

OPERATIONAL BEST PRACTICES | RESPONSE & RECOVERY

## Temporary Guidelines for Modified Operations COVID-19

Begin implementing these operational changes to help prevent the spread of infectious disease.

1. **Eliminate 'discretionary' buffets and avoid guest self-service in Concierge lounge**
2. **Ensure that all hotels can execute the top of bed cleaning standard consistently**
3. **Eliminate non-disposable in-room glassware;** Replace with disposable alternatives in the guestroom and in lounge areas.
4. **Eliminate in-room coffee machines;** Move to offering tea/coffee machines on demand. Ensure disinfecting after guest use and replace during room cleaning.
5. **Remove non-essential amenities** from guest rooms and lounge areas (including magazines, decorative pillows, bed throws, flowers, pens, paper, non-fixed desktop items) to minimize potential areas of exposure and focus cleaning on essentials
6. **Eliminate 'unwrapped' food snack items**  
(remove candy dishes, cookie jars, all fruit not meant to be peeled before eating)
7. **Increase frequency and visibility of staff cleaning/disinfecting** in outlets, F&B areas, and Lounge areas
8. **Require all F&B food service and prep to wear gloves** at all times  
Ensure gloves are changed/disposed of in accordance with Health department guidance.
9. **Store bar fruit/condiments in covered containers** at all times;  
Remove only with proper utensils which are sanitized every 30 minutes;  
Move to cutting/slicing on order using gloves
10. **Reduce Glassware stored on Bars** or adjacent to guest bar seating.  
Preferred action: Rinse glasses in glass 'rinsers' before preparing drinks.
11. Event management – **Eliminate guest service at buffets**  
Replace with Attended Stations or small individually plated portions
12. **Eliminate perishable food items from VIP amenities**  
Replace with boxed chocolates, sealed or bagged candies, cookies, nut mixes etc.