



OUR HOTEL PLAN:

Waikoloa Beach Marriott Resort and Spa

COMMITMENT TO CLEAN

Marriott
INTERNATIONAL

COMMITMENT
TO CLEAN

UPDATED:
August 30, 2020

ASSOCIATE PROTOCOLS

HOTEL PLAN



CLEANLINESS CHAMPION

1. Cleanliness Champion: Thaylita Byrd – Director of Services



TRAINING

1. All associates currently working will complete the courses: "COVID-19: Heightened Sanitation Practices" + "COVID-19: Reducing the Risk of Infections" in the Digital Learning Zone
2. A section of the Daily Standup will be dedicated to Hand Hygiene, Social Distancing, State Mandates, or other COVID-19 /Cleanliness related topics.
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
4. All Housekeeping associates including HCC for public area cleaning will complete the following required Marriott Training in addition to modules 1-3: **Clean Matters (formally known as ABC's of housekeeping)**, **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. Clean Matters COVID-19 Refresher Training shall be completed by incumbent associates and all new hire associates as they return prior to their first day of work. Department Heads will work with Human Resources to coordinate required corporate online trainings.

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9. Ecolab Training videos, Ecolab program guides and full review of cleaning protocols of guest rooms, including kitchen and bathroom processes will be reviewed with associates on their return to work.
 10. Director of Services/Housekeeping to train/retrain all team members who use their products on the proper method of use
 11. Daily Training to support Commitment to Cleanliness
 12. All associates and managers to complete all required Marriott training, both current and future.
 13. All associates and managers will complete Marriott's Pack your mask play book and role play activities
 14. Leadership Team will support and train Marriott and Local Government Cleanliness protocols.
 15. Signed documentation of all cleaning procedures will be provided to Human Resources.
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HAND HYGIENE AND ETIQUETTE

1. Proper handwashing training/discussion will be added to daily departmental stand up and associates will be required to demonstrate proper technique regularly.
 2. Posters/signage for proper handwashing, sneezing, and coughing protocols will be placed by each time clock and in associate locker rooms as well as guests public restrooms where appropriate.
 3. Hand sanitizing stations will be placed at all high customer touch points as well as in associate locations where they are easily accessible.
 4. Automatic Hand Sanitizers will be deployed to the high touch public areas. Manual Hand Sanitizers will be deployed in all other locations.
 - a. Automatic dispensers (13)
 - i. Inside each guest rooms elevator (4)
 - ii. Hawaii Calls Restaurant Hostess Stand (1)
 - iii. Arrival Area (Bell Desk)
 - iv. Front Desk Column (2)
 - v. Top of the main stairwell
 - vi. Aka'ula Lanai
 - vii. Outside public restroom areas (3)
 - b. Manual dispensers
 - i. Time clocks
 - ii. Inside and outside cafeteria
 - iii. Pool Hut
 - iv. Inside each service elevator
 - v. Outside security office
 - vi. Guest exit stairwells
 - vii. Fitness Center
 - c. Sanitation wipe / trash stations (count TBA)
 - i. Building 1, 2nd floor guest elevator landing (main floor)
 - ii. Building 2, 2nd floor guest elevator landing (main floor)
 - iii. Hydration Station
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5. WHO handwashing signage posted in associate locker rooms, back of the house elevators, and above handwashing stations for step-by-step handwashing guidance.
 - a. Marriott Standard to vigorously wash with soap and warm water at least every 20 minutes for 20 seconds
 - i. If unable to step away, use hand sanitizer and then when able wash hands according to Marriott Standard
6. Foot pedal for all public area restrooms will be installed prior to opening.

ASSOCIATE PROTOCOLS

HOTEL PLAN



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 area, elevators, elevator buttons, handrails, door handles, and luggage carts to be cleaned frequently throughout each day based on business volume
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. Provide specific labeled and located trash receptacles for used PPE to be disposed of within their departments
6. Utilize checklists 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. Hotel will remove all drinking glasses and transition to individually pre-wrapped plastic cups
9. Hotel will remove the following items from guests rooms until further notice however they are available for our guests upon request: Hair dryers, Glassware, Bible, Book of Mormon, Compendiums (will be available on a QR code), all collateral to include books and magazines, pens and writing pads, and decorative pillows.
10. 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 2 minutes and thereafter wiping them with a clean cloth and repeating for the other side of each key card
11. Director of Services/Housekeeping to conduct in personal training for each department on their specific cleaning supplies and processes
12. Housekeeping associates and HCC will be trained upon returning to work and prior to using the Electrostatic sprayers in public areas as noted in Marriott guidelines



PERSONAL PROTECTION EQUIPMENT

1. All associates must properly wear face masks as provided
2. Prepare and provide a list of required PPE for each Associate based on their job duty, directions on proper use and disposal for them to sign with a copy for themselves
3. Masks picked up from Safety & Security office daily. Gloves will be provided for each associate in their respective department from the Manager

4. All housekeepers, housekeeping aides, public area cleaners, and bell/valet will wear gloves
5. Hotel will display signage in the heart of the house reminding associates of PPE requirements at associate entrances, along with additional requirements for specific job duties in their designated areas. Hotel will also post and provide instruction on proper use and removal of PPE.
6. Signage is displayed at associate entrance instructing them not to enter if they are experiencing symptoms consistent with COVID-19. Associates are instructed stay home if experiencing symptoms
7. All associates and vendors are required to enter the property through the security entrance where temperature checks are being conducted. Digital and/or thermal temperature screening will take the temperature of each associate upon entering the hotel. Should a temperature exceed 100.4, the associate will be removed for the common area. After being given a short time to rest, the associate will again be assessed by a Security associate with a contactless thermometer (QTY 2).
8. Face masks must be worn by all guests in public areas
 - a. Guests do not have to wear a mask at the pool while in their chairs, in the pool, or in direct transport to / from the pool



COVID-19 CASE APPROACH & ROOM RECOVERY

1. All Associates are required to read and complete the Presumed or Confirmed COVID-19 Case On-Property (Course 1207178).
2. Follow protocols for presumed positive cases and self-quarantine procedures
3. Reinforce and provide training for all departments on proper handling of presumed positive cases using guidelines on MGS
4. Follow cleaning protocols for Housekeeping, Loss Prevention and MOD logs for case recovery.
5. Hotel Director of Security to coordinate with management, to ensure we are following Marriott guidance on deep cleaning of all public areas and vacated guest rooms involved
6. Follow protocols for quarantine and isolation guests.
7. Set up communication list for Hawaii DOH guidance



SIGNAGE

1. Download signage templates from MGS and place in both Front of House and Back of House to clearly identify expectations for associate and guest actions
2. Place floor decals in congregating, elevator, and other high traffic areas to assist guests and associate with proper distancing are on order.
3. Signage will be placed in public and associate's areas to notify and remind guests/ associates of PPE and social distancing requirement based on state and local regulations.



SOCIAL & PHYSICAL DISTANCING

1. Arrival and Main Lobby areas will display floor decals, stanchions, or another appropriate barrier and shall be placed in queuing areas and at front desk to denote safe distances for waiting
 2. Furniture in the Lobby, pool, and function spaces, as well as restaurants shall be adjusted to create seating that encourages social distancing requirements
 3. The fitness center will have equipment blocked off to assist guests in maintaining social distancing. Guests will utilize a reservations system to limit interactions with other guests. After every hour of use, the fitness center will be temporarily closed for a thorough cleaning.
 - a. Exercise mats provided upon reservation request
 - b. All weight and balance balls will be removed
 - c. Sufficient terry will be supplied in accordance with number of persons reserved to work out.
 4. Pool chairs will be set out to provide social distancing in accordance with the number of guests who have reserved pool chairs. (Ocean Sports)
 - a. Pool chairs will be cleaned before every reservation and pre-set
 5. A pool cleaning checklist will be created for contractor Ocean Sports
 6. Ping pong table paddles and balls will be available from the front desk.
 - a. Items will be disinfected, placed in plastic bag and stored until requested.
 7. Business Center will be unlocked by the Manager on Duty by request and cleaned after each use.
 8. Front Desk will display social distancing information
 - a. Plexiglass barriers to cover each station at the front desk
 - b. Key drop box (Qty. 2)
 - i. Keys will be cleaned and sanitized daily in accordance with Marriott Standards
 - c. Countertops will be wiped down after each guest or in 30 minute intervals.
 - d. Move credit card swipe machine to allow guest to limit passing of credit card.
 9. Porte Coche arrival area will display social distancing information
 - a. Self-parking only during this time.
 - b. Proper PPE provided to all associates
 - c. Bellman to clean and sanitize bell cart after every use or every 60 minutes
 - d. Luggage and baggage will be wiped down with sanitizing wipes before accepting them for storage request
 - e. Arrival area and bell desk will be cleaned every other hour between the hours of 7:00am and 11:00pm, or as volume requires
 10. Public Area Restrooms and Associate Locker Restrooms
 - a. Every other stall will be locked off on a weekly rotational basis to create social distancing.
 - b. Restrooms will be cleaned and sanitized once every 2 hours between the hours of 7:00am and 11:00pm, or as volume requires
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- i. Daily documentation of times of cleaning will be turned into the housekeeping office daily.
- ii. Supervisor will verify cleaning is being properly completed as per standard.

11. Associate Cafeteria

- a. Seating will be removed to create social distancing at tables
- b. Staggered lunch breaks will be scheduled to limit number of associates in Café per local and state regulations

12. Lobby / Paniolo Terrace

- a. Tables and chairs will be placed at a social distance.
- b. Area will be cleaned and sanitized once every 2 hours between the hours of 7:00am and 11:00pm, or as volume requires

13. Aka'ula Restaurant

- a. Clean all countertop surfaces at least once an hour
 - i. Ecolab's No Rinse Food Contact Cleaner Sanitizer will be used on all serving tables and wherever food may come in contact.
- b. Plexiglas at the order taker station
- c. Clean and disinfect all non-food surfaces with Ecolab's Peroxide Multi Surface Cleaner

14. Hawaii Calls

- a. Sanitize tables and chairs after each guest use
 - i. Ecolab's No Rinse Food Contact Cleaner Sanitizer will be used on all serving tables and wherever food may come in contact.
- b. Tables & bar stools moved to 6 foot distancing; 50% reduction
- c. Plexiglas at order taker station
- d. Nothing preset on tables
- e. Bartenders to wash their hands after each drink
- f. All condiments will be individual packages and available upon request only
- g. Change to single usage paper menus or QR code
- h. After each payment transaction associates will thoroughly wash their hands and place the pen/check presenter in a holding area for disinfection.



1. Deliveries to guest rooms will utilize knock and step back service to reduce contact between guests and employees.
 2. Bell Staff to disinfect all guest luggage prior to storage and prior to delivery in guest room, wear gloves when handling all luggage, and sanitize carts after each use
 3. Non-essential maintenance is scheduled when room is not occupied. Engineering will not provide services while guests are present.
 4. Servicing of guest rooms will be based on guest preference. Guests will not be provided with any incentives or credits for waiving service
 5. Housekeeping only services room when guests are not present.
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6. Share and train “steps” of cleaning card for all housekeepers to carry, as part of their uniform using infographics along with text so that they may answer engage guest questions around cleaning processes
 7. Use mobile ordering to promote social distancing.
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FOOD & BEVERAGE AND MEETINGS & EVENTS EXECUTION

1. Restaurants

a. General

- i. All outlets will implement social distancing and order of service
- ii. Disposable menus and QR codes will be utilized for all outlets
- iii. Single use condiments to be offered as well as plastic wrapped cutlery

2. Meeting and Banquet Event

- I. Social distancing guidelines will be followed for all future meetings and events booked. In accordance with Local/state government and Marriott guidelines and regulations.

HOTEL PLAN: ADDITIONAL ITEMS

1. Documentation of all cleaning and sanitizing LSOP and trainings must have a signed copy on file with Human Resources.
 2. All department heads will undergo training by Ecolab Representative Christopher Wong regarding the use of Marriott approved cleaning and disinfecting products before. Department heads will then train their teams.
 - 3.
 - 4.
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