

ATTACHMENT A

i. General Operations (All Departments)

Welcome colleagues back to the hotel:

- Discuss policy changes.
- Review hygiene, proper disinfecting, and safety protocols.
- Be mindful of projected business levels when ordering supplies to resume operation.
- Test equipment to ensure proper safety and functionality.
- Clean and sanitize computer equipment.
- Obtain in-house banks.
- Review cash handling policies with colleagues, where appropriate.
- Validate and update colleague passcodes as needed.
- Conduct role-playing with colleagues to properly explain new procedures, including new cleanliness standards.
- Conduct thorough safety training and facility reorientation. Safety and health are top priorities.
- Ensure that business licenses and provider licenses are current.
- Ensure collateral is current and accurate:
 - General hotel information sheet.
 - Outlet/Spa/Salon hours of operation.
 - Outlet menus/menu boards.
 - StayCast/TV Listing.
 - Services offered.
- Update phone forwarding and out of office recordings.
- Place proper hygiene signage throughout the property.
- Clean and prepare uniforms for returning colleagues. If rented, ensure required stock levels are on hand to reopen.
- Evaluate colleague uniform policies, and if colleagues are allowed to take home to clean. Consider short term professional cleaning as an alternative to ensure a fresh uniform daily.
- Clean and disinfect all high-touch areas and hard surfaces according to sanitation guidelines.
- Cleaning of public spaces (including both guest and colleague) should occur no less frequently than every two hours. During peak times, cleaning should occur more frequently and be visible to the guest. Guest rooms and private spaces (Guest and Colleague) should additionally be cleaned between stays and shifts. Additional guidance is provided separately.
- Activate all equipment, test, and ensure proper safe working conditions. Where necessary, have third-party operators recalibrate equipment for maximum effectiveness.
- Utilize [Equipment Cleaning and Sanitation guidelines](#).
- Consider staggering start times to ensure pre-shift physical distancing.
- Review the [PPE Requirements](#) (attached), which outlines the personal protective equipment (PPE) mandates and recommendations by job classification. Short term recommendation is a three-ply disposable mask instead of a cloth mask for functionality, consistency, and hygiene. Cloth masks are an acceptable alternative to disposables as long as the property ensures they are of proper quality, non-logoed, antimicrobial, kept at adequate par levels, and laundered daily.
- Review guest PPE and Temp Check interaction SOP guidance. We recommend that these conversations be handled by a trained security colleague and or manager. All conversations must be done objectively, discreetly, and through the lens of care that we all expect to be treated with.
- Strategically place color-coded/clearly designated disposal stations for PPE lined with a trash bag. To be disposed of in trash compactor or property equivalent.
- Ensure that contractors wear PPE when on property, i.e., masks, gloves, etc.
- Place Hand sanitizer stations at the following locations:

- At all facility points of entrance.
 - Lobby elevator banks.
 - All outlet entrances.
 - Entrance to fitness facility, pool, spa and salon.
 - Valet parking pay station.
 - Colleague entrances.
 - Executive office entrance.
 - Departmental or hub locations.
 - Colleague dining area (if no hand sink is available.)
 - Time clock locations.
 - Regency/Grand Club Lounges.
 - At each check-in station.
- Limit the number of individuals on elevators and escalators at one time. This should be determined based on size and capabilities of physical distancing within the elevator / escalator. Exceptions may occur for families travelling together.
 - Comply with state, city, county, or district regulations, ordinances, and mandates.

ii. Housekeeping Management

Housekeeping Restart Preparation Steps

- Welcome colleagues back to the hotel:
 - Discuss policy changes.
 - Review hygiene, proper disinfecting, and safety protocols.
- Be mindful of projected business levels when ordering supplies to resume operation.
- Test equipment to ensure proper safety and functionality.
- Ensure that all collateral is current and accurate.
- Update phone forwarding and out of office recordings.
- Validate and update colleague passcodes as needed.
- Conduct role-playing with colleagues to properly explain new procedures, including new cleanliness standards.
- Sanitize all high-touch areas/devices regularly/after use, including new cleanliness standards.
- Conduct thorough safety training and facility reorientation. Safety and health are top priorities.
- Review departmental policies and procedures with colleagues.
- Consolidate floors based on occupancy to ensure efficiency and energy savings, work with the front office to determine how many rooms the hotel will need for reopening day.
- Inspect floors in rooms to be reopened; disinfect high touch areas, dust, restock as appropriate, refresh rooms as needed.
- Inspect BOH areas and public areas and ensure that a cleaning/disinfecting plan is in place.
- Review contract service companies and arrange to resume their routine, assess the frequency as the hotel will not be fully open and modify contracts as necessary to reflect the proper scope of work.
- Review plant and landscape protocols and modify contracts to reflect the proper scope of work.
- Inventory guest and cleaning supplies to assess what is needed based on forecasted occupancy.
- Work with Engineering to ensure that all needed equipment is fully functional.
- Determine areas of the hotel that will be opening.
- Retrain all Room Attendants and cleaning staff using the "[Core Tasks Cleaning](#)" training guides before resuming work assignments.
- Perform property walkthrough to assess areas in need of attention.
- Walk emergency exits top to bottom and sure all are clean and orderly.
- If uniforms are rented, ensure required stock levels are on hand to reopen.
- Evaluate colleague uniform policies, and if colleagues are allowed to take home to clean. Consider short term professional cleaning as an alternative to ensure a fresh uniform daily.
- Consider shifting some night cleaning duties to daytime for increased housekeeping presence in lobby and on floors.
- Conduct retraining on "12-point flash inspection" and "Hotel Heat Map" with applicable colleagues.
- Review the [PPE Requirements](#) (attached), which outlines the personal protective equipment (PPE) mandates and recommendations by job classification. Short term recommendation is a three-ply disposable mask instead of a cloth mask for functionality, consistency, and hygiene. Cloth masks are an acceptable alternative to disposables as long as the property ensures they are of proper quality, non-logoed, antimicrobial, kept at adequate par levels, and laundered daily.
- Strategically place color-coded/clearly designated disposal stations for PPE lined with a trash bag. To be disposed of in trash compactor or property equivalent.

Daily Service

- Do not shake soiled terry/linens to minimize the possibility of dispersing airborne contaminants. To strip beds, roll top sheets back to look for any guest items left behind, loosen sheets and remove with as little agitation as possible from room.
- Wear proper PPE and change gloves prior to entering each guest room.

- Practice proper hygiene and wash hands regularly.
- Utilize approved cleaning products (see [Ecolab products](#)) and follow the below cleaning and disinfecting guidelines.
- Follow appropriate contacting times for proper disinfection of surfaces.
- Implement contactless guest servicing of the room: should the guest be in the room, politely inform them that “we will return at a more convenient time.”
- Implement new “Conserve Program” linen and terry change on fifth day of each stay. Provided that there are no visible stains, the guest requests fresh terry/linen, or the room is a check-out.
- Allow check-out rooms to rest 24 hours prior to being assigned for service, occupancy permitting, by following the [Delayed Cleaning Opera Procedure](#).
- Display in-room messaging (e.g., note, video welcome) explaining what has been done to leave the guest room clean and disinfected.
- Check-out services. remove all guest room terry on towel rods for laundering. Any terry that is on the shelf below the vanity that appears to be undisturbed can remain in the room. In addition, all bathroom paper products can remain in the room with the understanding that a one full cycle of surface contact area has been removed (I.e pull a sheet of tissue paper out of the dispenser, so a fresh sheet is displayed, take one full revolution of TP off the role).

Cleaning and disinfecting surfaces:



1 Wear protective gloves.



2 Pre-clean visibly soiled areas to be disinfected.



To disinfect, apply **EPA-registered product** use-solution with a cloth, mop, sponge, by coarse spray or soaking on hard, non-porous surfaces making sure to wet thoroughly.

Apply product to high-touch surfaces such as doorknobs, light switches, faucets, counter tops, tables, chair armrests, etc.

For an emerging viral pathogen, use a disinfectant with EPA-approved Emerging Viral Pathogen Claim. Contact your Ecolab representative for a complete list of products. Refer to the product label for complete directions for use including appropriate concentration, application method and contact time.



4 Allow the surfaces to remain wet for the time indicated in the directions for use on the product label.



5 Wipe the surfaces or allow to air dry.

- **Clean surfaces** and objects that are visibly soiled. If surfaces are dirty to sight or touch, clean using a detergent or soap and water prior to disinfection.
- **Disinfect surfaces** with an EPA-registered disinfectant for use against COVID-19 – (see [Ecolab products](#)) or use a local equivalent.
- If using non-Ecolab EPA products, ensure products are for use against emerging enveloped viral pathogens or rely on the list of disinfectants for use against comparable coronaviruses available locally.
- Follow the manufacturer’s instructions for safe and effective use of all cleaning and disinfection products (e.g., dilution concentration, application method and contact time, required ventilation, and use of personal protective equipment).
- Consult manufacturer recommendations on cleaning products appropriate for electronics.
- Follow the instructions on the label to ensure safe and effective use of the product. Ensure proper wait time.

Cleaning and Disinfecting for Hotels after a confirmed positive case of COVID-19

If a COVID-19 case is confirmed at your property, follow the instructions starting on page 5 of the [COVID-19 Management Guide](#).

Servicing and Cleaning for Self-Isolation Guests

Follow instructions starting on page 30 of the [COVID-19 Operations Preparedness Webinar](#).

Guest Room Product Standards: MANDATORY (Short Term)

Remove	Replace with single use	Remove but available through Guest Request	Keep
Safe tent card	Condensed compendium sheet	Note pad/Notepad paper/Pen	Tissue box cover
No Smoking tent card	Housekeeper welcome card	Q-Tips	Rubber shower mat
Conserve tent card		Cotton balls	Bible
Extended Privacy door hanger		Shower cap	Iron
All magazine & "Where"		Shoe Mit	Ironing board
TV Guide		Coasters	Hangers
Bathroom counter amenity canister		Glassware (replace with paper)	Luggage rack
One Phone (keep night stand phone for safety)			iHome
"Hyatt has it" card			TV remote
Coasters			Refrigerator
			Hair dryer
			Coffee maker
			Coffee paper cups (wrapped)/condiments
			Bottled water
			Ice bucket
			One Phone (keep night stand phone for safety)
			Bottled water
			Laundry Ticket
			Laundry Bag
			Pillow
			Blanket
			Blanket Box / Bag
			DND card/hanger
			Trash cans
<p>The intent is to use cups provided in coffee set for all guest room needs, for properties that do not have coffee sets, paper cups will be a Guest Request item in the short term.</p>			

Guest Request: MANDATORY (Short Term)

- Houseperson must wear a mask and disposable gloves.
- Deliver requested items in a guest request bag and hang on the door.
- Call from a house phone to notify the guest of the delivery.
- Confirm the guest received the delivered item(s).

Housekeeping General: MANDATORY (Short Term)

- Disable all electric hand dryer units in heart of house in public areas. Add additional trash receptacles and paper towels appropriately. Insure signage is placed on units informing guests of there deactivation.

Guest Wellness Checks: MANDATORY (Short Term)

- Perform daily guest wellness checks by phone and, if no answer, check visually wearing PPE (mask, gloves, and protective eyewear).

Opera | HotSOS Housekeeping Management

- Review all OOO rooms and OOS rooms.
 - Change all guest rooms to dirty status in OPERA to ensure each room is walked before the status is changed, based on hotel occupancy requirements.
- **Hotels with HotSOS for Housekeeping:** Confirm room statuses update in the PMS when using the HotSOS device. Update room statuses using the Supervisor Module from your mobile device, or assign rooms to room attendants, as usual, to be cleaned for arriving guests.
 - Note: if using the Supervisor Module, first to select 'Cleaning Started,' and then you will be able to update the room status to clean or inspected. Do NOT select inspected unless you utilize the inspected status in Opera.
 - As a backup, verify that the telephone punch codes update in the PMS.

Hotels utilizing Opera Housekeeping Module: Confirm room statuses update in the PMS when using the telephone punch codes to ensure the phone interface is working correctly.

Note: housekeeping task assignments won't be run until after guests have checked in, and an 'end of day' has run.

- **HotSOS Hotels Only:** Review 'Arriving Guest Module' (Located under "Guest Relations") to ensure arrivals for today's date are listed. If information is incorrect, open a support ticket with HotSOS Support (Hospitality.SOSupport@amadeus.com).
- **HotSOS Hotels Only:** Review the 'Orders Console' for any unclosed orders. Assign service orders to colleagues as necessary for completion or void any work that is no longer needed. Note: the default date filter only goes back one month – update the 'From' date filter with the day your hotel suspended service.

iii. LAUNDRY

- Welcome colleagues back to the hotel:
- Discuss policy changes.
- Review hygiene, proper disinfecting, and safety protocols.
- Be mindful of projected business levels when ordering supplies to resume operation.
- Test equipment to ensure proper safety and functionality.
- Ensure all collateral is current and accurate.
- Update phone forwarding and out of office recordings.
- Validate and update colleague passcodes as needed.
- Conduct role-playing with colleagues to properly explain new procedures, including new cleanliness standards.
- Contact any applicable third-party providers to reconfirm schedules and modify for current business levels.
- Refresh bulletin boards in heart of house/back of house (BoH) areas to include a proper “welcome back” message and materials.
- Determine how guest laundry is going to be managed/contact the outside company if outsourced. Negotiate concessions based on new drop off and pick up demands. Can you go multiple days with existing pars without service?
- Test and run cycles on all equipment, clean air filters, and escalate issues to Engineering.
- Ensure you have the appropriate amount of chemicals to resume operations.
- Reconsider laundry facility days of operation to consolidate for greater efficiencies.
- Conduct thorough safety training and facility reorientation. Safety and health are top priorities.
- Review departmental policies and procedures with laundry colleagues.
- If uniforms are rented, ensure required stock levels are on hand to reopen.
- Review the [PPE Requirements](#) (attached), which outlines the personal protective equipment (PPE) mandates and recommendations by job classification. Short term recommendation is a three-ply disposable mask instead of a cloth mask for functionality, consistency, and hygiene. Cloth masks are an acceptable alternative to disposables as long as the property ensures they are of proper quality, non-logoed, antimicrobial, kept at adequate par levels, and laundered daily.
- Strategically place color-coded/clearly designated disposal stations for PPE lined with a trash bag. To be disposed of in trash compactor or property equivalent.

Linens, Clothing, and Other Items that go in the Laundry

- Do not shake soiled terry/linens to minimize the possibility of dispersing airborne contaminants.
- Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Soiled laundry that has been in contact with an ill person may be washed with other people's items.
- Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.
- Wear disposable gloves, mask, face shield/protective eyewear when handling soiled laundry from an ill person, then remove gloves and wash hands right away.

iv. Regency/Grand Club Lounges

Regency/Grand Club Lounge: MANDATORY (Short Term) (If lounges are being reopened:)

- Place a hand sanitizer station at the club entrance.
- Discontinue buffets where possible, if a buffet is to be run follow the below mandates:
 - Hand sanitizer at the beginning of each buffet line.
 - Increase number of buffets and spread them throughout the room to allow for physical distancing, or extend buffets to allow proper physical distancing.
 - Only setup single sided buffets, and have sneeze guards and protection in place, when possible.
 - Hotel colleagues to serve food from the buffet with gloved hands eliminating self-service.
 - Minimize props and other décor on buffet to keep buffet clutter-free
 - Do not use shared/open condiments.
 - All buffet utensils changed/sanitized every 30 minutes.
 - Install physical distancing floor decals to assist guest in navigating flow.
 - Buffet Runners must wear disposable gloves.
- Wash/sanitize hands when switching from clearing to setting tables.
- Replace shared condiments with individually packaged items.
- Remove table centerpieces.
- Rearrange the furniture/public areas/restaurants based on physical distancing measures.
- Review menu programming for healthy options and options that travel well.
- **Food Safe Cleaning and Disinfection Basics:**
 - Pre-clean - remove excess food waste by sweeping, wiping or pre-rinsing with food safe sanitizer.
 - Main clean - loosen surface waste and grease using a detergent.
 - Rinse - remove loose food waste, grease and detergent.
 - Disinfection - kill the bacteria with disinfectant. Ensure proper wait time.
 - Final rinse - remove the disinfectant with food safe sanitizer.
 - Drying - remove all moisture.
 - See General Food & Beverage/Culinary section for more detail.

Regency/Grand Club Lounges: RECOMMENDED (Short Term)

- Discontinue club level service and offer alternative WoH elite/VIP travelers' options.
- Where possible, discontinue buffet service and replace with a limited la carte menu or individually packed food items that travel well.

v. Fitness

Fitness Centers

- Plug-in and turn-on all machines and ensure all equipment is working properly.
- Restock headphones.
- Restock terry.
- Restock wipes.
- Restock rooms and heart of house/back of house (boh) areas.
- Create and communicate the new fitness schedule, if applicable.
- Place hand sanitizing station at the entrance.
- Disinfect/wipe down all equipment frequently.
- Ensure disinfecting wipes and cleaning equipment are visible throughout the facility.

Fitness Centers: **MANDATORY (Short Term)**

- Turn off or remove every other cardio machine to ensure proper physical distancing.
- Masks and or a face covering are recommended to be worn during work outs.
- Allow 45 minutes maximum usage on cardio equipment due to availability of equipment.
- Communications Team is working on signage to assist in messaging as follows:
 - Please disinfect equipment prior to use and after each use.
 - Guests recommended to wear mask or face covering during work out.
 - Cardio equipment max usage time 45 minutes.
 - Please practice physical distancing.
 - Individual messaging for equipment that is deactivated.

Fitness Centers: **RECOMMENDED (Short Term)**

- Have sign-up sheet to manage cardio equipment queue.
- Evaluate maximum occupancy rules based on the size of the facility to develop a capacity plan that supports physical distancing and limits the number of guests allowed in the facility at a given time to a number permitting such distancing.
- Implement a check-out system for small equipment and accessories (i.e. exercise bands, ropes, mats, foam rollers, etc.). Develop a process to clean and disinfect these items upon return.

Pools:

- Evaluate the operational working schedule. Consider reducing hours of operation.
- Adjust/remove furniture to ensure proper physical distancing.
- Place hand sanitizer stations at each point of entry as appropriate – please ensure to keep out of direct sunlight in a shaded area.
- Evaluate maximum pool occupancy to ensure physical distancing.
- Remove sharable pool items such as pool noodles, kick boards, floats, basket ball, volleyball equipment, etc.
- Towel carts should be sanitized while wearing gloves before reusing them.
- Do not shake soiled towels to minimize the possibility of dispersing airborne contaminants.
- Clean and disinfect hampers or other carts for transporting laundry according to guidance for hard or soft surfaces.
- Practice proper hygiene and wash hands regularly.
- Utilize approved cleaning products (see Ecolab products)
- Follow appropriate contacting times for proper disinfection of surfaces.
- Drinking fountains should be covered/removed to prevent shared usage.
- Cabanas, insure adequate time between rentals to ensure thorough disinfection of all high touch areas.

Activity / Towel Desk:

- Frequently disinfect common touch areas.
- Check-in lines must allow for physical distancing – consider station placements, floor markings, and other guiding equipment to aid in guest and colleague physical distancing.
- Review spacing of attendants to allow for six feet of space in between colleagues whenever possible.
- Have guests insert their credit cards into the credit card readers whenever possible. Review the [Information Systems/IT](#) section for details about pin pad placement.
- Disinfecting wipes/hand sanitizer must be available at each desk
- Change gloves in front of guests at the beginning of each transaction.
- Disinfecting wipes/hand sanitizer available at activity desk / desks.
- Pen will be sanitized before handing to guest and upon return
- Move Chip and Pin devices to be guest-facing so Host does not touch guest's credit

vi. General Food & Beverage/Culinary

Food, Beverage, and Culinary Restart Preparation Steps

- Welcome colleagues back to the hotel:
 - Discuss policy changes
 - Review hygiene, proper disinfecting, and safety protocols.
- Be mindful of projected business levels when ordering supplies to resume operation.
- Test equipment to ensure proper safety and functionality.
- Review cash handling policies with colleagues.
- Ensure all collateral is current and accurate.
- Update phone forwarding and out of office recordings.
- Validate and update colleague passcodes as needed.
- Conduct role-playing with colleagues to properly explain new procedures, including new cleanliness standards.
- Contact any applicable third-party providers to reconfirm schedules and modify for current business levels.
- Refresh bulletin boards in heart of house/back of house (BoH) areas to include a proper “welcome back” message and materials.
- Communicate with laundry to ensure all colleague uniforms are cleaned and ready. If rented, ensure required stock levels are on hand to reopen. Issue uniforms as needed.
- Evaluate your colleague uniform policies, and if colleagues are allowed to take home to clean. Consider short term professional cleaning as an alternative to ensure a fresh uniform daily.
- Conduct thorough safety training and facility reorientation. Safety and health are top priorities.
- Review departmental policies and procedures with colleagues.
- Enter schedules in Kronos (or another payroll system.)
- Hold a reorientation including or conduct pre-shifts to include:
 - Service training.
 - Menu tasting/training (as necessary.)
 - How to clean training.
 - Deep cleaning/re-cleaning of the areas.
 - Reissue lockers and uniforms, as needed.
 - Reissue keys as needed.
 - Check passwords/codes.
 - Issue banks.
 - Review/share social media policy.
- Establish general cleaning protocols based on events while the hotel was closed.
- Review the [PPE Requirements](#) (attached), which outlines the personal protective equipment (PPE) mandates and recommendations by job classification. Short term recommendation is a three-ply disposable mask instead of a cloth mask for functionality, consistency, and hygiene. Cloth masks are an acceptable alternative to disposables as long as the property ensures they are of proper quality, non-logoed, antimicrobial, kept at adequate par levels, and laundered daily.
- Strategically place color-coded/clearly designated disposal stations for PPE lined with a trash bag. To be disposed of in trash compactor or property equivalent.

Outlets: MANDATORY (Short Term)

- Place hand sanitizer stations at each outlet’s point of entry.
- Colleagues must wash/sanitize hands when switching from clearing to setting tables.
- Prepare and serve beverage garnishes using gloves in all areas.
- Adjust seating plans in all drinking and dining areas to allow for physical distancing, likely requiring the removal of certain furniture.
- Consider removing chairs from larger table settings so guests can visually understand spacing.

- Review menu programming and consider condensing menu options, keeping in mind healthy alternatives and foods that travel well.
- Wipe down all menus between each guest interaction or consider single use menus.
- Do not set tables until guest(s) arrive. Set tables with freshly sanitized salt and pepper shakers, glassware, flatware, etc.

Outlets: RECOMMENDED (Short Term)

- Discontinue buffets and replace with a plated covered option or a limited a la carte menu.
- If providing buffet service, hotel colleagues must serve food from the buffet with gloved hands, eliminating self-service.
- All buffet food items require sneeze guards in addition to individual packaging for cookies, pastries, and whole fruit.
- Discontinue action stations, if implemented, a Chef serves guests. Proper sneeze guards are required.
- Use rolled silverware presentation.
- Establish a reopening timeline with essential business needs in mind. Focus on thoughtful, healthy offerings and consider centralizing all food and beverage from the market or a similarly efficient operation.

Markets: MANDATORY (Short Term)

- Clearly mark physical distancing lanes.
- Management/Supervisor support actively engaging with guests on flow/physical distancing.
- Remove all seating areas in the Market, or for larger Markets ensure seating plan observes physical distancing protocols.
- Evaluate menu programming for fast-casual grab and go prepackaged items.

Room Service/Market To-Go: MANDATORY (Short Term)

- Deliver only single-use to-go ware in a disposable shopping bag.
- Wear gloves at all times.
- Drop order outside the guestroom door.
- Proceed to house phone to notify the guest of delivery.
- Reconfirm order and explain pick-up procedure (ask the guest to place all items in the disposable bag outside of their door and call for pick-up).
- Do not go to the door unless the food is in the hallway, and the door is closed.
- When picking-up, wear gloves and a mask.

Colleague Dining Lounge: MANDATORY (Short Term)

- Replace tabletop shared condiments with individually packaged items.
- Add cleaning station with sanitizer and disinfection spray/wipes.
- **Food Safe Cleaning and Disinfection Basics:**
 - Pre-clean - remove excess food waste by sweeping, wiping or pre-rinsing with food safe sanitizer.
 - Main clean - loosen surface waste and grease using a detergent.
 - Rinse - remove loose food waste, grease and detergent.
 - Disinfection - kill the bacteria with disinfectant. Ensure proper wait time.
 - Final rinse - remove the disinfectant with food safe sanitizer.
 - Drying - remove all moisture.
 - See below Cleaning and Disinfecting Surfaces in Food Service section for more detail
- Ensure proper physical distancing by reconfiguring furniture; remove furniture, as applicable.
- Make hand sanitizers available at all entrances and exits if hand wash sink is not available

Colleague Dining Lounge: RECOMMENDED (Short Term)

- Eliminate self-service buffet of all items:
 - Single-serve pre-packaged breakfast items (if breakfast items are offered.)
 - Limited lunch/dinner menu with two entrée options, a salad, and packaged whole fruit or cookie.

- Offer plated covered meals that are refrigerated and reheated or kept in a hot box.
- -OR- implement your overnight colleague meal/family meal procedure for all meal periods.
- Use disposable cups, glassware, and packaged flatware.

Mini Bar: RECOMMENDED (Short Term)

- Discontinue servicing and operation of mini bars.

Cleaning and Disinfecting Surfaces in Food Service

● Food Safe Cleaning and Disinfection Basics

- Pre-clean - remove excess food waste by sweeping, wiping or pre-rinsing with food safe sanitizer.
- Main clean - loosen surface waste and grease using a detergent.
- Rinse - remove loose food waste, grease and detergent.
- Disinfection - kill the bacteria with disinfectant
- Final rinse - remove the disinfectant with food safe sanitizer.
- Drying - remove all moisture.



After customers leave, clear tabletops and counters of all dishware, food debris and other items.

NOTE: During a high-risk/outbreak scenario, a disinfection step may be added to tabletop/countertop and the outside of condiment containers using **multi-purpose disinfectant**. A potable water rinse and sanitization using a **food contact sanitizer** is required post-disinfection. Refer to product label for required contact time.



Clean entire surface of tabletop/countertop (including edges) using **manual detergent**. Use with a clean cloth and bucket application (damp, wrung-out cloth) or spray bottle and clean cloth application (spray surface and wipe clean). Ensure gross food particles/soil are removed. Allow additional product dwell time for visibly soiled areas.



Rinse with potable water using a clean cloth and allow to air dry. Repeat on all food contact surfaces.



Sanitize tabletop/countertop using **food contact sanitizer** and either a clean cloth and pail application (damp, wrung-out cloth) or spray bottle application (spray surface, do not wipe dry). **Ensure treated surfaces remain wet for contact time indicated on product label.** Allow to air dry before placing items on the surface or returning to use.

- **Clean surfaces** and objects that are visibly soiled. If surfaces are dirty to sight or touch, clean using a detergent or soap and water prior to disinfection.
- **Disinfect surfaces** with an EPA-registered disinfectant for use against COVID-19 – (see) or use a local equivalent.
- If using non-Ecolab EPA products, ensure products are for use against emerging enveloped viral pathogens or rely on the list of disinfectants for use against comparable coronaviruses available locally.
- Follow the manufacturer's instructions for safe and effective use of all cleaning and disinfection products (e.g., dilution concentration, application method and contact time, required ventilation, and use of personal protective equipment).
- Consult manufacturer recommendations on cleaning products appropriate for electronics.
- Follow the instructions on the label to ensure safe and effective use of the product. Insure proper wait time.

Goods/Storeroom

- Contact suppliers for delivery schedule and inventories:
 - Goods - Food & beverage stockrooms/storerooms.

- Services - Uniforms, linen, laundry, trash, oil management, etc.
- Take stock of exiting products and supplies:
 - Request opening orders for each operating department.
 - First-in, first-out (FIFO) for all items.
- Coordinate orders for items not on hand.
- Reissue pars to each area utilizing control procedures.
- Maintain minimal inventory of perishable goods.
- Maintain an accurate record of items in these categories spoilage or discarded because of expiration dates.

Equipment

- Coordinate with engineering to restart ice machines; replace filters and thoroughly disinfect.
- Reestablish service agreements as needed, i.e., RTI, etc.
- Power-on and check all appliances and equipment:
 - Power-on fridges/freezers and ice machines in advance in coordination with engineering.
 - Do not stock freezers and refrigerators until they reach the desired temperature.
 - Notify engineering of any work orders.
- Keep unused refrigeration properly ventilated if not in use.
- Utilize the [Equipment Cleaning and Sanitization Guidelines](#). Disinfect all furniture, fixtures, and equipment (FFE) items both front and back of house (FoH and BoH) including:
 - Point of Sale (POS) workstations.
 - Chip and Pin devices.
 - Telephones, computers, keyboards, and mice.
- POS should have auto-rolled the business date every night during the suspension period; however, ensure it is on the current business date.
- Run a POS open check report property-wide to confirm no checks were left open and carried over from previous business days.
- Perform a room inquiry test reservation (contact the Front Office for details) from the POS to be sure the interface is displaying the correct information from the PMS.
- Create a test check and close it out to the test reservation room number; ensure posting was successfully sent to the POS.
- Test a credit card authorization in POS to be sure the interface is running.
- Verify online booking availability is open in reservations systems, if applicable.

Venues

- Establish a reopening timeline with essential business needs in mind. Focus on thoughtful, healthy offerings and consider centralizing all food and beverage from the market or a similarly efficient operation.
- Revise hours of operation and communicate internally and externally.
- Work with marketing on social media relaunch.
- Complete local requirements training for all colleagues handling food (Food Handler, Serv Safe, Food Safety Training, etc.)
- Establish and review all Ecosure protocols.
- Ensure proper physical communication is posted for external guests.
- Review key allocations in the key control system and alter them as required.
- Test lighting and automated settings.
- Contact service providers to reestablish schedules as needed:
 - OpenTable/restaurant reservation system.
 - TV packages for Sports.
 - Live Entertainment.
 - Cleaning contractors.
- Ensure all printed collateral is current and accurate.

vii. Restaurants & Bars

Menus

- Consider single-use menus. If single use menus are not able to be used, menus should be sanitized between uses.
- Review the menu and update for seasonality and product availability.
- Offer reduced “a la carte” menus and avoid buffets until permitted.

Dining Reservations

- Ensure occupancy capabilities are current to local regulations. Tables should be spaced out to allow physical distancing and passage of guests and colleagues. Limit party size to state or local health department guidelines.
- Update restaurant reservation system:
 - Open bookings for new reservations.
 - Ensure hotel/restaurant details are correct and up-to-date for inquiries –including menus.
 - Contact existing reservations to reconfirm, starting with large parties and those with special events.
- Review enhanced marketing options with the vendor to communicate reopening with guests.
- Reconfigure the floor layout in the Table Management system if changes to table configurations have been made to account for physical distancing.

Beverage Equipment

- Connect and clean draft beverage lines.
- Schedule cleaning and maintenance with the supplier before activating.

viii. Stewarding

Stewarding Restart Preparation Steps

- Welcome colleagues back to the hotel:
 - Discuss policy changes.
 - Review hygiene, proper disinfecting, and safety protocols.
- Be mindful of projected business levels when ordering supplies to resume operation.
- Update phone forwarding and out of office recordings.
- Test equipment to ensure proper safety and functionality.
- Validate and update colleague passcodes as needed.
- Conduct role-playing with colleagues to properly explain new procedures, including new cleanliness standards.
- Contact any applicable third-party providers to reconfirm schedules and modify for current business levels.
- Refresh bulletin boards in heart of house/back of house (BoH) areas to include a proper “welcome back” message and materials.
- Communicate with laundry to ensure all colleague uniforms are cleaned and ready. If rented, ensure required stock levels are on hand to reopen.
- Evaluate your colleague uniform policies, and if colleagues are allowed to take home to clean. Consider short term professional cleaning as an alternative to ensure a fresh uniform daily.
- Conduct thorough safety training and facility reorientation. Safety and health are top priorities.
- Review departmental policies and procedures with colleagues.
- Deep clean all kitchen and heart of house/back of house (BoH) areas.
- Inventory, store, and reorder all chemicals and flammables as required for business levels.
- Clean, inventory, and reallocate all kitchen utensils.
- Clean, inventory, and reallocate all operating supplies and equipment (OS&E):
 - Dishware.
 - Glassware.
 - Flatware.
- Connect dishwashers and calibrate with the service provider.
- Review the pest control program to ensure the necessary precautions are in place.
- Deep clean the trash room.
- Review the [PPE Requirements](#) (attached), which outlines the personal protective equipment (PPE) mandates and recommendations by job classification. Short term recommendation is a three-ply disposable mask instead of a cloth mask for functionality, consistency, and hygiene. Cloth masks are an acceptable alternative to disposables as long as the property ensures they are of proper quality, non-logoed, antimicrobial, kept at adequate par levels, and laundered daily.
- Strategically place color-coded/clearly designated disposal stations for PPE lined with a trash bag. To be disposed of in trash compactor or property equivalent.
- **Food Safe Cleaning and Disinfection Basics:**
 - Pre-clean - remove excess food waste by sweeping, wiping or pre-rinsing with food safe sanitizer.
 - Main clean - loosen surface waste and grease using a detergent.
 - Rinse - remove loose food waste, grease and detergent.
 - Disinfection - kill the bacteria with disinfectant. Ensure proper wait time.
 - Final rinse - remove the disinfectant with food safe sanitizer.
 - Drying - remove all moisture.
 - See [General Food & Beverage/Culinary](#) section for more detail

ix. Convention Services & Event Services

Convention Services & Event Services Restart Preparation Steps

- Welcome colleagues back to the hotel:
 - Discuss policy changes.
 - Review hygiene, proper disinfecting, and safety protocols.
- Be mindful of projected business levels when ordering supplies to resume operation.
- Test equipment to ensure proper safety and functionality.
- Ensure all collateral is current and accurate.
- Update phone forwarding and out of office recordings.
- Validate and update colleague passcodes as needed.
- Conduct role-playing with colleagues to properly explain new procedures, including new cleanliness standards.
- Contact any applicable third-party providers to reconfirm schedules and modify, as needed, for current business levels.
- Refresh bulletin boards in heart of house/back of house (BoH) areas to include a proper “welcome back” message and materials.
- Communicate with laundry to ensure all colleague uniforms are cleaned and ready.
- If uniforms are rented, ensure required stock levels are on hand to reopen.
- Evaluate your colleague uniform policies, and if colleagues are allowed to take home to clean. Consider short term professional cleaning as an alternative to ensure a fresh uniform daily.
- Conduct thorough safety training and facility reorientation. Safety and health are top priorities.
- Review departmental policies and procedures with colleagues.
- Walk spaces and determine cleaning needs.
- Reclean all items left uncovered, such as linen, OS&E, carts, cambros, and shelving.
- Double-check that current inventory matches pre-closure counts to see if anything is missing.
- Check to ensure stairwells and air wall closets are clean and empty.
- Check all storage rooms to ensure they were as they were left.
- Keep in mind your property’s pest control while operations were suspended. If “bug-out” preparations remained, all items need to be re-cleaned.
- Ensure the majority of operating supplies and equipment (OS&E) stays in storage until business resumes to normal levels.
- Review regular services, such as deep cleanings, and see if dates need to be changed and services reduced.

Physical Distancing Sets: RECOMMENDED (Short-term)

- Theater style seating - allow three feet between each chair (or instruct guests to sit in every other chair if the Fire Marshall requires chairs to be connected.)
- Classroom set up - set a maximum of two guests per six-foot table.
- U-shape set up - set a maximum of two guests per six-foot table.
- Conference style set up - set a maximum of two guests per six-foot table.
- Banquet rounds - set a maximum of six guests per six-foot round, or five guests per five-foot round.
- Reception set up – set all tables at least six feet apart with no more than two chairs per cocktail round.

x. Events

Events Restart Preparation Steps

- Welcome colleagues back to the hotel:
 - Discuss policy changes.
 - Review hygiene, proper disinfecting, and safety protocols.
- Be mindful of projected business levels when ordering supplies to resume operation.
- Test equipment to ensure proper safety and functionality.
- Ensure all collateral is current and accurate.
- Update phone forwarding and out of office recordings.
- Validate and update colleague passcodes as needed.
- Conduct role-playing with colleagues to properly explain new procedures, including new cleanliness standards.
- Contact any applicable third-party providers to modify schedules for current business levels.
- Refresh office bulletin boards to include a proper “welcome back” message and materials.
- Conduct thorough safety training and facility reorientation. Safety and health are top priorities.
- Review departmental policies and procedures with colleagues.
- Review the [PPE Requirements](#) (attached), which outlines the personal protective equipment (PPE) mandates and recommendations by job classification. Short term recommendation is a three-ply disposable mask instead of a cloth mask for functionality, consistency, and hygiene. Cloth masks are an acceptable alternative to disposables as long as the property ensures they are of proper quality, non-logoed, antimicrobial, kept at adequate par levels, and laundered daily.
- Strategically place color-coded/clearly designated disposal stations for PPE lined with a trash bag. To be disposed of in trash compactor or property equivalent.
- **Food Safe Cleaning and Disinfection Basics:**
 - Pre-clean - remove excess food waste by sweeping, wiping or pre-rinsing with food safe sanitizer.
 - Main clean - loosen surface waste and grease using a detergent.
 - Rinse - remove loose food waste, grease and detergent.
 - Disinfection - kill the bacteria with disinfectant. Ensure proper wait time.
 - Final rinse - remove the disinfectant with food safe sanitizer.
 - Drying - remove all moisture.
 - See [General Food & Beverage/Culinary](#) section for more detail

Events Food Service: RECOMMENDED (Short Term)

- Discontinue buffets and replace them with plated covered options, when possible.
- If providing buffet service, hotel colleagues must serve food from the buffet with gloved hands eliminating self-service.
- Utilize sneeze guards on all buffets. (Purchase additional sneeze guards, as needed, and implement as swiftly as possible.)
- Suggest plated or family-style service when possible.
- Servers, Bartenders, and Setup teams to wear disposable gloves during set up.
- Servers, Chefs, Buffet Attendants, and Bartenders must wear gloves.
- Place hand sanitizer stations at all entry points for rooms and buffets.
- Replace tabletop shared condiments with individually packaged items or hotel colleagues offer to serve with gloved hands.
- Eliminate snacks at the registration desk or move to high-quality pre-packaged snacks.
- Use rolled silverware presentation.
- Provide sanitizing wipes on each table where guests are seated.

Event Venues/Public Areas: RECOMMENDED (Short Term)

- Increase the number of hand sanitizer stations in event venues and public spaces.
- Provide sanitizing wipes in event venues so commonly used surfaces can be self-cleaned.

- Increase signage about the importance and proper process of handwashing and the impact this practice plays in the health of others.
- Increase the frequency of cleaning and sanitizing of all high touch AV equipment (microphones, monitors, lecterns, remote controls, headsets, flipcharts, etc.)
- Increase the frequency of cleaning and sanitizing for all high touch event venue equipment (chairs, tables, linen, lecterns, trash receptacles, water stations, easels, amenity containers.)
- Heavily focus on sanitizing all surfaces during each event venue refresh.
- Make masks and gloves available depending on guests' preferences.
- Discontinue providing items which cannot easily be sanitized, such as pads and pens.
- Provide virtual meeting attendance options in partnership with AV.
- Consider modifying room capacities.
- Suggest a maximum of two chairs per six-foot table or greater spacing for event venue sets.
- Consider all seating arrangements available for best physical distancing.
- Provide standing space in the rear of the room for self-distancing.

a. Personal Protective Equipment (PPE) Requirements

Key: M = Mandatory, W = While Working, T = Change at each guest transition

The below list of job classifications is not comprehensive and may have classifications that are not applicable at every hotel. If a job classification is missing, look for a similar one in scope and job duties and use it as guidance, along with your good judgment.

Job Title	Masks	Gloves	Eye Wear	Counter Shields - Recommended	Sanitizer Stations To be Placed At :
All Culinary	M	Hand Wash Policy		Cashier Stations	At all facility points of entrance
Guest Facing	M	T		Concierge	Lobby elevator banks
Steward	M	W	W	Front Desk	All outlet entrances
Guest Facing	M	T		Golf Pro Shops	Entrance to fitness facility
Colleague Dining Staff	M	T		Market Cashiers	Entrance to spa and salon
Engineering	M	W	W	Pool Activity Desks	Valet parking pay station
Administrative Assistant	M			Spa Reception	Employee entrances
Events / Sales / Revenue	M			Valet Cashier / Desk	Executive office entrance
Administrative Assistant	M			Events Registration Desks	Departmental or hub locations
Human Resources	M				Employee Dining Area if no hand sink available
Information Technology	M				Time clock locations
Finance	M				Regency / Grand Club Lounges
Cashier	M	T			At each check-in station and or Front Desk area
Server	M	Hand Wash Policy			Entrance to Camp / Child Care facility
Bartender	M	T			Golf facility
F&B Management / Supervisor / Captain	M	Hand Wash Policy			Pool Activity Desks
Greeter	M	Hand Wash Policy			Non-automatic ice dispensers
Server Assistant	M	T			
Server-Room Service	M	T			
Event Services	M				
Buffet Attendant	M	W			
Banquet Server	M	W			
Event Concierge	M				
Grand / Regency Club Host	M				
Grand / Regency Club Buffet Attendant	M	Hand Wash Policy			
Golf Attendants	M	T			
Golf Cart Attendants	M	W	W		
Golf Beverage Cart Attendant	M	T			
Bell Attendant	M	T			
Guest Service Attendant	M	T			
Front Desk	M	T			
Night Auditor	M	T			
Guest Services Management / Supervisors	M	T			
Reservations	M				
Operator	M				
Concierge	M	T			
Shuttle Driver	M	T			
Valet Parker	M	T			
Camp / Child Care Colleague	M	Hand Wash Policy			
Room Attendant	M	T			
Administrative	M				
Inspector	M	T			
Public Areas Attendant	M	W			
Linen Chute	M	W	W		
Housekeeping Management	M	W			
Houseperson - Housekeeping	M	W			
Uniform Room Attendant	M	W			
Laundry Attendant	M	W	W		
Laundry Supervisor	M	W	W		
Storeroom Attendant	M	W	W		
Purchasing Manager	M	W	W		
Receiving Clerk	M	W	W		
Vendors & Contractors	M	W / T			
All Retail	M	T			
All Security	M	W			
Fitness Consultant	M				
Coordinator	M				
All Management	M	T			
Esthetician (See Spa Mandates for more information)	M	T	W		
Manicurist/Pedicurist (See Spa Mandates for more information)	M	T	W		
Massage Therapist	M	Hand Wash Policy			
Spa Attendant	M	Hand Wash Policy			
Spa Reception Agent	M	T			
Recreation Attendant	M	Hand Wash Policy			

The above guidance was developed in part to be applied to COVID-19 unique circumstance and we may alter, refine or update the guidance as circumstances change.

i. How to Wear your Mask

×

DON'T: Wear your mask so it covers just the tip of your nose.



×

DON'T: Wear your mask loosely with gaps on the sides.



×

DON'T: Leave your chin exposed.



×

DON'T: Push your mask under your chin to rest on your neck.



×

DON'T: Wear the mask below your nose.





DO: Wear your mask so it comes all the way up, close to the bridge of your nose, and all the way down under your chin. Do your best to tighten the loops or ties so it's snug around your face, without gaps.



And once you've figured out the correct position for wearing your mask, follow these tips to stay safe:

- Always wash your hands before and after wearing a mask.
- Use the ties or loops to put your mask on and pull it off.
- Don't touch the front of the mask when you take it off.
- For apartment dwellers, put the mask on and remove it while *inside your home*. Elevators and stairwells can be high-contamination areas.
- Wash and dry your cloth mask daily and keep it in a clean, dry place.
- Don't have a false sense of security.
- Masks offer limited protection, and work better when combined with hand washing and social distancing.

ii. How to Put on and Take off your Gloves

How to **DON** disposable gloves



How to **REMOVE** disposable gloves

