

# RESUMING HOSPITALITY OPERATIONS IN A POST-COVID ERA



# PREPARE YOUR OPERATION TO REOPEN

In these unprecedented times, many businesses that previously suspended operations partially or fully to comply with government regulation or due to operational disruption are now reopening. This guidance is intended to provide steps to restart your operation, safely clean and disinfect your property, and take care of your employees and guests.

Contact your ProGuard Representative for any additional support you may require during this reopening phase.



WE ARE HERE TO PARTNER WITH YOU IN  
**POWERING YOUR  
PERFORMANCE**  
BY DELIVERING



**DELIGHTED  
GUESTS**



**PROTECTED  
REPUTATIONS**



**OPTIMIZED  
OPERATIONS**



ProGuard partners with you to ensure **outstanding guest experience** through safe and clean guest rooms, white and soft linens, and spotless and inviting public spaces.



We equip you to **deliver safe food, rooms and public spaces** via complete disinfection programs, water safety programs and robust and personalized on-demand employee training.



Our industry expertise **boosts your bottom line** through improved labor utilization, water and energy savings, reduced reclaim, and reduced packaging and plastic waste.

# STEP TO PREPARE FOR A SUCCESSFUL REOPENING

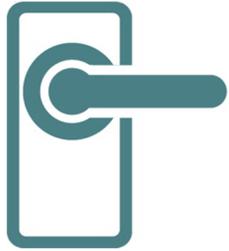
- ▶▶▶ Clean Environments Start with your Team
- ▶▶▶ Maintaining Safety and Guest Confidence in Public Spaces
- ▶▶▶ Safe Hands Everywhere you Need Them
- ▶▶▶ Keep your Most Valuable Resources Safe-Your People
- ▶▶▶ Protect your Properties and Set your Hotels up for Success
- ▶▶▶ Create a Communication Plan to Instill Confidence in your Guests



# CLEAN ENVIRONMENTS START WITH YOUR TEAM

## TAKE ACTION

Follow heightened procedures and process to keep your guests and staff safe



Identify heightened high-touch point disinfection procedures and create processes and expectations by role



Hold trainings for both new hire and experienced employees. Create audit processes 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

## TAKE ACTION

Use this guidance to protect your guests and staff in public spaces



Monitor capacity in public spaces and move furniture to create adequate social 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 guests



# SAFE HANDS EVERYWHERE YOU NEED THEM

## TAKE ACTION

Build out and communicate your hand hygiene protocol



Provide guidelines and stress importance of increasing 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 reminder signs in staff break rooms and restrooms



Encourage guests to follow safe hand hygiene practices

# KEEP YOUR MOST VALUABLE RESOURCES SAFE- YOUR PEOPLE

## TAKE ACTION

Build out and communicate your employee safety protocols



Encourage social distancing across all roles in hotel (Front desk staff, back of house restaurant, and others)



If social distancing is not possible, in line with public health regulations consider adding PPE for associates



Create safety guidance for housekeeping staff on when and how to safely clean rooms, public spaces and employee spaces



Communicate sick time policy for staff. Encourage your staff to stay home if unwell

# PROTECT YOUR PROPERTIES AND SET YOUR HOTELS UP FOR SUCCESS

## TAKE ACTION

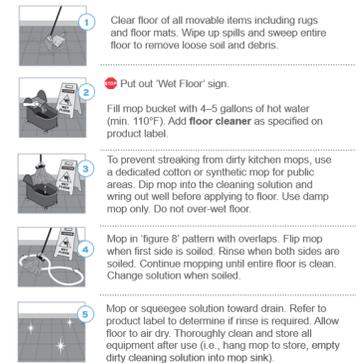
Equip your hotels with the right tools and products



Provide reopening checklists to ensure operation is ready to reopen



Advise staff to set up consultations with equipment and chemical providers to ensure it is properly working



Provide management staff with detailed procedures for all areas their property



Equip staff with the correct products to use across all areas of the hotel

# INSTILL CONFIDENCE IN YOUR GUESTS

## TAKE ACTION

Create a communication plan that builds assurance and confidence with your guests



Provide communication on new cleanliness standards and safety practices through loyalty programs, email, and digital advertisements



Supply resources 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



**For more information contact your ProGuard Representative at 866-444-7450**