

HOTELS

AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires contact with other employees and limited customer interaction.

EMPLOYEE + CUSTOMER PROTECTION



- Staff should be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and should have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers, namely handling point of sale interactions.
- If a customer or employee is sick, he or she should be sent home or to a healthcare facility.
- Maintain records that will help you trace who has been in contact with any infected individuals that have been to your property. Review and implement a record keeping process to maintain records of guest and staff movement. These records should be kept for a minimum of 90 days. This includes maintaining guest registration records, employee work assignments, documentation of key control procedures including the electronic lock records, and security camera closed circuit tapes. This is especially important if someone in your hotel has been confirmed to have the virus.



- Provide reminders to employees and members of the public to stay at least 6 feet away from others when in the facility and mark six foot intervals when possible.



- Train housekeeping staff to use the disinfectants safely and correctly. Staff should wear gloves when cleaning.
- Linens may become contaminated with the virus, so it is also important to add disinfectant when washing laundry.
- Bed scarfs and bedspreads should be washed more frequently.
- Follow the manufacturer's instructions for proper use to get the most virus killing protection. Schedule and perform routine cleaning and disinfection of all contact surfaces in public areas, guestrooms, television remote controls, toilet flush handles, door handles, water faucet handles, and flooring.