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 ‘rinser’ 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.