

OPERATIONAL READINESS: HOSPITALITY REOPENING CHECKLIST

Guidance to safely and successfully resume operations across your properties.

Clean Environments Start with Your Team

- Identify heightened high-touchpoint disinfection procedures and create processes and expectations by role. Refer to Hospitality Reopening Procedures
- Hold training for both new-hire and experienced employees. Create audit process to ensure proper adherence
- Cross-train staff where applicable to use labor more efficiently and allow for just-in-time cleaning
- Build out schedules for regular and routine cleaning of public spaces



Maintaining Safety and Guest Confidence in Public Spaces

- Monitor capacity in public spaces and move furniture to create adequate social distancing
- Where necessary, provide queuing that is marked for recommended physical distancing
- Provide disinfectant to allow guests to self-clean equipment before and after use
- Where hand-washing with warm water is not available, provide hand sanitizer for guests and staff
- Post guidance of public space cleaning standards and behaviors for guests



Safe Hands Everywhere You Need Them

- Provide guidelines and stress the importance of increasing the frequency of hand washing
- Where hand soap and warm water is not available, provide alcohol-based hand sanitizer
- Set up wall charts and hand-washing reminders in staff breakrooms and restrooms
- Encourage guests to follow safe hand-hygiene practices



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Keep Your Most Valuable Resources Safe - Your People

- Encourage social distancing across all roles
- If social distancing is not possible, consider adding PPE for associates in line with Public Health recommendations
- Create safety guidance for housekeeping staff on when and how to safely clean guest rooms, public spaces and employee spaces
- Communicate sick time policy to staff. Encourage staff to stay home if feeling unwell



Protect Your Properties and Set Your Hotels Up for Success

- Provide reopening checklists to ensure operations are ready to reopen. Refer to Hospitality Reopening Procedures
- Advise staff to set up consultations with equipment and chemical providers to ensure your facilities are properly working
- Provide management staff with detailed procedures for all aspects of their hotel. Refer to Hospitality Reopening Procedures
- Equip staff with the correct products to use across all areas of the hotel



Create a Communication Plan to Instill Confidence in Your Guests

- Provide details on new cleanliness standards and safety practices through loyalty programs, email and digital advertisements
- Have resources available in guest rooms explaining the changes and protocols
- Create procedures to clean public spaces more frequently during public hours
- Provide transparency on remediation protocol if a guest or staff member were to be diagnosed with COVID-19



Always follow local guidance when reopening your facility, including guidance on social distancing and other measures to lessen the spread of COVID-19