Trainer

Read this training card before the training session to ensure you are prepared. Follow the steps in this training card to facilitate a discussion on **Team Member Hygiene: Hand Hygiene**. The duration of the training is approximately 8 minutes and should be delivered to all Team Members.



Proper Hand Hygiene is one of the best ways to protect yourself from getting sick. We will discuss how and when you should wash your hands to stay healthy or use hand sanitizer when on the go.



Why is using hand washing and use of hand sanitizer more important than ever in our current environment?

Allow 3 minutes for the team to discuss, and ensure you confirm the following:

- Respiratory viruses like coronavirus disease (COVID-19) spread when mucus or droplets containing the virus get into your body through your eyes, nose or throat. Most often, this happens through your hands.
- Hands are also one of the most common ways that the virus spreads from one person to the next.
- Hand Sanitizer with at least 60% alcohol is an optimal choice to keep you healthy as you work.



Let's review these five steps on how to wash your hands.

1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. **Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
4. **Rinse** your hands well under clean, running water.
5. **Dry** your hands using a clean towel or air dry them.



Ask

When do you need to wash your hands?

Allow 3 minutes for the team to discuss, and ensure you confirm the following:

In the context of COVID-19 prevention, you should make sure to wash your hands at the following times:

- Upon arrival at work
 - Before you put on and after you take off all PPE
 - After blowing your nose, coughing or sneezing
 - After touching surfaces outside of the home, including money
 - Before, during and after caring for a sick person
 - Before and after eating and restroom use
 - Around the hotel as you may have touched an item or surface that may be frequently touched by other people, such as door handles, tables, computer keyboards, cell phones
 - Before and after touching your eyes, nose, or mouth because that's how germs enter our bodies
-



Ask

Should you use HOT or COLD water when washing your hands?

Allow 1 minute for the team to discuss, and ensure you confirm the following:

You can use any temperature of water to wash your hands. Cold water and warm water are equally effective at killing germs and viruses – as long as you use soap!



Ask

Do you need to dry your hands with a towel?

Allow 1 minute for the team to discuss, and ensure you confirm the following:

Yes, germs spread more easily from wet skin than from dry skin, so drying your hands completely is an important step. Paper towels or clean cloths are the most effective way to remove germs without spreading them to other surfaces.



Say

Let's review these four steps on how to apply hand sanitizer

1. ***Apply the gel product to the palm of one hand (read the label to learn the correct amount).***
2. ***Rub your hands together.***
3. ***Rub the gel over all the surfaces of your hands and fingers until your hands are dry.***
4. ***Air Dry for 20 seconds***

Ask

When do hand sanitizers work best?

Allow 1 minute for the team to discuss, and ensure you confirm the following:

Use hand sanitizer when your hands are free of visible dirt, and are not greasy or soiled from use outside. Do not use if you have been outdoors for an extensive amount of time.

Say

Reminder, using hand sanitizer is encouraged as you travel through public areas, including the lobby or back of the house, in the kitchen and hallways and when removing PPE such as gloves etc...

Show

Have fun and encourage the team to demo their handwashing skills, count out loud or sing a tune for 20 seconds.

Next, Demonstrate a demo of Hand sanitizer use at a hand sanitizing station around the hotel or have a bottle on hand.

End

Thank the Team Members for their time and ask for any final questions.

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Instructions for Trainer

Read this training card before the training session to ensure you are prepared. Follow the steps in this training card to facilitate a discussion on **Team Member Hygiene: Social Distancing**. The duration of the training is approximately 8 minutes and should be delivered to all Team Members.



Say

Social distancing, also called “physical distancing,” means keeping space between yourself and other people outside of your home.



Ask

Why is social distancing important?

Allow 3 minutes for the team to discuss, and ensure you confirm the following:

- Keeping space between you and others is one of the best tools we must avoid being exposed to this virus.
 - Since people can spread the virus before they know they are sick.
 - Social distancing helps limit contact with infected people and contaminated surfaces.
-



Say

Let's review some tips to Social Distancing (demonstrate the distance between others)

1. Stay at least 6 feet (2 meters) from other people.
 2. Do not gather in groups.
 3. Stay out of crowded places and avoid mass gatherings.
-



End

Share your hotel Social Distancing process, thank the team for their time and ask for any final questions.

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Instructions for Trainer

Read this training card before the training session to ensure you are prepared. Follow the steps in this training card to facilitate a discussion on **Team Member Hygiene: Wearing Protective Equipment**. The duration of the training is approximately 15 minutes and should be delivered to all Team Members.

Your Protective Equipment discussion should be guided by what protective equipment your hotel uses. Only share what is relevant to your hotel. Regularly refer to your local laws and requirements.



Protective Equipment, is equipment worn to minimize exposure to hazards that cause serious workplace injuries and illnesses. While there are many types of protective equipment used through our hotel, we will focus on face coverings, gloves, and aprons/gowns.



Please be guided by your brand standard, local and regional laws regarding wearing protective equipment and identify and share:

- Who is required to wear a face covering and when. Identify type that should be worn.
- Who is required to wear gloves and when.
- Who is required to wear an apron and when.
- How often protective equipment needs to be changed, discarded, or laundered.



Why is wearing Protective Equipment important for your role at the hotel?

Allow 3 minutes for the team to discuss, and ensure you confirm the following:

- Protective equipment ensures we protect parts of our body against exposure, to chemicals, equipment, viruses and bacteria. It may protect:
 - The lungs from breathing in contaminated air
 - The eyes from flying particles or splashes of corrosive liquids
 - The hands from contact with unhygienic surfaces
 - The body from extremes of heat or cold



Let's review each process to put on and remove the protective equipment we may be required to wear:

Aprons/Gowns, Face Coverings, and Gloves.

Always start with washing your hands. The order is important:

First, start with aprons/gowns.

Next apply face coverings.

Then end with gloves.

Apron/Gown:

- Apron: Pull overhead and fasten at back of waist.
- Gown: Fully cover torso neck to knees, arms to end of wrist and wrap around to fasten at the back.

Face Covering: BRAND STANDARD FOR ALL TEAM MEMBERS

- Secure ties or elastic bands at the middle of the head and neck. If looped, hook over your ears.
- If the covering/mask has a nose piece, it should be fitted to your nose with both hands and **not** pinched with one hand. The nose piece should touch the bridge of the nose and should not be tented.
- The covering/mask must fit snug to the face and must extend under the chin.
- **Do not** touch the covering/mask while wearing it.
- If the covering/mask becomes damp, dispose of it.
- **Do not** re-use a disposable mask.

Gloves

- Wash & sanitize hands before putting on gloves
- Place a glove on each hand and pull the cuff of the glove as far up your arm as possible.



Wash and dry your hands then demonstrate the correct way for your team to wear protective equipment. Confirm their understanding..



Let's now review the proper process to remove the protective equipment. Again the order is critical as are the details on removal of each item so as to not contaminate yourself.

To remove:

First remove your gloves.

Next remove your apron/gown.

Then wash and dry your hands and remove your face covering.

Finish with washing and drying your hands.



Let's now review the proper process to remove the protective equipment. Again the order is critical as are the details on removal of each item so as to not contaminate yourself.

Gloves:

Note: *the outside of the glove is contaminated.*

- Grab the outside of the glove with the opposite gloved hand and peel off.
- Hold the removed glove in the gloved hand.
- Slide the fingers of the ungloved hand under the remaining glove at the wrist.
- Peel the second glove off over the first glove.
- Discard in the appropriate waste bin.
- Wash and dry your hands.

Apron/Gown

Note: *the front of the gown is contaminated*

- Untie all ties in a gentle manner.
- Reach up to the shoulders and carefully pull gown down and away from the body.
- Fold and roll into a bundle.
- Discard in the appropriate waste or laundry bin for cleaning.
- Wash and dry your hands.

Face Covering:

Note: *the front of the face covering is contaminated*

- **Do not** touch the front of the covering/mask. Only touch the ear loops/ties/band.
- Carefully untie or unhook the covering/mask and pull it away from the face.
- Dispose safely (for disposable masks) or place in hamper to wash and launder (for cloth masks)
- Wash and dry your hands.



Remove the full set of protective equipment and demonstrate the correct process and confirm understanding by your team.



Remind Team Members on your hotel policy regarding protective equipment and where they access and dispose of it. Thank the Team Members for their time and ask for any final questions.

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Source: Centers for Disease Control and Prevention (CDC)

Hilton

Front Office CleanStay/Stayover Pre-Shift Brief

Instructions for Trainer

Read this training card before the training session to ensure you are prepared. Follow the steps in this training card to facilitate a discussion on Front Office CleanStay/Stayover. The duration of the training is approximately 8 minutes and should be delivered to all Front Desk Team Members. Refer to the grid on page 2 to be informed of the stayover option for your brand.



Say

At Hilton, we instituted new room cleaning protocols at our hotels since travelers and our guests are expecting a higher standard of cleanliness and disinfection than ever before. As part of these new protocols, we want guests to have the choice and control to “customize their clean” and opt-in or opt-out of housekeeping service during their stay.



Ask

Who has heard about Hilton CleanStay and what can you tell me about it?

Allow 2 minutes for the team to discuss, and ensure you confirm the following:

- Hilton CleanStay is a global program introducing a new standard for hotel cleanliness that includes an added protection of disinfectant. (State what product your hotel is using: Lysol, Dettol or other)
 - We want both our Team Members and guests to feel safe in our hotel through these new cleaning protocols for the lobby, public space, meetings, restaurants etc.
 - Specifically our stayover cleaning policy will change if you are an OPT IN brand
 - There is a great resource on the Lobby to learn more, the Hilton CleanStay Hub
-



Say

We also will be promoting Hilton CleanStay through the following communication channels so our guests are aware via:

- Pre-arrival text and Honors App messaging
- Marketing Campaigns on Hilton CleanStay
- Hotel posters, flyers, stickers, etc. on Hilton CleanStay

Ask

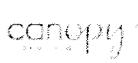
Why do you think Hilton CleanStay is important to our guests?

Allow 3 minutes for the team to discuss, and ensure you confirm the following:

- Guests want to have the choice and control to “*customize their clean*” and determine who and when team members enter their room for service
- Guests want to understand what new precautions hotels are taking to keep them safe

Say

With Hilton CleanStay, the Opt-in/Opt-out frequency will vary by brand and region. Be clear and share what your hotel’s Stayover Cleaning process is.

FREQUENCY BY BRAND & REGION						
Brands	Americas	EUROPE	MEA	APACX	China	
  	Upon Request (Opt In)	Daily (Opt Out)				
  	Upon Request (Opt In)	Daily (Opt Out)				
   CURIO TAPESTRY COLLECTION	Upon Request (Opt In)	Daily (Opt Out)				
  MOTTO	Upon Request (Opt In)	Daily (Opt Out)				
  LXR	Upon Request (Opt In)	Daily (Opt Out)	Daily (Opt Out)	Daily (Opt Out)	Daily (Opt Out)	

If your brand/region is Opt-in (upon request): Stayover housekeeping service must be provided as requested by the guest. Our goal is to give the guests the choice and be in control as to who comes in their room during their stay.

As a front desk team member, please inform guests that for their safety & comfort, we will only provide housekeeping services upon their request. Guests can place a request by calling the front desk (or texting via kipsu where applicable) to let us know when they wish to have their room cleaned or to request additional amenities, such as towels, shampoo etc. As a reminder, it’s a best practice to log the guest request and share with the housekeeping team. until a technology solution via OnQ is ready.

If your brand/region is Opt-out (Daily): Stayover housekeeping service must be provided to all occupied rooms daily or as requested by the guest. There is no change to your process.

For extended stay guests, *who are in-house for 3+ nights, consider checking in with them to see how their stay is going and ask if they wish to have their room cleaned at some point.*

For regions & brands, daily housekeeping will be retained:
As a front desk team member, please inform guests that as part of their stay, we will plan to service their room daily. However, should the guest wish to forego housekeeping during any part of their stay, guests can customize their housekeeping experience by calling the front desk or texting via kipsu, where applicable. As a reminder, it's a best practice to log the guest request and share with the housekeeping team. until a technology solution via OnQ is ready.



It is important that you know what a stayover clean includes, Housekeeping will:

- Make the bed
- Wipe down bathroom surfaces
- Replace used terry with laundered product
- Replenish in-room coffee and tea offering
- Replenish bath amenities
- Vacuum carpet/mop floor (*as applicable*)
- Empty wastebaskets
- Clean and disinfect Hot Spots
- If the guest has been in-house for at least 3 days and has not received service:
 - Replace the bedding with laundered product
 - Replenish disinfecting wipes
 - Clean and disinfect bathroom
- Full Service / Focused Service / Luxury & Lifestyle / Embassy Suites | Replace glassware (*if applicable*) with sanitized product
- Homewood Suites / Home2 Suites | Load soiled cookware, silverware and utensils into the dishwasher. Do not initiate the wash cycle until a full load is present.

When a guest inquires about housekeeping services here is what you may share:

“For your comfort, we want your stay to be as undisturbed as possible. Guests are invited to tailor their housekeeping services to their comfort level. To schedule, simply call the front desk to request your housekeeping service.”



Thank the Team Members for their time and ask for any final questions.
This will go into effect June 15.

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Instructions for Trainer

Read this training card before the training session to ensure you are prepared. Follow the steps in this training card to facilitate a discussion on **Team Member Hygiene: Managing Your Sneeze & Cough**. The duration of the training is approximately 8 minutes and should be delivered to all Team Members.



Say

Managing your sneeze and cough is very important to stop the spread of the virus,

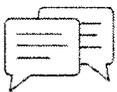


Ask

Why do we take special precautions when we sneeze or cough?

Allow 3 minutes for the team to discuss, and ensure you confirm the following:

- The virus can spread through respiratory droplets produced when an infected person coughs, sneezes.
- Virus droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs and contaminate surfaces and other PPE you may be wearing.
- COVID-19 may be spread by people who are not showing symptoms.



Say

Let's review some tips to manage your sneeze and cough:

- **Cover** your sneezes and coughs.
- **Use a tissue** or inside of your elbow and turn away from others.
- **Toss** used tissues in the trash, as well as properly dispose of any contaminated PPE.
- **Wash** your hands with soap and water for 20 seconds or sanitize your hands.



End

Thank the team for their time and ask for any final questions.

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Buffet

Pre-Shift Brief

Leader Instructions

Incorporate this quick conversation – which should take 10-15 minutes – into your pre-shift meeting. Use the points below to guide your team in a conversation about your hotel's approach to buffets in the current environment. It is suggested that you incorporate your specific policies and procedures into the discussion to ensure that all Team Members know how they can safely and effectively deliver on the food and beverage experience. **You can reference the food and beverage guidance documents available on the Hilton CleanStay™ Hub to inform your hotel-specific policies.** Share your team's approach to buffet service on your brand's community site – along with any supporting photos/videos – so that your creative ideas can inspire others at your hotel and in the brand.



When it comes to the food and beverage experience, perhaps no aspect has been more impacted by COVID-19 than buffets. While the use of buffets should be dictated by local regulations and occupancy demands, it's important to think through ways in which this hotel can deliver buffet offerings in the safest possible manner.



What are guests looking for in the buffet experience?

Allow Team Members to discuss. Answers may include the following:

- A variety of choices
- Control over their experience
- Food that meets dietary or allergy restrictions
- A safe and clean environment
- Helpful service



It's important to understand the changes being made to the physical space of our buffet in order to enhance the safety of our guests.

Share any changes your hotel is making to the buffet space to promote safe interactions. Consider sharing the following:

- Spacing out tables/stations
- Incorporating sanitation stations
- Using signage and/or other tools to encourage social/physical distance between guests
- Conducting enhanced cleaning
- Using sneeze guards/physical barriers where needed
- Having gloves available for guests to use



How can we help our guests maintain the necessary social/physical distancing throughout the buffet experience?

Allow Team Members to discuss. Answers may include the following:

- Incorporating signage to maintain distance
- Spacing out popular items
- Politely speaking up when more space needs to be maintained
- Limiting capacity
- Maintaining a fully stocked buffet to keep the line moving
- Placing extra high demand items in additional places to allow for quick access at safe distances
- Creating traffic directors with belt posts and signage to limit the number of people per station and buffet line



Typically, buffets are self-service. Given the current environment, it's important to minimize interactions that could result in cross contamination or germ spreading. The brand has implemented the following standards to enhance cleanliness throughout the buffet experience including:

- Spacing out tables/stations
- Sanitizing all dishware, glassware, flatware and service utensils in a commercial dishwasher prior to use.
- Having biodegradable, disposable dishware and flatware available upon request
- Not pre-setting service items (e.g., condiments, glassware, etc.) on tables
- Providing condiments (e.g., ketchup, salt, pepper, etc.) as single serve products upon request only
- Conducting enhanced cleaning of high-touch areas
- Using tongs or scoops when handling ice and drink garnish (if offered/requested) and storing scoops/tongs in food-safe sanitizer when not being used
- Serving individually portioned bar snacks that are refilled upon request
- Having individually wrapped, biodegradable straws available upon request only
- Using single-use or laundered table coverings and napkins that are refreshed between guests



Making modifications to how food is presented/served can also enhance the safety of the buffet experience.

Share any changes your hotel is making to how food is presented/served in order to make the buffet experience safer. Consider sharing the following:

- Not allowing guests to serve themselves/having dedicated Team Members to serve guests from large format items
- Increasing levels of cleaning
- Regular sanitation on serving utensils
- Using sealed/disposable/biodegradable dishware, flatware and straws
- Using single-serving portions and/or use self-contained options like bento boxes, jars, etc. using biodegradable packaging
- Allowing guests to order off the buffets or a la carte from servers
- Having Team Members wear protective equipment
- Not allowing guests to re-use plates or glassware
- Live action stations must utilize shields



The buffet may look different today, but Team Members can create a positive experience for guests. You have the opportunity to make the buffet experience memorable through your attention to detail, commitment to guests' satisfaction and safety.



How can Team Members continue to deliver an exceptional experience for guests?

Allow Team Members to discuss. Answers may include the following:

- Practicing good hygiene
- Wearing Protective Equipment, including face covering and gloves
- Smiling
- Displaying alternate gestures of hospitality
- Thanking the guest
- Using the guest's name
- Helping guests navigate the space



By keeping guests' safety top of mind and helping them navigate any changes to the food and beverage experience, you lead with hospitality.

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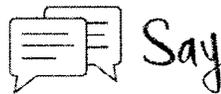
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Leader Instructions

Incorporate this quick conversation – which should take 10-15 minutes – into your pre-shift meeting. Use the points below to guide your team in a conversation about your hotel's approach to grab and go dining in the current environment. It is suggested that you incorporate your specific policies and procedures into the discussion to ensure that all Team Members know how they can safely and effectively deliver on the food and beverage experience. **You can reference the food and beverage guidance documents available on the Hilton CleanStay™ Hub to inform your hotel-specific policies.** Share your team's approach to grab and go dining on your brand's community site – along with any supporting photos/videos – so that your creative ideas can inspire others at your hotel and in the brand.



Providing grab and go dining options gives guests choice and control over their food and beverage experience while also minimizing contact between them and others. As you think about how to serve guests throughout their grab and go dining experience, keep in mind how you can keep safety top-of-mind in your interactions – from when guests order to when they depart.



Today this team will review some of the details related to grab and go dining options available at the hotel.

Review your new hotel processes including the following:

- Hours of operations
- Dietary restriction options
- Ordering procedures



In the current environment, the set-up of the physical space matters now more than ever. From helping guests navigate the space and easily find items to maintaining adequate social distance, how the grab and go space is configured is just as important as what you serve within it.

Share any changes your hotel is making to the grab and go space to promote safe interactions. Consider sharing the following:

- Spacing out items to avoid crowding
- Incorporating sanitation stations
- Maintaining social distance between server/cashier and guests at all points in the process
- Limiting entrance and exit points
- Conducting enhanced cleaning



The safety of guests and Team Members continues to be the highest priority, and there are steps that can be taken in the grab and go environment. The brand has implemented the following standards to enhance cleanliness throughout the food and beverage experience including:

- Having biodegradable, disposable dishware and flatware available upon request
- Providing single-serve condiments (e.g., ketchup, salt, pepper, etc.)
- Providing individually wrapped, biodegradable straws upon request
- Displaying approved Hilton CleanStay™ Protocol and Adjusted Service Signage
- New cleaning protocols, including minimum frequencies, for high touch areas



How can this team help ensure that guests stay safe during their grab and go dining experience?

Allow Team Members to discuss and be prepared to share how your hotel is promoting safe interactions with guests. Consider sharing the following:

- Practicing good hygiene
- Conducting enhanced cleaning
- Encouraging guests to abide by signage
- Signaling to guests when you are ready for them to approach
- Following social distancing guidance
- Using sealed packaging as indicated by Hilton CleanStay™ requirements
- Using disposable, biodegradable dishware/flatware/straws



How can this team make the grab and go ordering and payment process as efficient as possible?

Allow Team Members to discuss and be prepared to share your hotel's grab and go ordering and payment procedures. Consider sharing the following:

- Encouraging/requiring guests to order ahead
- Messaging guests when their orders are ready to limit waiting
- Leveraging technology to enable contactless payment
- Having guests run the credit cards themselves
- Asking for alternatives to cash and charge to guest room



Though grab and go interactions between guests and Team Members may be brief, they offer a chance to show hospitality and can create a lasting impression.



How can Team Members lead with hospitality while supporting our new processes for grab and go operations?

Allow Team Members to discuss. Consider sharing the following:

- Smiling
- Displaying alternate gestures of hospitality
- Thanking the guest
- Using the guest's name
- Reminding the guests of social distancing
- Reading non-verbal cues



Thank you for all of your ideas around how grab and go dining can be a positive and memorable experience for our guests.

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Leader Instructions

Incorporate this quick conversation – which should take 10-15 minutes – into your pre-shift meeting. Use the points below to guide your team in a conversation about your hotel's approach to restaurant service in the current environment. It is suggested that you incorporate your specific policies and procedures into the discussion to ensure that all Team Members know how they can safely and effectively deliver on the food and beverage experience. **You can reference the food and beverage guidance documents available on the Hilton CleanStay™ Hub to inform your hotel-specific policies.** Share your team's approach to restaurant service on your brand's community site – along with any supporting photos/videos – so that your creative ideas can inspire others at your hotel and in the brand.



In today's environment, guests that choose to dine at the hotel are putting their trust in the team's ability to keep them safe while they are in the hotel's restaurant. Now more than ever, you need to be able to deliver upon and exceed their expectations.



If you were dining in a restaurant, what would be important to you?

Allow Team Members to discuss. Answers may include the following:

- The restaurant staff is maintaining appropriate social/physical distance and wearing protective equipment
- The physical space is set to allow for social/physical distancing
- Food is made to your specifications
- Service is efficient and hospitable



The guests dining at the hotel are looking for the same things that are important to you, with safety and cleanliness more important than ever. The safety of guests and Team Members continues to be the highest priority for this hotel, and the brand has implemented the following standards to enhance cleanliness throughout the restaurant experience including:

- Spacing out tables/stations
- Sanitizing all dishware, glassware, flatware and service utensils in a commercial dishwasher prior to use.
- Having biodegradable, disposable dishware and flatware available upon request
- Not pre-setting service items (e.g., condiments, glassware, etc) on tables
- Providing condiments (e.g., ketchup, salt, pepper, etc) as single serve products upon request
- Conducting enhanced cleaning
- Using tongs or scoops when handling ice and drink garnish (if offered/requested) and storing scoops/tongs in food-safe sanitizer when not being used
- Serving individually portioned bar snacks that are refilled upon request
- Having individually wrapped, biodegradable straws available upon request
- Using single-use or laundered table coverings and napkins that are refreshed between guests

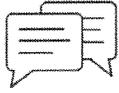


Ask

Why do you think these standards are important?

Allow Team Members to discuss. Answers may include the following:

- Shows that we prioritize their wellbeing
- Demonstrates professionalism
- Anticipates guests' needs and instills confidence in the hotel, the brand and Hilton

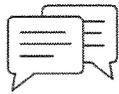


Say

The physical set up demonstrates to guests how the hotel has adapted to ensure their safety.

Share any changes that the hotel is making to the restaurant's physical space. Consider sharing the following:

- Spacing out tables
- Incorporating sanitation stations
- Limiting entrance and exit points
- Considering new maximum seating and occupancy calculations
- Incorporating directional signage



Say

From setting the table to serving guests to clearing the table, Team Members will need to adjust their routines to operate safely in the current environment.

Share any changes that the hotel is making to how Team Members set up, serve and clear in the restaurant space. Consider sharing the following:

- Designating certain Team Members to set up versus clear
- Using sealed cover utensils/plates
- Removing all communal condiments, settings and décor from public dining areas and tables
- Ensuring all dishware, glassware and silver are fully sanitized
- Maintaining appropriate social/physical distance
- Conducting enhanced cleaning
- Avoiding contamination between clean and dirty dishes
- Wearing protective equipment
- Seating guests without pulling out their chairs
- Suspending napkin service by not placing napkins in guests' laps or refolding napkins
- Using plate covers when delivering food to guests
- Not refilling beverages and instead serving beverages in a new, clean glass
- Assigning POS terminals to single servers and sanitize them between each use and before and after each shift



Ask

How can you exceed guest expectations by leading with hospitality in the current environment?

Allow Team Members to discuss. Answers might include the following:

- Smiling
- Displaying alternate gestures of hospitality
- Thanking the guest
- Making recommendations
- Creatively celebrating special occasions
- Finding opportunities to surprise and delight guests



When you deliver an exceptional dining experience, it can have a lasting impact on guests' perceptions of this hotel, the brand and Hilton as a whole. Your approach to hospitality can help guests create the kinds of meaningful connections that keep them coming back.

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In-Room Dining

Pre-Shift Brief

Leader Instructions

Incorporate this quick conversation – which should take 10-15 minutes – into your pre-shift meeting. Use the points below to guide your team in a conversation about your hotel's approach to in-room dining in the current environment. It is suggested that you incorporate your specific policies and procedures into the discussion to ensure that all Team Members know how they can safely and effectively deliver on the food and beverage experience. **You can reference the food and beverage guidance documents available on the Hilton CleanStay™ Hub to inform your hotel-specific policies.** Share your team's approach to in-room dining on your brand's community site – along with any supporting photos/videos – so that your creative ideas can inspire others at your hotel and in the brand.



Hilton was the first to standardize the concept of room service in hotels, and the current environment creates a need to continue to innovate in order to safely deliver on the in-room dining experience that guests expect. It's important to discuss the ways in which in-room dining is changing, taking into account both guests' and Team Members' health and safety needs.



Below are the details to support in-room dining for guests.

Review your new hotel processes to include the following:

- Current hours of service
- Available menu items
- Current delivery processes
- Contactless delivery



What do you think is most important to guests when it comes to meeting their in-room dining needs?

Allow Team Members to discuss. Answers might include the following:

- Clear communication of what to expect
- Easy-to-use, efficient and safe process
- Ability to share any dietary restrictions
- Safe food preparation, packaging and delivery
- Prompt and friendly service
- Food choices to meet a variety of needs



It's time to review some best practices when taking an order.

- Be prepared to share how your hotel is approaching the ordering process. Consider sharing the following:
- Being friendly and welcoming
- Being knowledgeable about menu offerings
- Explaining processes in place for safe delivery
- Asking if they have any questions/special dietary needs
- Promoting digital payment
- Making menu recommendations



The safety of guests and Team Members continues to be the highest priority, and there are steps that can be taken during the preparation and delivery of in-room dining orders. The brand has implemented the following standards to enhance cleanliness throughout the in-room dining experience including:

- Having biodegradable, disposable dishware and flatware available upon request
- Providing single-serve condiments (e.g., ketchup, salt, pepper, etc.)
- Providing individually wrapped, biodegradable straws upon request
- Displaying approved Hilton CleanStay™ Protocol and Adjusted Service Signage
- New cleaning protocols, including minimum frequencies, for high-touch areas



What should Team Members do to ensure safe preparation of in-room dining orders?

Allow Team Members to discuss and be prepared to share how your hotel is approaching food preparation. Consider sharing the following:

- Wash hands
- Wearing protective equipment
- Avoiding contamination between clean and dirty dishes
- Using sealed packaging as indicated by Hilton CleanStay™ requirements
- Using disposable, biodegradable dishware/flatware/straws



Once the food is safely prepared and packaged, the next step is the delivery process:

Share your hotel's process for safe in-room food delivery. This may include sharing the following:

- Not using linens or trolleys (Not applicable in the Asia Pacific region)
- Ensuring that any trolleys used are thoroughly disinfected before and after delivery
- Using a knock and drop approach to avoid contact or placing the delivery cart/trolley in front of the guest room door, knock and announce yourself allowing time and space for the guest to answer the door.
- Promoting digital payment
- Avoiding or minimizing time in guests' rooms and practicing social distancing. Please refer to your regional guidelines for any updates or changes
- Calling the guest room to let them know you are on the way
- Call to inform the guest the room service delivery is outside their door (Not applicable in the Asia Pacific region)



Can someone share an example of how you can lead with hospitality even in the current environment?

Allow Team Members to discuss. Consider sharing the following:

- Ensuring orders are accurate with correct utensils and condiments
- Smiling
- Displaying alternate gestures of hospitality
- Thanking the guest
- Getting creative to safely show your appreciation
- Being knowledgeable about the menu and sharing your recommendations
- Demonstrating positive body language, etc.



You have the opportunity to elevate in-room dining experience from a simple transaction to something more memorable. Look for ways to emotionally connect with guests throughout the process.

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Instructions for Trainer

Read this training card before the training session to ensure you are prepared. Follow the steps in this training card to facilitate a discussion on **Team Member Hygiene: Managing Symptoms**. The duration of the training is approximately 5 minutes and should be delivered to all Team Members.



It's important to know what to do if you feel ill and when it is best to return to work. *INSERT YOUR HOTEL PROTOCOL on how to inform your manager if you are sick and share with the team.*



What are some of the symptoms associated with Covid-19?

Allow 3 minutes for the team to discuss, and ensure you confirm the following:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.



If you suspect Covid-19

- Stay at home and monitor your symptoms
- Seek medical attention and guidance
- Get rest and stay hydrated

Reinforce your hotel communication policy.



Please be guided by what your local health officials and your Dr. say about returning to work.

INSERT YOUR HOTEL RETURN TO WORK POLICY HERE



Thank the Team Members for their time and ask for any final questions.

This document is provided to assist franchised hotels in the Hilton portfolio of brands and is based upon publicly available sources. All franchised hotels should consult with their own advisors before implementing any recommendations and may need to modify this information as and when needed in order to reflect hotel specific circumstances, changes in environment and/or legal requirements. The term Team Members refers to the employees of the owner or management company of a franchised hotel, which is responsible for all decisions regarding the franchised hotel, including, but not limited to, employment and pricing decisions.

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