

Safe Working Environment: Hotels

The content in this document is not intended to be a substitute for professional advice. It is intended to offer guidance regarding best practices as prevention and support to re-open businesses. It is not intended and should not be used as a substitute for advice from federal and state health agencies and other professionals regarding COVID-19.

- ❑ Consider signage discouraging entrance to anyone experiencing COVID-19 symptoms
- ❑ Provide team members with protective supplies like masks, gloves and sanitizers. Consider branded facemasks
- ❑ Practice social distancing throughout facilities, especially in common space and lobbies with floor graphics and stanchion signs
- ❑ Ask guests to download and use the brand app prior to arrival for check-in/check-out, hotel communications, services, maps, etc.
- ❑ Entering:
 - When feasible, only guests with reservations should enter the property
 - Guests should be directed to follow social distancing guidelines, aided by signage placed on stands, doors, and floors
 - All guests should be directed to use hand sanitizer stations readily available in common spaces
- ❑ Post a stanchion sign at your entrance or lobby with an overview of all service changes and safety measures put in place
- ❑ Provide hand sanitizer stations in common space, lobbies, at elevator and escalator banks
- ❑ Follow all cleaning guidelines put forth from the CDC
- ❑ Queuing:
 - Utilize visual cues to designate safe social distancing in waiting areas
 - Consider removing excess furniture from the lobby and common space areas to encourage social distancing
 - Install safety screens at the check-in desks for safe guest/employee interaction
 - Install directional signage and floor stickers in all high traffic locations, including lobby spaces, common areas, elevator and escalator banks
 - Provide hand sanitizer and masks for bellmen services
- ❑ Rooms:
 - Disinfect hotel rooms upon check-out, daily or in accordance with brand standards
 - Remove all coffee pots, in-room food service items, paper amenities and toiletries
 - Make hand sanitizer and cleaning wipes available for purchase or gratis in-room or onsite
 - Provide single serving, pre-wrapped food or beverage items
- ❑ Include social distancing elevator graphics inside elevators
- ❑ Bathrooms:
 - Clean public restrooms throughout the day. Guest bathrooms should be cleaned upon checkout
 - Display signage with recommended hand washing procedures and overall bathroom cleaning procedures
 - Cleaning logs should be used to ensure proper and timely cleaning occurs
- ❑ Follow restaurant and retail guidelines for those services offered on the hotel property