

# OPERATIONAL READINESS: HOSPITALITY REOPENING CHECKLIST

## Guidance to safely and successfully resume operations across your properties.



### Clean Environments Start with Your Team

- Identify heightened high-touch point disinfection procedures and create processes and expectations by role. Refer to Hospitality Reopening Procedures.
- Hold trainings 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 break rooms 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 it is 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