



REOPENING OR TRANSITIONING YOUR HOTEL POST-COVID-19

This document is a general list of suggestions on how to begin reopening your hotel post-COVID-19.

This list is not exhaustive. Additionally, it is necessary to comply with all federal, state, and local guidelines as well as any applicable brand standards.

SIGNS AND NOTICES

- Post information on your app or website on the new heightened procedures at your property.
- Post signage on current elevated cleaning procedures.
- Post appropriate signage on physical distancing practices.
- Sample signage issued by the CDC may be found at aahoa.com.

COORDINATE WITH YOUR FRANCHISOR (if applicable)

- Notify your franchisor.
- Ask for any guidelines, if available.
- Comply with any new brand-specific standards.

HUMAN RESOURCES

- Display confident leadership and provide training materials and checklists for staff.
- Make sure HR policies and processes are consistent with public health recommendations and federal/state statutes.
- Address physical and psychological impacts to personnel through employee and family support plans and other HR measures.
- Follow HR guidelines for temperature taking, if applicable (e.g., pay for time; separate from HR files). Maintain confidentiality.
- Be sure to comply with all ADA, HIPAA, OSHA, CDC, HHS, local, state, and any other guidelines.
- Provide special accommodations for vulnerable populations.
- Add back-of-house signage to the employee break room, cafeteria, and other areas to remind employees the proper way to dispose of masks, use gloves, sneeze, and avoid touching their faces.
- If bringing back furloughed employees, follow the appropriate HR processes.
- Conduct accounting to determine what resources are on hand and what resources are required to reopen.



- Offer cleanliness videos for training.
- Assign a designated employee to ensure compliance, training, and monitoring of post-COVID implementations.
- Create outside food delivery rules.
- Plan ahead for supply chain/availability concerns for Personal Protective Equipment (PPE). Remember to not “over-buy.”
- Conduct staff meetings where appropriate (virtual, outdoors, or other appropriate areas).
- Remind third-party vendors to follow physical-distancing protocols and any other rules that may apply to your property.
- Discuss steps safety protocols with your staff in the case a guest may need accessible accommodation.
- Consider remote work for positions that may allow it.
- Review your property and website(s) for ADA compliance and accuracy of information posted.
- Consult an attorney for specifics regarding your property.

EMPLOYEE AND GUEST HEALTH

- Implement temperature-taking protocols for all employees, if possible.
- Enact physical-distancing protocols.
- Encourage the use of face masks and provide, if possible.
- Increase physical distance between worksites.
- Follow new OSHA recordkeeping guidance.
- If you have a union facility, make sure you keep an open dialogue with union leaders.
- The Paycheck Protection Program and other programs may require you to re-hire furloughed employees. Consult your loan officer and the appropriate documents to ensure you are following all of these steps for compliance.
- Provide flex work opportunities, if available.
- Ask employees to come in staggered shifts, if possible.
- Identify and implement any additional facility-maintenance tasks necessary to safely reopen closed buildings.
- Move to cashless or contactless credit card transactions.
- Where physical distancing is not possible, utilize ‘sneeze guards’ and mask requirements.
- Where possible, prop open entry doors or use automated doors to minimize contact with handles.

EMPLOYEE RESPONSIBILITIES

- Mandate employee hand washing (20 seconds) and add hand sanitizers to high-impact areas.
- Provide PPE as needed.
- Encourage all employees to use face masks.
- Provide employees training on how to report all presumed cases of COVID-19 to management, which will report to the local board of health.
- Instruct employees to stay home if they do not feel well.
- Explain to employees all new procedures implemented.
- Teach employees how to soothe guest fears.
- Communicate new guest policies, e.g., limited housekeeping, grab-and-go breakfast, etc.



THE GUEST CHECK-IN/CHECKOUT PROCESS

- Implement check-in and checkout via app, if available.
- If no app is available, all pre-check-in formalities should be done online before arriving at the property.
- When possible, email guest checkout forms to avoid contact via paper forms.
- Ask guests to advise of checkout so billing can be ready and sent in a timely fashion.
- Mark areas in front of the reception desk to ensure guests maintain physical distancing while waiting in lines.
- Install physical barriers such as transparent screens to separate guests and employees, if applicable.
- Ask visitors to use hand sanitizer. Keep it easily at the front desk.
- Sanitize elevator buttons and panels.
- Limit the number of guests on elevators.
- For high-volume areas like lobbies with one elevator, consider adding tape markings as to where groups should stand to distance while waiting in line.
- Sanitize high-touch front services spaces and equipment, including keys, POS systems, bell desks, luggage storerooms, luggage belts, bell carts, etc., on a regular basis.
- Offices, desks, counters, workspaces, and related equipment (including iPads and radios) should be sanitized regularly and upon a new employee using the equipment.
- Valet parking should be restricted only to guests with placards or plates for disabled parking.
- Valet attendants should not open the doors of guests' vehicles.

RESTAURANTS, BARS, BREAKFAST, MEETING SPACES, AND RETAIL OUTLETS/GIFT SHOPS

- Reduce seating capacity and distance tables to meet guidelines.
- Utilize single-use menus or electronic menus on the hotel app or website.
- Replace self-serve buffet-style food service with alternative service style.
- Meeting and banquet setup arrangements should distance guests from each other and follow any mass gathering restrictions that may apply.
- Evaluate any future meetings booked, and ensure you have adequate space for the physical distancing of a group that size.
- Limit the number of giveaways during a meeting.
- Cover water pitchers to prevent airborne germs.
- Implement contactless room-service delivery to guests' doors only.
- Utilize pick-up for restaurant orders.
- Require use of face coverings by food handlers.
- Follow any F&B guidelines from your brand and the health departments that may apply.

GYMS, POOLS, SPAS, GUEST TRANSPORT, AND SHARED EQUIPMENT

- Sanitize before, during, and after each shift or anytime the equipment is transferred to a new employee.
- Leave hand sanitizer and sanitizing wipes for guests to also wipe down equipment in between sessions.



- Limit the number of guests using the gym at the same time.
- For pools, rearrange outdoor seating to maintain physical distancing and sanitize regularly.
- If you have outdoor seating in a patio or other space, rearrange seating to maintain physical distancing.
- Be sure courtesy shuttles have clearly defined cleaning procedures and physical distancing (limited capacity). Courtesy shuttles are to be cleaned after every arrival.
- Courtesy shuttles should be available by request only.
- Check to see if the courtesy shuttle driver can be separated from the riders with temporary plastic or a transparent sheet.

CLEANING PRODUCTS AND PROTOCOLS

CDC: www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

OSHA: www.osha.gov/SLTC/covid-19

EPA: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

PUBLIC SPACES AND COMMUNAL AREAS

- Shift furniture to encourage physical distancing.
- Add signage communicating physical distancing, health and hygiene reminders, new protocols in place for guest safety, proper protocol to dispose of masks, and any other relevant information.
- Pay particular attention to high-touch items.
- Remember to clean places like elevators, lobby telephones.
- Remove self-serve coffee machines from guest rooms and common areas.
- Add easily accessible hand sanitizer stations for guests and employees; the CDC recommends no less than 60% alcohol content.

GUEST ROOMS

- Adjust frequency of cleaning to guest needs (continue safety and wellness checks as necessary).
- Pay particular attention to high-touch items.
- Use CDC-recommended cleaning products.
- Ensure rooms are sealed or mechanisms/notices are in place so clean rooms cannot be entered between guests.
- Leave rooms vacant for 24+ hours after cleaning, if possible.
- Clean HVAC air filters to maximize clean air.

LAUNDRY

- Use high-temperature wash following CDC guidelines.
- Limit or suspend daily room service.
- Bag dirty linens in the room to eliminate unnecessary contact.

ROOM RECOVERY PROTOCOL

- In the event of a presumptive case of COVID-19, the guestroom should be removed from service and quarantined. The guestroom should not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room should be returned to service only after undergoing an enhanced sanitization protocol.



BACK OF THE HOUSE

- Provide physical-distance stations.
- Implement procedures on routine cleaning and sanitation of high touch-point items.
- Add appropriate signage on health and safety, heightened cleaning, hand washing, and any others as may be required or recommended by law.

MISCELLANEOUS

- Beware of legionella, which can grow when water and wastewater has been unoccupied for a prolonged period.

ROOM SERVICE AND AMENITIES

- Create a room-service procedure to limit employee-guest interaction.
- Enact limited or by-request housekeeping.
- Consider adding a tent card that explains the heightened cleaning procedures in every room.
- Inform guests that newspapers will not be delivered, but provide electronic newspaper options through the hotels websites or app.
- If the gym is not available, consider offering exercise channels.
- Remove all coffee makers from rooms.
- Provide alternatives to in-room coffee such as water bottles.
- Reactivate amenities such as premium TV channels.
- Remove mini-bars.
- Consider providing an “amenities bag” at check-in with hand sanitizer, perhaps a mask and/or gloves, and a fact sheet with COVID awareness information for your property.

