

DELAWARE HOTEL AND LODGING ASSOCIATION

Draft Hotel Operational Procedures

revised 4/28/2020

General Guidelines for Hotel Operation

- Ensure the health and safety of employees and guests by preventing the spread of viruses.
- Must align with the recommendations of the State of Delaware “Restarting Delaware’s Economy”.
- The three phases of the reopening plan are available and should be reviewed as operations commence

Basic Infection Prevention Measures

- Promote frequent hand washing by employees and guests, e.g., reminder signs (multiple languages to broaden guest communication)
- Adding Proper handwashing signage to all public restrooms (similar to what is in the kitchen area by all sinks per Delaware Health Guidelines)
- Provide alcohol-based hand-free rubs/swipes containing at least 60% alcohol in public areas, e.g., vending / ice machines on hotel floors.
- Provide touchless thermometer for guests and team member use.
- Provide additional trash cans available for water cups, refuse, tissues for staff/cleaning crew safety
- Dedicated Bathroom / common area cleaning attendant(s) on schedule during all open hours
- Encourage employees to stay home if they are sick. (providing definition of temperature and symptoms via CDC website)
- Encourage respiratory etiquette, including covering coughs and sneezes (multiple languages).
- Provide tissues and additional trash receptacles in public areas.
- Discourage employees from using other workers’ phones, desks, offices, or other work tools and equipment, when possible.
- Remove / reduce customer service phones in common areas (use posted phone number in place of courtesy phone)
- Increase length of time between vacancy and cleaning rooms.

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Hygiene and Environmental Safety

- Cleaning of visibly dirty surfaces followed by disinfection is the best practice measure for prevention of COVID-19.
- Perform additional environmental cleaning on all frequently touched areas, such as front desk, elevator banks, coffee stations, doorknobs, etc.
- CDC – No additional disinfection beyond routine cleaning is recommended at this time.
- Products with EPA-approved emerging viral pathogens claims are expected to be effective against COVID-19 based on data for harder to kill viruses. Ensure use for linens/laundry. https://www.epa.gov/sites/production/files/2020-03/documents/sars-cov-2-list_03-03-2020.pdf

Social Distancing (more than 6 feet – employee / guests)

- Eliminate or limit the number of participants for conferences/meetings (based on square footage based formula, based on fire code occupancy ?).
- Providing new layouts and diagrams that reflect seating arrangements that promote social distancing
- Staggering of employee schedules on both a shift and work week basis.
- Limits on interactions between departments internally in hotel and restaurants
- Working from home, tele-work, etc., where it is operationally possible
- Staggering of employee breaks to minimize social interaction.
- Tightening of restrictions on visitors or off-duty employees in the workplace.
- Room service restrictions, e.g., delivery only to door.
- Eliminate / reduce in-person check-in or checkout with automated processes.
- Use of chatbot or similar platforms for guest communication / customer service / tipping.
- Transition continental breakfast to “grab and go” format.
- Closure of pools and gyms.
- Reduce / eliminate housekeeping services, e.g., deliver requested items to the door.
- Deep clean guest rooms after check-out

PROCEDURE BY AREA OF HOTEL

During an outbreak of any virus, follow Delaware Department of Health protocol regarding any quarantines, closures, or other health measures as needed. Each hotel is to select appropriate hand sanitizing dispensers for their location to place around the hotel.

- Stands are to be used for guest facing locations only. Wall mounted dispensers may also be used in guest locations where appropriate.

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- Back of house should only use wall mounted dispensers.
- All dispensers that require mounting must easily be removed without permanently damaging the surface. (since all dispensers could be removed from guest facing locations when health warning expires)
- Main elevator entrance will have hand sanitizer available
- Disinfectant products MUST meet EPA criteria for use against SARS-CoV-2, the virus that causes COVID-19.

All Departments

- Check the temperature of all staff and guests as they enter the facility using infrared thermometer guns. Any temperature over 100F should be investigated and entry denied
- Every employee is required to wear a mask while on property
- Gloves must be worn by housekeeping and anyone else when cleaning up after a guest. (i.e. disposing of a dirty cup used by a guest)
- No shaking hands; smile instead. This includes interacting with guests and employees.
- Avoid touching your eyes, nose or mouth with unwashed hands or after touching surfaces.
- Practice social distancing-If you are around other people, keep 6 feet between you and the other person.
- No more than 10 (or whatever the State of Delaware or local government allows) people at any given time should be congregating.
- If an employee is showing symptoms of a fever, cough or shortness of breath, they have been advised to NOT come to work.
- Employees are instructed to wash their hands with soap and water for 20 seconds or use alcohol-based hand sanitizer every 60 minutes and after any of the following activities: using the restroom, sneezing, blowing the nose, coughing, touching the face, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.
- Employees should be trained to sanitize their workstation and any shared tools/equipment before, during and after each shift or anytime the equipment is transferred to another employee. These items include but are not limited to radios, keys, phones, computers, keyboard, mouse, payment terminals, engineering tools, cleaning equipment, time clocks, carts and other items employees directly touch throughout the property.

Front Desk

- All guest touchpoints to be sanitized with APPROVED SANITIZER after each transaction i.e. countertop, pens, guest key cards, credit card machines.
- Credit Card Machines to be placed ON Front Desk. Guests should be encouraged to swipe their own credit cards (where available).

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- IDs should not be handled by front desk agent and guest should be politely asked to place on clean countertop for the agent to verify information.
- Room keys should be sanitized before stocking and kept in a closed container/box, not in the open air.
- Anti-Bacterial Dispensers to be put on the Front Desk adjacent to each check in station
- All workstations including but not limited to phones/keyboards/mouses to be wiped down with anti-bacterial wipes at least once every four hours and before a shift change.
- Pens should not be shared between employees
- Floors will be clearly marked in six-foot intervals showing guests wear to stand in queue
- Lobby staff provide guidance to arriving and departing guests to ensure physical distancing is being adhered to and no more than 10 people are congregating in the lobby at any given time.
- Self-serving water station dispensers to be removed from lobby
- All grab and go items to be removed from public access and retrieved by an outlet staff member
- Plexiglass to be installed to shield front desk agents from guests where a physical barrier is not possible (separating guests and employees by 6 feet).
- Guests should be encouraged to use express checkout or virtual front desk to limit contact with the front desk.

Arrival at Hotel

- Employees will not open doors of cars, taxis or Uber/Lyft rides.
- If a guest requests bell service, the employee will wear gloves (changed after every guest interaction) to handle luggage and sanitize the bell cart after each guest is assisted. Employees will not enter the guest room and will place luggage outside for guests to bring in the room on their own.
- Valet service is temporarily suspended and only self-parking will be available.

Shuttle Service

- Guests that aren't traveling together are to keep at least one empty row in between them and other riders.
- Guests must wait for the driver to open and close the doors from the outside and not open the doors on their own.
- The shuttle will be sanitized after each trip is completed.

Housekeeping

- Guest rooms are not cleaned on stayovers with exception to extended stay hotels and long term guests (staying longer than 5 days) will receive service and hotel will establish regular cleaning schedule upon request while guest is not in the room and avoid any

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contact with guest items, only replenishing amenities and sanitizing all services. Replenishment procedures listed below will be followed for trash and linen.

- All checkout rooms are to be sanitized following strict industry cleaning procedures with particular attention paid to disinfecting door handles, hard surface furniture, tables, nightstands, furniture knobs and handles, light switches and thermostats, drapery pull handles, telephone and keypad, remote control, alarm clock, television, safety latch and peephole, trash receptacle, faucet handles, toilet and shower handles. In room glassware should be removed.
- Once we leave a room that has been cleaned, we know it is sterile. If guests require their room to be serviced during the stay, they need to advise us at least 4 hours in advance and we will service it for an additional fee.
- Carts, trolleys and equipment to be sanitized at the start and end of each shift
- All items stored on shelves in the Housekeeping are placed in bags and not exposed to the open air when not in use
- Anti-Bacterial Dispensers should be placed in high traffic areas for associates use.
- Hand sanitizing products (should have at least 70% alcohol) must be available in employee break room, team member entrance, locker room entrance, food and beverage areas (buffets, bars, and restaurants), front desk, hotel entrances, outside public restroom entrances, meeting and pre-function areas, guest/team member transportation vehicles (Moke, golf carts, shuttles, etc.)
- All laundry will be washed using the warmest appropriate water setting as recommended by the CDC. (for in-house laundry for linen and towels)
- Hand sanitizer is available at all elevator landings.
- Elevator button panels are disinfected by an employee at least every hour.
- Elevator signage to be placed on outside of each elevator:

Guest Rooms

- Remove all coffee makers from rooms.
- Remove all ice buckets. Ice will be brought upon request. Lock all ice machines accessible to guests.
- In room glassware should be removed. Use wrapped disposable cups in guest rooms for drinking
- Remove all reusable collateral from guest rooms, notepads, pens; critical information to be placed on single use collateral and/or electronically posted. Guests are provided with pencils at check in along with room key.
- Remove extra pillows/blankets stored in guest room closets and provide upon guest request
- Replenishing guest towels/linen/trash upon request:

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- If a guest requests extra towels or linen, they must be provided in a sealed single use plastic bag and left outside the door of the guest room.
- If a guest has dirty linen that needs to be collected, dirty laundry and linen must be placed within soluble bags in guestrooms – Guests should be asked to tie the bags and leave these outside their room for collection. The guest should also be asked to tie any garbage/rubbish bags and leave them outside the room for collection.

- Public Areas/Back of the House
- Employees to sanitize the following areas at least once per hour
 - ✓ Elevator Buttons-inside and out
 - ✓ Public restrooms
 - ✓ Guest and garage elevators
 - ✓ Handrails
 - ✓ Employee dining tables and counters
 - ✓ Hotel entry doors
 - ✓ Exterior seating
 - ✓ Trash bins
 - ✓ Vending machines (if available)
 - ✓ Lobby table tops, lamps and other hard surfaces

- All back of house toilets should be cleaned once every four hours using the normal procedure plus Peroxide Multi-Surface Cleaner and Disinfectant should be used on all hand contact surfaces.
- All public space areas and back of the house areas, such as the kitchen, storage areas, breakrooms, and offices, must be cleaned and disinfected minimum of once per day. See specific department guidelines for areas that require more frequent disinfecting.

Pools

- Chaise lounge chairs and daybeds to be sanitized after each use
- All towels provided in guest rooms to all guests
- Guest entry and touch points to be sanitized at least once per hour
- Guest to place orders for F&B via text messaging server (in process), provided with disposable menu
- Chaise lounge chairs set with appropriate signage advising of physical distancing

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Food and Beverage Services

Restaurants

- Host Stand including all associated equipment to be sanitized at least once per hour recommend after every guest
- Hand sanitizer dispenser to be placed in front of host stand for guests to use.
- Hand sanitizer to be placed at each POS terminal for servers to use.
- Signage to be placed to remind guests of physical distancing and floors marked to provide appropriate physical distance for queues
- Menus to be single use or available for guests to view on their mobile device
- All restaurant seating has been modified to add ample space by a distance of at least six feet in between each seated party. Bar stools have been removed.
- Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use provided
- One person to be assigned to each POS terminal where possible. If multiple servers use same POS, they must sanitize their hands after every use.
- POS terminals to be sanitized BEFORE AND AFTER every shift.
- Service stations, service carts, beverage stations, counters, and handrails to be sanitized at least once per hour and logged by a manager
- All guest facing surfaces to be wiped down once every hour. Checklist to be kept by MOD.
- Trays and tray stand to be sanitized after each use
- Single use table turners should be used to clean all table - tops and chair arms after each seating.
- Placemats should be removed.
- Flatware to be provided as a roll up
- Wherever possible, credit card machines should be positioned for guest access – guests should be prompted to insert their own credit/debit card. Employees should not be handling guest cards
- All straws should be wrapped.
- All self-serve condiments and utensils should not be openly available and only provided by server
- When removing dirty items from a table, you must immediately wash your hands with soap and water or use hand sanitizer before touching anything else. If you are wearing gloves, dispose of them after touching dirty items in order to prevent cross contamination.
- All seating to be sprayed with electrostatic machine by housekeeping after each service period.

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Kitchens

- Gloves to be worn when handling ready to eat food. (single use, not to replace hand washing)
- Cardboard/paper bags and boxes to be used whenever possible in place of plastic
- All stainless-steel work surfaces will be cleaned and sanitized between all meal periods and at the beginning and end of each day.
- Kitchens to be deep cleaned at least once per day
- F&B items should be transferred from one employee to the other using contactless methods such as leaving on expediting tables, counter, etc.

In-Room Delivery

- All equipment will be sanitized prior to assigning for the shift
- Eliminate reusable items when possible and substitute with disposables as appropriate
- All room delivery orders should be complete with disinfecting wipes
- Room delivery orders should be left at the door, do not enter the guest's room.
- Check should be stapled to bag for guest to view easily without touching.
- Guest should not sign check.

Catering/Banquets (FOLLOW APPROVED LIMIT FOR GROUP SIZE)

- Meeting Spaces-All meeting and banquet set ups will allow for physical distancing between guests.
- Site inspections should be done virtually as much as possible to limit touching surfaces that have already been sanitized and limit face to face contact.
- All shared equipment utilized for meetings should be sanitized before and after each use. If unable to sanitize, must be single use.
- Sanitize conference room doors, tables, chairs light switch and other equipment after each group use
- All linen to be replaced after each use. Sealed single use plastic bags should be used to transport both clean and dirty linen.
- Buffets should be temporarily suspended, and food should be individually plated and served including coffee and snack breaks (later in this document, guidelines are presented for modifying buffets and food stations - should the suspension/modification of buffets be described as either/or? Right now, the recommendations here suggest eliminating - then modifying - buffets)
- Carafes of water should not be placed on tables and only poured by servers
- Capacity charts and Floorplans should be modified to follow social distancing
- All tables/chairs sprayed with electrostatic machine and disinfectant after each use

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Water Activities

- For properties working with 3rd properties we will ask for their protocols
- For bicycles/kayaks/paddleboards, wipe down all parts of kayaks/paddleboards/bicycles with anti-bacterial wipes in between each use
- Pens to be sanitized after each use

Fitness Center and Spa

- Will open according to local ordinances - Delaware Reopening Phased
- Free weights to be removed, disinfectant spray and paper towels (or disinfectant gym wipes) provided for guests to wipe down after each use
- Cardio equipment and hard surfaces will be wiped with appropriate disinfectant every 2 hours or after each use.

Banquets Specific

- Limits on number of guests permitted per square foot for standard banquet events
- Possible limits as to the number of guests that can be seated at 36, 48, 60 or 72” tables
- Stanchions for directing guests through buffets or into banquet rooms for a queue.
- Required shields (sneeze guards) for all buffets, with all buffets being served by an attendant instead of via guest self service (attendants wearing gloves and masks)
- Buffet hors d’oeuvres and passed hors d’oeuvres being served by food station with shield(s) and an attendant (ex: 6pp of hors d’oeuvres being placed in a (possibly disposable) vessel as opposed to passed hors d’oeuvres around the room on a platter)
- No stationary food displays of any kind unless staffed by an attendant behind a shield (continental breakfast, beverage stations, buffets, desserts, coffee stations).
- Staffed front entry doors during prime time event arrival. (30 min before and after scheduled start time) to reduce door touches (exits permitted more easily with push bar doors).
- Halo fogger or mister with disinfectant between or after events.
- Limits on bathroom capacity (staffed).
- Rollups for silver for all events vs. placing all silver in advance on tables in the open.
- Single use salt and pepper packets instead of shared S&P containers, hot sauce, ketchup, etc.
- Guidelines for vendors (marked area around wedding cake, shared mics for DJ, no photobooth shared props, no displayed wedding favors, albums for wedding tours touchfree on slideshow vs. traditional albums)
- Consider same household designation somehow for seating - is there a way to put 8pp at a 60” table if they are same household (or 4pp at a 48” table for example)_but have stricter policies for those that are not same-household guests (this will probably be done

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with golf carts for us on the golf side of things once carts return to being permitted - one person per cart but two pp per cart if same household)

Full Personal Protective Equipment (PPE) consists of:

- Face mask
- Hood
- Goggles
- Overshoes
- Gloves
- Plastic apron
- Coverall or gown
- Boots (may be required)
- PPE should always be considered potentially contaminated following cleaning, and should be removed and disposed of in a proper manner.

Designate one staff member per shift to be the COVID 19 Coordinator to make sure that all policies and procedures are adhered to, GM or Owner are responsible