



OUR HOTEL PLAN:

Waikiki Beach Marriott Resort and Spa

COMMITMENT TO CLEAN

Marriott
INTERNATIONAL

COMMITMENT
TO CLEAN

UPDATED:
August 27, 2020

COMMITMENT TO CLEAN PLAN

This plan document outlines specific guidance and steps to ensure associate hygiene and cleanliness and guest safety regarding COVID-19 are accounted for throughout the hotel. All associates must be familiar with the hotel's plan and be able to communicate it to guests as needed.

PROTOCOLS



CLEANLINESS CHAMPION

The Cleanliness Champion will lead the hotel's efforts around guest/associate safety and stays up to date on changing cleanliness needs and protocols

HOTEL PLAN

1. **Cleanliness Champion: Thomas Foti**
2. **Cleanliness Champion: Tyrone Crockwell**
3. **Cleanliness Champion: Anna Takayesu**
4. **Cleanliness Champion: Christopher Chosay**
5. **Cleanliness is EVERYONE'S responsibility**
Team will expand as furloughed managers return.



TRAINING

Associates are required to complete training about COVID-19, safety and sanitation protocols, proper PPE use, new ways of cleaning and how to handle guest interaction.

1. **All associates returning to property will attend a "reorientation" reinforcing previous cleaning protocols and introducing new protocols that apply to all associates prior to working. (approx. 1.5 hours)**
2. **Departmental specific training for all returning associates to include proper use of PPE specific to job duties, chemical usage, and departmentally specific procedures that have been altered due to COVID-19.**
3. **All associates will complete the following required Marriott training modules:**
 - **Module 1 New ways of being; social distancing and body language**
 - **Module 2 New ways of cleaning; Personal Protective Equipment, importance of hand sanitizer**
 - **Module 3 Public Space Cleanliness; Overview of public space cleanliness and high touch areas**
 - **COVID-19 Heightened Sanitation Practices+ COVID-19 reducing the Risk of Infections training classes.**
4. **All Housekeeping associates will complete the following required Marriott Training in addition to modules 1-3**
 - **Clean Matters**
 - **Module 4 How to handle it: Chemicals, PPE, Biohazards and Guest information; Presumed or confirmed COVID-19 cases on property**
 - **Module 5 Guest room cleaning changes; Cleaning cloths, entering guest room, Guest room HVAC**
 - **Module 6 The new clean routine; Bathroom cleaning process, bed making process, laundry, linen and terry, high touch surfaces**
 - **Module 7 Touchless Transactions**
 - **Module 9 Electrostatic spraying**
5. **All Front Office associates will complete the following required Marriott training in addition to modules 1-3:**
 - **Module 4 How to handle it: chemicals, PPE, Biohazards and Guest information; Presumed or confirmed COVID-19 cases on property**
 - **Module 7 Touchless Transactions**
6. **All Engineering associates will complete the following required Marriott Training in addition to modules 1-3:**
 - **Module 4 How to handle it: Chemicals, PPE, Biohazards and Guest information; Presumed or confirmed COVID-19 cases on property**
 - **Module 5 Guest room cleaning changes; Cleaning cloths, entering guest room, Guest room HVAC**
 - **Module 6 The new clean routine; Bathroom cleaning process, bed making process, laundry, linen and terry, high touch surfaces**

- **Module 7 Touchless Transactions**

7. All F&B associates (FOH & BOH) will complete the following required Marriott training in addition to modules 1-3:
 - **Module 7 Touchless Transactions**
 - **Module 8 F&B cleaning essentials; Cleaning process, credit card handling, associate dining room, In Room dining, kitchen, full service restaurant and new cleaning protocols for buffets.**
8. All associates in “off” status will complete the above courses during their first shift back to work. Training must be completed before working.
9. Ecolab Training videos, Ecolab program guides and full review of cleaning protocols of guest rooms and bathroom processes will be reviewed with associates on their return to work.
10. Ecolab to train/retrain all team members who use their products on the proper method of use
11. Clean Matters COVID-19 Refresher Training will be completed by housekeeping associates and all new hire associates (will be included when associates return).
12. All associates and managers will complete Marriott’s pack your mask play book and role play activities that will help associates interact with guests about the importance of wearing a mask.
13. Guidance Committee will support and train associates on Marriott and Local Government Cleanliness protocols.
14. Daily stand-up communication/training will be conducted at the beginning of each shift and will be reinforcing mask wearing social distancing. This training will be modified as needed as local guidance changes.
15. There is a television monitor at the associate entry to property and communication boards in each department to reinforce messaging. Locker Rooms, Associate Cafeteria, etc.



**HAND HYGIENE AND
ETIQUETTE/Departmental
Procedure**

1. Proper handwashing training/discussion will be added to daily stand up meetings.
2. Hand Sanitizer stations (For both guest and associate use) located at all entrances to resort. Additional locations include: Front Desk (2) Each Elevator Landing, Fitness Center, Meeting Space Foyers, Inside of each Meeting Room, Entrances to Food Outlets, Associate cafeteria, locker rooms.
3. Provide posters in all public areas in both English and Japanese discussing the following topics:
 - **Wearing of masks, Signage for Masks, Social distancing and Hand hygiene (including appropriately placed floor stickers in front of all service desks and entrances.**
 - **Elevator capacity**
4. Wipe down all high touch surfaces in public spaces with appropriate disinfectant frequently throughout the day as business volume demands
5. Disinfect all public restrooms with appropriate chemicals frequently throughout the day as business volume demands.
6. Sanitize all service desks frequently and after each guest interactions
7. Wipe down Business Center and all equipment with disinfectant frequently throughout the day as business volumes demands.
8. Close “Water Stations” throughout property until further notice.
9. Remove/alter set up of furnishings to create appropriate social distancing.

DEPARTMENTS:

Front Desk

1. 2 automatic hand sanitizers to be placed in lobby area
2. GSA's – PPE with masks and gloves
3. GSA wipes service area after every guest & every 30 minutes with Ecolab Peroxide multisource cleaner and disinfectant.
4. Sanitize each key/machine and credit card readers after every transaction with Ecolab Peroxide multifurcate cleaner and disinfectant
5. Social distancing vinyl floor decals have been placed in the lobby
6. Custom Plexiglas FD barriers have been installed for each pod station
7. Guests will utilize a key drop box – the hotel will sanitize all keys with Ecolab Peroxide multisource cleaner and disinfectant, each shift.
8. Move Credit card swipe machine to allow guests to use on their own
9. Pens used once and moved to “need to be sanitized” basket until re-sanitized with Ecolab Peroxide multi surface cleaner and disinfectant.
10. Marriott Guest Facing Pictograms to be posted

Bell/Valet

1. Insure proper PPE is worn by associates such as face mask and gloves
2. Bell Staff to sanitize the bell desk every 60 minutes with Ecolab Peroxide multi surface cleaner and disinfectant.
3. Bell carts are sanitized after every luggage run or every 60 minutes with Ecolab Peroxide multi surface cleaner and disinfectant.
4. One (1) hand sanitizer dispenser has been placed in this area
5. Guest luggage is sanitized and wiped down with disinfecting wipes upon storage and right before giving to the guest with Ecolab Peroxide multi surface cleaner and disinfectant.

Restrooms (Public & Associate)

1. Install mounted sanitizer stations outside of each public space restroom
2. Auto soap dispensers in high guest usage restrooms.
3. Safety guard door tissue installed inside high usage guest restrooms.
4. Signage for distancing protocols and proper hand washing
5. Public space restrooms cleaned and sanitized every based on business volume – Use Marriott Checklist with designated Ecolab chemicals
6. Benches in associate restrooms will be disinfected with the electrostatic sprayer

BOH

1. Sanitizer stations deployed near entrances/exits, all high touch areas such as doorways, time clocks, elevators and cafeteria
 2. Signage on doors promoting distancing and mask covering and other approved messaging
 3. Cleaning and sanitizing of high traffic areas every 60 minutes or after high traffic with emphasis on employee locker rooms, cafeteria, security window, employee entrance with Ecolab designated chemicals and/or electrostatic machine.
 4. Associate cafeteria re-designed to allow for social distancing
 5. Each Associate uses a sanitizing wipe on their table when finished – sanitizing station.
 6. Discontinue self-service options in cafeteria and provide grab n go options
 7. Staggered meal times –in the cafeteria to allow for social distancing.
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Guest Room

1. Associates will wear a mask and gloves to be worn at all times when in a guest room.
2. Additional PPE to be worn while performing specific job tasks.
3. Limit entry to guest room & service to be completed when guest is not in room.
4. Servicing of guest rooms will be based on guest preference. Guest will not be provided with any incentives or credits for waiving service.
5. Disinfect with appropriate chemicals, all high touch items such as TV & remote, phone, lamp switches, thermostat, handles and faucets, drapery rods, clocks, hangers, mini refrigerators
6. Remove & clean all towels, mats and bathrobes upon check out
7. Follow all guestroom cleaning protocols including placement of sanitizing surface wipes as part of cleaning process.
8. Hotel has removed all drinking glasses and will replace with individually pre-wrapped plastic cups in guest rooms.
9. The hotel has removed the following items from guest's rooms until further notice, however they are available for our guests upon request: hair dryer bag, glassware, ice bucket, coffee maker, coffee box, coffee tray, Hoku book and magazines, pens and notecards, decorative pillows, collateral, guest directory.

Fitness Center

1. Added signage promoting reduced capacity and social distancing
2. Repositioned and reduced the number of machines to promote distancing
3. Hand sanitizers and disinfecting wipes available
4. Removal of communal water and fruit
5. Offering bottled water on the countertops for individual use
6. Machines cleaned and sanitized every hour. Guests will also have access to sanitizers and can self-sanitize before and after use.
7. Use of single use headphones individually wrapped
8. Removal of fitness mats and balls
9. Appointment process set up for workout times to limit the number of people in fitness center.
10. Masks required to be worn by guests in the fitness center while working out.

Pool Area

1. Sanitizer to be placed in two locations at currently open Paoakalani Tower Pool
 2. Pool attendant to wear mask, gloves and other appropriate PPE during all interactions and wash/sanitize hands frequently
 3. Signage placed around pool asking guest to please pick up towels and place in dirty towel bins to limit contact
 4. Lounge chairs, cabanas and furniture moved to 6ft apart to promote appropriate social distancing
 5. Guests to wear masks when they are out of lounge chairs or in interactions with associates. Guests may remove masks while in pool and while lounging in their chairs unless interacting with associates.
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6. All chairs, lounge chairs, cabanas to immediately be wiped down after each guest use with appropriate sanitization chemicals. Guests to be provided wipes to wipe down own chair after each use in addition to associate wipe down.
 7. Appointment system for use of pool chairs to limit social distancing at the pool.

Kitchen – Culinary

1. All culinary associates to wear appropriate PPE including face masks and gloves
2. All culinary associate to follow regular hand washing protocol
3. Follow all local Health Department standards for sanitizing all prep areas

Pool Food Service

1. Disposable paper menus used to communicate limited menu
 2. Servers to wear masks while taking orders
 3. Guests to wear masks while making orders (otherwise guests are allowed to remove masks while seated at the pool)
 4. All utensils, flatware, cups etc. will be disposable until further notice
 5. Pens, check presenters, etc. to be sanitized after each use with Ecolab Peroxide Multi surface cleaner and disinfectant.
 6. Bartenders to sanitize hands after each drink and servers after each food deliver/interaction or more frequently as necessary
 7. All associates to follow local Health Department guidelines for sanitizing areas
 8. Servers to serve guests water instead of self service
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CLEANING PRODUCTS

1. Ecolab Peroxide Multi Surface Cleaner and Disinfectant (Yellow Cleaner), to be used for disinfecting and cleaning of all surfaces and high touch guest areas
2. High impact public areas including lobby restrooms, elevators, elevator buttons, handrails, door handles, and luggage carts to be cleaned frequently throughout each day with appropriate chemicals
3. Disinfect all furniture couches, benches, chairs, and surfaces in all public areas frequently throughout each day based on business volume.
4. Print and display product lists to be used in each department along with directions/infographics, and SDS product safety sheets.
5. PPE will be discarded in enclosed trash containers.
6. Utilize checklist to document daily cleaning of key areas
7. Follow all guestroom cleaning protocols including placement of sanitizing surface wipes as part of cleaning process.
8. SDS – Safety Data Sheets for all chemicals available in Housekeeping Office, and Security for full chemical safety guidance
9. Guest room key cards will be cleaned by spraying them with Ecolab Peroxide Multi Surface Cleaner and Disinfectant (Yellow Cleaner), allowing them to sit for 45 seconds and thereafter wiping them with a clean cloth and repeating for the other side of each key card.
10. Ecolab to conduct in-person training for each department on their specific cleaning supplies and processes.
11. New technologies such as electrostatic sprayers and UV lighting will be utilized per Marriott International guidance. Associates will be trained upon returning to work and prior to using the Electrostatic sprayers.



PERSONAL PROTECTION EQUIPMENT

1. All associates in all departments are required to wear hotel issued face coverings, either disposable face masks or cloth coverings as approved by Marriott. Both are provided by the resort.
2. Guests required to wear Masks while moving around the property
3. Signage is displayed at employee entrance instructing employees not to enter if experience symptoms consistent with COVID-19. Employees instructed not to come to work if experiencing symptoms.
4. All associates and vendors are required to enter the property through the security entrance where temperature checks are being conducted. Any associate or vendor with a temperature higher than 100.4 degrees will be sent home.
5. Face Mask “Talking Points” step-by-step face mask guidance including putting on masks, wearing properly, and removing masks protocols posted in associate entrance, breakroom, back of house and elevators
6. Disposable face masks must be disposed of fully after one-time use, if soiled, or if wet. Cloth reusable face masks must be utilized one time only, and thoroughly washed/ sanitized after each use
7. Disposable gloves are available for all associates and are provided for all tasks requiring glove use, Gloves must be replaced every two hours when performing the same task, or when gloves become damaged, ripped, torn, or visibly soiled

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8. Disposable gloves changes based on specific department standards/process.
 9. Associates will be able to get their PPE from the department head.
 10. Face shields are available for those who primarily work out doors and who do not have regular guest contact
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**COVID-19 CASE APPROACH &
ROOM RECOVERY**

1. Have available in all departments protocols for presumed positive cases and self-quarantine procedures
 2. In the event that a guest is confirmed or presumed positive for COVID-19.
 - If still on property, the guest is instructed to shelter in place in the guest room. The guest will not be permitted outside their room, unless leaving to seek medical treatment.
 - Housekeeping service is immediately suspended.
 - Safety & Security will own the process/procedure for handling presumed positive cases.
 - The guest is provided leadership's contact information and will be instructed that all requests involving employee interactions are to be coordinated through hotel leadership.
 - HR Leadership informs high risk potentially exposed employees of the confirmed positive case, but the identity of the guest will be protected.
 - The room number is communicated to and Front Desk as a "do not service" room ensuring that no Housekeeping, Bell, Runner, Engineering or any other employee interact with guests.
 - Any deliveries made to the room are left outside using knock and step back service by a leader or Safety and Security Officer wearing a mask and gloves. No employee will enter the room.
 - The guest will be provided additional towels, amenities, etc. to avoid unnecessary contact during their stay. Amenities will be left outside the guest door.
 - The guest will be provided trash bags and zip ties to collect and trash in the room. Pick up of trash will be coordinated through hotel leadership. The guest will leave the secured bag outside the room, which will be promptly picked up by an employee wearing gloves and a mask and brought directly to the trash compactor.
 - Upon guest departure, the room will be left vacant for a minimum of 48 hours, after which it will be treated by a 3rd Party vendor to sanitize the room in a way that will prevent the spread of COVID-19.
 - After 3rd Party sanitization, the hotel Housekeeping team will provide routine checkout service to the room.
 3. In the event that an employee is confirmed or presumed positive for COVID-19.
 - The confirmed positive employee will be immediately instructed to isolate themselves at home.
 - An investigation will be completed to determine if any other employees have experienced a workplace exposure (extended contact within 6 feet for more than 15 minutes within 48 hours prior to the onset of symptoms or time of the test.)
 - Any employees who experienced a workplace exposure will be contacted first and instructed to isolate themselves at home.
 - Complete confidentiality as to the identity of the employee will be in place at all times.
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SIGNAGE

1. Required face mask signage to be prominently placed to notify guests to wear masks in public areas at all times posted in lobby area in multiple locations due to layout of lobby. This signage will be placed throughout public space in high traffic areas etc.
2. Social distancing signage and floor decals placed in public areas of hotel including the Front Desk, concierge and other lobby desks, KBG, event space foyers and 1st through 3rd floor elevator landings. Social distancing floor decals placed in back of the house areas including service elevator landing areas, and markings placed on floor in associate breakroom to ensure all associates and guests follow 6 feet social distancing protocols
3. Face Mask “Talking Points” step-by-step face mask guidance including putting on masks, wearing properly, and removing masks protocols posted in associate breakroom, and in the back of the house elevator
4. CDC signage posted for sneezing, and coughing protocols at the associate time clocks, in associate locker rooms, and in back of the house elevators in multiple languages
5. Signage concerning temporarily revised elevator capacities will be placed in each elevator landing both front and back of house
6. Signage concerning COVID symptoms and not feeling well to be posted in both front of house and back of house areas
7. Signage concerning regular hand washing will be placed in all bathroom areas both front and back of house
8. Front of house signage to be in both English and Japanese

PROTOCOLS

HOTEL PLAN



SOCIAL & PHYSICAL DISTANCING

1. Floor decals/ stickers installed in place in queuing areas to denote safe distances for waiting at the Front Desk, concierge desks and at Elevators in public areas and heart of the house. Social distancing signage posted at the elevator to ensure limited guest and associate usage
2. Plexi barriers being used at all desks to promote distance. Front desk, concierge, bell, valet, F&B areas etc.
3. Remove/Re-designed lobby furnishings to promote social distance, when open remove furnishings in KBG as well as all public areas in order to meet social distancing guidance. Use Marriott pictograms to promote.
4. “Every other” front desk station will be open for service in order to promote social distancing, along will floor decals.
5. Stanchions at the front desk to create a line with the floor decals to create social distancing.
6. When events are back on line, property will use both local and Marriott guidance to create diagrams that provide appropriate social distancing
7. Pool deck will be rearranged to create appropriate social distancing between chairs, loungers and cabanas. Implementation of reservation system to limit amount of people on pool deck.
8. Arrange/close off equipment in fitness center in order to create appropriate social distancing. Implementation of reservation system to limit the amount of people in the fitness center.

9. Utilize guest chat to reduce lines at the Front Desk and outlets
10. Rearrange associate cafeteria seating-social distancing and implement staggered lunch breaks



GUEST ROOM ENTRY

1. Deliveries to guest rooms will utilize knock and step back service to reduce contact between guests and employees.
2. Housekeeping only services room when guests are not present.
3. Servicing of guest rooms will be based on guest preference. Guest will not be provided with any incentives or credits for waiving service.
4. If a bellman has to enter a guest room, appropriate PPE should be worn at all times and carts/luggage should be sanitized before and after interaction.



FOOD & BEVERAGE AND MEETINGS & EVENTS EXECUTION

1. Until further notice use all disposable items in F&B
2. Individual condiments are given to guests, example ketchup, mustard and salt & pepper in individual packets
3. Disinfect furniture after every guest and meal period (wipe down all tables and chairs with disinfectant between customers.
4. Disposable menus are in place
5. Social distancing guidelines will be followed for all future meetings and events booked. In accordance with Local/state government and Marriott guidelines and regulations.