



Guest Welcome Protocol post Covid-19

V1



DISCLAIMER

GUEST WELCOME PROTOCOL

The aim of this protocol is to provide guidelines for **hotels within the ACCOR group** to put in place a **Guest Welcome Protocol** after the lockdown period is over.

It is the hotel's responsibility to assess the situation and make its own decisions. When drafting this protocol, it is recommended that each hotel takes due account of its own specific characteristics, its brand and particularly its size, its business structure, environment and location.

These documents and the health & safety advice therein are based on information available at the time of writing from the World Health Organisation and the Ministries of Health and Employment. It will be adapted in line with legislative changes and new decisions taken by each brand. You will find all the latest information on [AccorLive](#).

Legislation and instructions issued by local health authorities take precedence over the guidelines contained in this guide.



These documents have been drafted based on information available at the time of writing from the WHO and Ministries of Health and Employment



A Summary of What's New (1/2)

Feel Welcome Back for our Talents



- E-learning focussed on Covid-19*
- Implementation of a Covid-19 code of practice*
- Implementation of an Action Plan for housekeeping, back office, front office & catering.
- Distribution of protective items (gloves, masks, hand sanitiser)
- Reorganising business activity to avoid unnecessary contact (e.g. staggered breaks, changing room access)

*Details of this label will be issued soon.

Feel Welcome Back for our Guests



Procedure for informing Guests:

- a) Information on exceptional service and any reduction of service within this context
- b) Information on hygiene instructions, creation of a sanitization hub on arrival, enforcing social distancing, encouraging online check-in and check-out.
- c) Process for handling suspected virus cases (equipping reception area with a medical kit and infrared thermometer)

Information communicated to guest via email, by the receptionist, and through digital or physical posters at the hotel.

Displaying a « Stop Covid-19 » label, certified by Bureau Veritas.

Accommodation



- Front office: review of the welcome procedure; installation of plexi-screen – if necessary, distancing from the desk, no physical contact with guests, encouraging card payments, reconfiguration of the lobby and more frequent cleaning of all critical points of contact (WC, lifts...)
- Bedrooms: new cleaning processes taking account of health & safety guidelines, integration of the cleaning process with disinfecting points of contact, removal of non-essential items, linen change on request, individual toiletries to be replaced each time a guest checks out.



A summary of What's New(2/2)

Catering



- Breakfast: replacing the breakfast buffet with the option of continental breakfast in the room or to take away.
- Restaurant / room service: Replacing restaurant service with room service.
- Kitchen: adapting produce storage areas, observing social distancing in the kitchen, new cleaning and disinfection procedures
- Taking delivery of products: access restriction / obligatory wearing of masks and gloves by delivery workers. Availability of hand sanitiser, reinforcement of cleaning procedures, single use overalls, gloves, masks, creation of a waiting area, disinfecting of outer packaging and decontamination of fresh produce

Meeting Rooms



- Keep in place temporary closure pending recommendations from works councils / unions / relevant authorities on the reopening of these facilities and the health & hygiene measures / checks to put in place.
- Gradual re-opening will be in line with above recommendations.

Gym, Swimming Pool & Spa



- Keep in place temporary closure pending recommendations from works councils / unions / relevant authorities on the re-opening of these facilities and the health & hygiene measures / checks to put in place.
- Gradual re-opening up will be in line with above recommendations



Index

GUEST WELCOME PROTOCOL

Disclaimer

1. General Preventative Hygiene Measures

1. [What are the risks of transmission of Covid-19](#)
2. [Hand hygiene](#)
3. [How to remove a disposable glove](#)
4. [Correctly fitting a mask for proper protection](#)
5. Seeking medical help & [recap of hygiene information](#)

2. Our Talents, Feel Welcome Back!

1. [Training, uniforms & equipment](#)
2. [Housekeeping](#)
3. [Back Office](#)
4. [Changing Rooms](#)

3. Guests

4. Accommodation

1. [Arrival at the hotel](#)
2. [Waiting Area and Walk Through](#)
3. [Check-in / check-out procedure](#)
4. [Installation of a Front Office Desk](#)
5. [Mobile Welcome](#)
6. [Lobby / reception](#)
7. [Bedrooms](#)

5. Catering

1. [General recommendations](#)
2. [Breakfast](#)
3. [Lunch and Dinner](#)
4. [Kitchen output](#)
5. [Dishwashing](#)
6. [Goods](#)
7. [Commissary](#)

6. Conference rooms, swimming pool, gyms, spa, sauna and jacuzzi

7. Communication Elements

8. Cleaning technique charts

9. List of suppliers

Thanks



| 1 |

*General
Preventative
Hygiene Measures*



What are the risks of transmitting Covid-19 ?

GENERAL PREVENTATIVE HYGIENE MEASURES

Coming into contact with spittle or a contaminated droplet:

Spray from sneezes or a cough when in close proximity: i.e. living in the same place, direct contact at a distance of less than a metre in the absence of protection measures.

Remember, even if you don't have symptoms you can still be a carrier of the virus and transmit it,

Touching your face with your hands or a contaminated object.

A big risk of transmission is contact with unwashed hands. On contaminated surfaces (objects, boxes, handles...), the virus can survive for several hours, even several days depending on the surface.

When you eat, drink, smoke or vape, if you have dirty hands or if you share food, bottles or glasses with others, there is a serious risk when the hand comes into contact with the mouth.

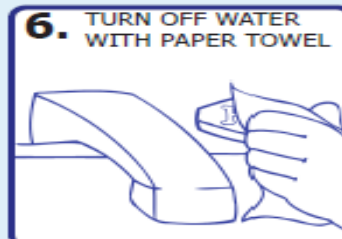




Hand Hygiene

GENERAL PREVENTATIVE HYGIENE MEASURES

Clean Your Hands!



- How to wash your hands with soap and water:**
- Use soap and warm, running water.
 - Keep fingers pointing down.
 - Rub hands vigorously for 20 seconds. Wash all surfaces:
 - Backs of hands
 - Wrists
 - Between fingers
 - Tips of fingers
 - Thumbs
 - Under fingernails
 - Dry vigorously with paper or clean cloth towel.
 - Turn off faucet with towel and open door with towel.

- How it works:**
- The soap suspends the dirt and soils.
 - The friction motion helps pull dirt and greasy or oily soils free from the skin.
 - Warm running water washes away suspended dirt and soils that trap germs.
 - Final friction of wiping hands removes more germs.

- How to clean your hands with an alcohol-based handrub:**
- Apply a dime-sized amount of handrub gel to the palm of one hand or use an alcohol-based handrub wipe.
 - Rub hands together covering all surfaces of hands and fingers until handrub is absorbed.

- How they work:**
- Act quickly to kill microorganisms
 - Reduce bacterial counts on hands

Wash your hands with soap and water when your hands are visibly soiled. If soap and water is not available, use alcohol-based handrub (wipes or gel).

Food handlers in restaurants, schools, delis and grocery stores must wash their hands with soap and water before applying hand sanitizers.

[More info: Chap. 4630.0070 - 4630.0080]

MDH Minnesota Department of Health
 Road Safety Center
 655-252-5434
 www.health.state.mn.us
 3/9/2007





How to remove disposable gloves correctly

GENERAL PREVENTATIVE HYGIENE MEASURES





How to fit a mask correctly for proper protection

GENERAL PREVENTATIVE HYGIENE MEASURES

Masks should be changed every 4 hours



HOW TO WEAR A MASK



1 Wear it with the **coloured side facing out**/white side facing in



2 Ensure it covers the nose & mouth fully



3 Tie/loop the straps around your head or over the ear



4 Use two fingers to **press the concealed metal wire down** to fit the shape of the nose

Seeking Medical Help & Recap of Hygiene Information

GENERAL PREVENTATIVE HYGIENE MEASURES



- ✓ Every member of hotel staff must have readily to hand **the numbers for accident & emergency departments, health centres and private hospitals** to get help or information in the event that a guest is ill.
- ✓ **If symptoms indicate a suspected case of COVID-19**, a general medical professional should be the first point of contact, and it is not advised to go to A&E or dial the emergency services. However, in the event of severe symptoms, such as difficulty in breathing, you must dial the emergency services who will decide what action to take.
- ✓ Please familiarise yourself with the leaflets on **“Understanding Coronavirus”** which can be found on **AccorLive/Covid-19** and share them with your teams. These documents must at all times be available for guests and for staff.
- ✓ Equip the hotel with a non-contact infrared thermometer for use by guests if needed. *



Reception must be equipped with a medical kit containing the following items: :

- ✓ Disinfectant / wet wipes for cleaning surfaces
- ✓ Face masks
- ✓ Note that disposable face masks can only be used once.
- ✓ Gloves (disposable)
- ✓ Protective apron (disposable) being available
- ✓ Full length, long sleeved pinafore / overall
- ✓ Disposable biological waste bag.



| 2 |

*Our Talents
Feel Welcome Back !*



Our Talents : Feel Safe, Feel Valued... Feel Welcome Back !

TRAINING, CLOTHING / UNIFORM & EQUIPMENT



Recommendations:

- ✓ The first recommendation is that **if you have symptoms you must not go to work** in order to stop the spread of the virus. You should stay away from work until you have confirmation that there is no longer any risk to yourself or others. Likewise, you must not go to work for a period of 14 days if you have been in contact with a person / persons who has been infected with Covid-19.
 - ✓ **Training** : e-learning modules are being created and webinars will be organised to support teams.
 - ✓ Training for managers is in the process of being created.
 - ✓ **Appoint a Covid-19 Ambassador in your teams**
 - ✓ **Inform employees** of the new ways of working and inform **guests** of the rules that need to be followed.
 - ✓ **Senior management to set up a meeting** to discuss any problems encountered by employees in respect of the new procedures and the relationship with the guest.
- ✓ Provide all employees with a **mask (to be changed every 4 hours), single use gloves and access to gel sanitiser or soap.**
 - ✓ Provide where possible a trolley and **personal work tools**
 - ✓ Avoid where possible **working in pairs** or limit it only to those tasks that are too difficult to do alone.
 - ✓ Plan **staggered break times** to limit the number of employees in the break areas and space out meal times to avoid clusters of people at any one time.



Role of the Covid-19 Ambassador



- ✓ Appoint a **Covid-19 Ambassador** within the hotel team whose main role will be:
- ✓ To put the new daily work routines into practice, to monitor compliance with good practice and to lead the preventative measures.
- ✓ Adapt the health & safety recommendations and requirements to the hotel.
- ✓ Make sure that the team is fully briefed on procedures.
- ✓ Ensure the implementation of the agreed actions.
- ✓ Ensure that the teams follow the procedures.
- ✓ Ensure that guests understand the measures that have been put in place.
- ✓ Keep informed of changes to legislation in order to adapt procedures accordingly.



Housekeeping

ORGANISATION, TRAINING, UNIFORM AND EQUIPMENT



Provide all staff with a masks and gloves and make hand sanitiser available

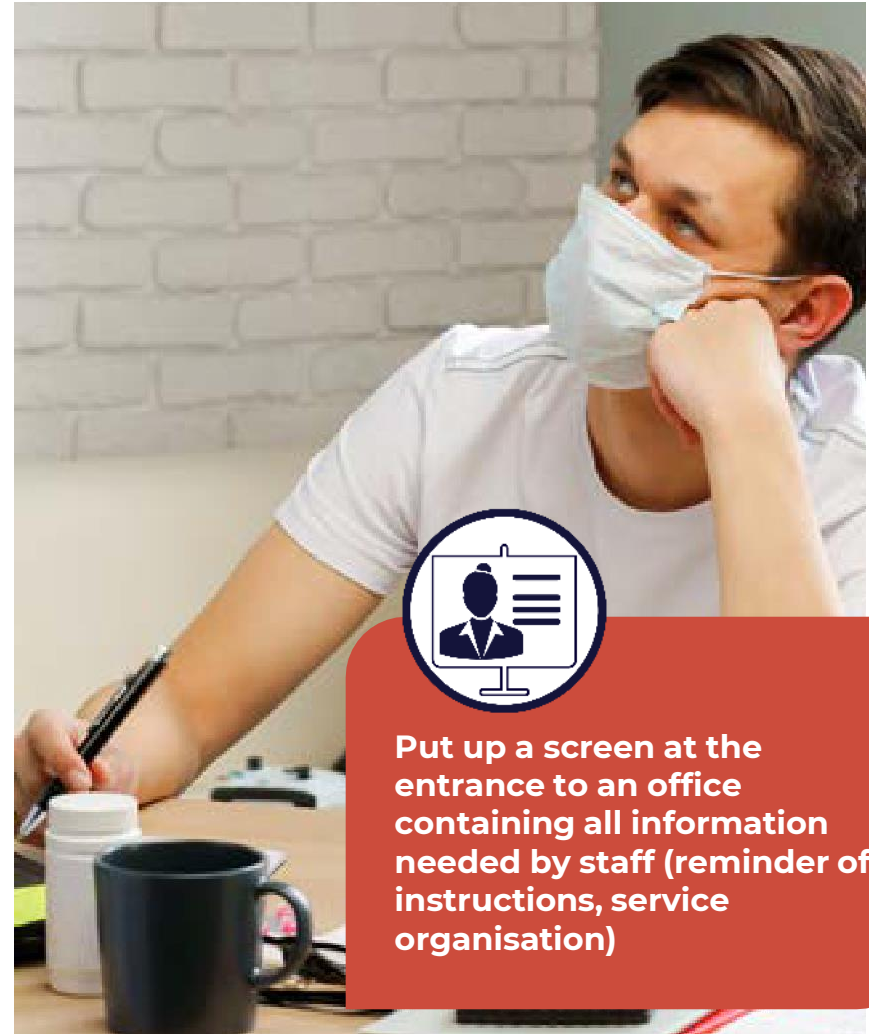
- ✓ **Organise new ways of working by incorporating sanitary protection measures** (adjust bedroom allocations, division of tasks, flow of movement, preparation of cleaning materials...)
- ✓ **Inform employees about the new ways of working and inform guests about the measures that must be followed** (signage in the bedrooms)
- ✓ **Prepare the housekeeping trolley** ensuring that it has hand gel sanitiser and that nothing is forgotten
- ✓ **Provide where possible a personal housekeeping trolley**
- ✓ **Prepare the housekeeping rota in line with the layout of the hotel or of each floor being sure to:**
 - Avoid where possible working in pairs or limiting it only to those tasks that cannot be done alone
 - Space out the teams so that employees do not run into each other.
 - Increase the time allocated to clean a bedroom
 - Anticipate precautions to take in handling potentially contaminated sheets, particularly during linen changes (do not shake the bedding...)
 - Anticipate actions to take with regards to bed linen that is clearly soiled (individual protection...)



Our Talents : Feel Safe, Feel Valued... Feel Welcome Back !

BACK OFFICE / AMINISTRATIVE JOBS

- ✓ **Set up and enforce a frequent cleaning schedule** for work surfaces, work materials, tools, door handles and buttons, equipment, and in general all objects and surfaces potentially exposed to contamination (those that come into contact with hands), shared work equipment, communal facilities (coffee machines, photocopiers...)
- ✓ **Display signage « wash your hands before and after using any shared equipment »**
- ✓ **If possible, leave doors open** to limit contact with handles, but only provided that this does not impact on security around access to working areas.
- ✓ **Make the following items permanently available** on or near work station, including changing rooms and break areas: gel hand sanitiser, towels, soap, disposable wipes, bin bags, paper tissues, sufficient for each person. *
- ✓ **Provide as far as possible individual work tools.**
- ✓ **Set up, if possible, a one-way flow of movement** to avoid people bumping into each other
- ✓ **Place markers on the floor or use another appropriate way to maintain social distancing measures of at least 1 meter – 2 meters.**
- ✓ Fit **plexi-glass screens** to separate desks - if necessary or if it is by country regulation
- ✓ **Remove water fountains** (guests and employees)



Put up a screen at the entrance to an office containing all information needed by staff (reminder of instructions, service organisation)



Our Talents : Feel Safe, Feel Valued... Feel Welcome Back !

CHANGING ROOMS

- ✓ **Clean surfaces and areas of contact in between each use.**
- ✓ Check at least once a day that **soap dispensers, gel dispensers, paper towel dispensers, toilets, taps** etc are in full working order. Any malfunctioning item must be replaced or repaired immediately.
- ✓ Preferably **disconnect electric hand dryers, obligatory if it is a country regulation**

- ✓ **Changing rooms :**
 - Provide in changing rooms with pedal bins for waste, liquid soap, wet wipes and gel sanitiser. *
 - Organise timed usage for employees to allow them to change individually in the changing room or create a temporary changing room for each employee (empty bedroom...)
 - Clean surfaces in the changing room upon arrival and after departure of each employee
 - It is recommended that uniforms be washed at temperatures of between 60 and 90 degrees.



Different lay out of changing rooms and staggered start times or a rota system for use can ensure that the recommended social distancing rules are respected.



3

The Guest





The Guest

INFORMING GUESTS ABOUT EXCEPTIONAL MEASURES

- ✓ **The guest must be fully informed of all exceptional service measures** during his/her stay
- ✓ Reminders of health & safety instructions must be **clearly displayed** in the lobby in several languages
- ✓ The instructions are:
 - **A safe distance** (between 1m and 2m) must be maintained between guests and hotel staff and between each guest.
 - **Wash both hands regularly with soap and water:** a public hygiene station is available in the lobby with water, soap, and hand wipes. Avoid using the electric hand drier. Follow the floor markings.
 - Refrain from touching the reception desk and other communal parts of the hotel.
 - Follow and respect the **floor markings** specifically designed to avoid coming into contact with other guests
 - One person only per **lift** in order to respect social distancing measures – if possible
 - **Check-out** : please put your room key in the container provided upon check-out
 - Payment : we recommend use of **credit cards** for all transactions.
 - **Catering:** inform guests of all instructions concerning catering service and in particular breakfast.

Accommodation :

- Particular care is taken to disinfect each bedroom.
- If you feel unwell during your stay: please contact reception from your room for advice on what to do next.
- In the event of a technical problem in the bedroom, ask the guest to leave the room before investigating to avoid risk of contamination upon entering the room.



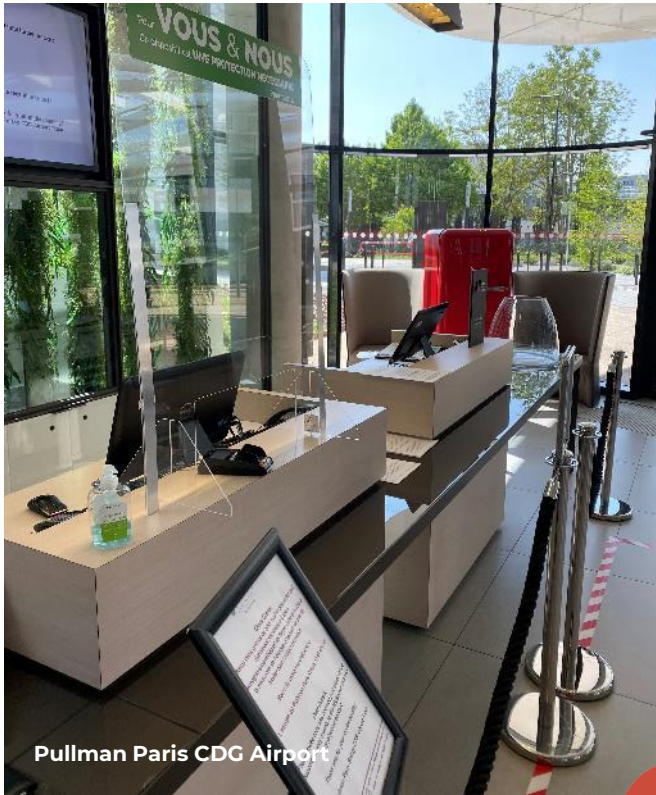
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Accommodation



Hotel Arrival Area

LAYOUT AND EQUIPMENT



Pullman Paris CDG Airport

- ✓ **Install rope barriers and display official notices** to alert guests to their usage
- ✓ **Mandatory hand disinfection hub:**
 - ✓ Sanitiser Gel made available to guests or ask guests to use the public washing facilities
 - ✓ Ensure that flow of movement does not require opening any doors
 - ✓ Disinfection with water + soap, disposable hand wipes, and a covered pedal bin. As a preference, disconnect electric hand driers.
- ✓ Display the **“Understanding Coronavirus”** posters in several languages in a prominent place in the hotel lobby.
- ✓ Controlled access to the hotel in order to **limit the number of people in the lobby at any one time.**
- ✓ For **Premium** brands, we recommend suspending **porter and valet parking services** as this makes it difficult to follow social distancing recommendations.



The wearing of masks and availability of protective gloves is recommended for all staff in direct contact with guests.

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GALLERY



Hotel Arrival Area

LAYOUT AND EQUIPMENT



Novotel Paris Centre Tour Eiffel



ibis budget Marseille Timone



Mercure Lyon Génas



Waiting Area and Flow Through

LAYOUT AND EQUIPMENT



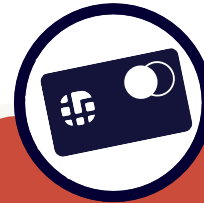
- ✓ **Marked flow-through passage to avoid contact – if needed**
- ✓ **Clear directional arrows** to avoid crossover contact between guests.
- ✓ Installation of **safety distance markers of between 1 m and 2 m**
- ✓ **Marked pathway to public toilets**, with access doors propped open in such a way as to ensure that they always stay open.
- ✓ One person only per **lift** to respect social distancing-recomendation



Front Office

CHECK-IN & CHECK-OUT PROCEDURE

- ✓ **Inform the guests on arrival using the support materials available in each hotel.**
- ✓ **Recommend wearing a mask (to be changed every 4 hours)**
- ✓ **Wear single-use gloves** to handle objects vulnerable to contamination (pens, bank cards, tickets...)
- ✓ **Wash hands regularly and do not hug or shake hands.**
- ✓ **Ask the guest to wash their hands on arrival** with either hand sanitiser gel or soap in the communal toilets
- ✓ Respect **safe distancing** with guests and colleagues, and between guests (between 1 m and 2 m)
- ✓ In the event of payment by cash, **do not pass money from hand to hand** (use a receptacle)
- ✓ **As a preference, send invoices by email** rather than printing them out (online check-in, fast check-out)
- ✓ TPE, telephones, tablets, keyboards, room cards, encoders and pens must be **disinfected after each use**
- ✓ **Clean and disinfect** frequently touched surfaces at regular intervals.



Set up a process for authorising payments remotely and strongly recommend payment by card.





Online check-in & fast check-out

To limit as much as possible contact with the guest during his / her stay, it is important to encourage online check-in and fast check-out.



ONLINE CHECK-IN

Before the Stay

- ✓ **2 days before arrival the guest receives an invitation** to check in online and, where applicable, to complete the ONLINE pre-authorisation
- ✓ The information submitted will be inserted into the reservation (for hotelFI and ibis budget the invoice can be settled immediately)
- ✓ Even if the guest has not done the online check-in, we recommend completing as much of the arrival registration as possible in advance (if the data permits). For example: legal forms, assign the room number...

Arrival

- ✓ Upon arrival, all that remains to do is give the guest their key.
- ✓ **We recommend that Fast Check-Out is implemented systematically.**



FAST CHECK-OUT

The Stay

- ✓ **An invoice statement can be sent to the guest the night before departure** giving him / her the chance to check it (FOLS / OPERA to be done manually)

Departure

- ✓ **Pre-authorisation means that the bill can be settled automatically** (hotelFI – ibis budget : invoice already settled in advance)
- ✓ **No further departure formalities**, simply ask the guest to put his / her key in the Keybox (make sure the box is clearly visible)
- ✓ **The guest will receive the final invoice by email**

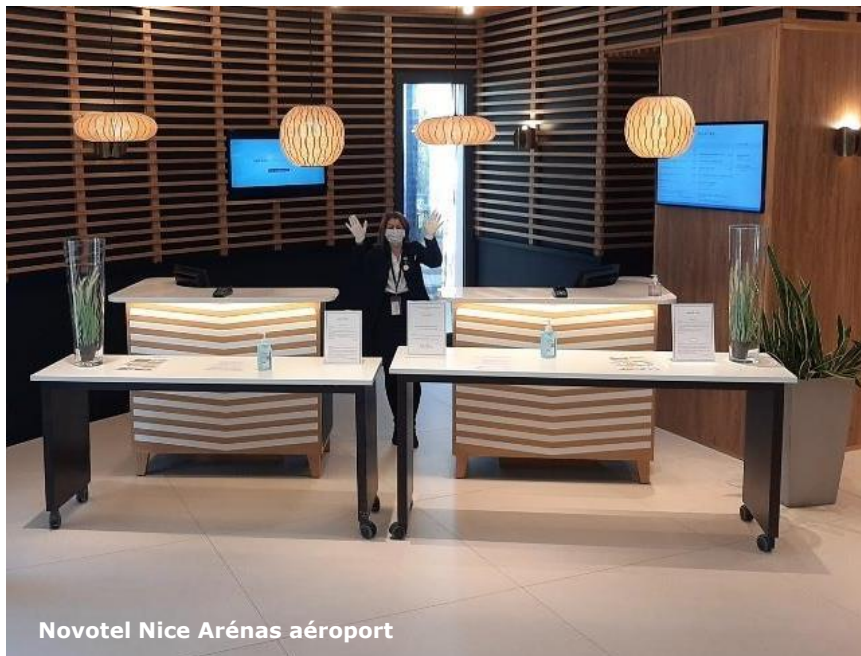


Front Office

LAYOUT EXAMPLES



Position markers on the floor to respect the space between guests waiting in line



Novotel Nice Arénas aéroport

- ✓ Option to install **counter-top plexiglass partitions or barrier wall**
- ✓ Installation of a **desk measuring between 1 m and 2 m**
- ✓ Placing a **receptacle at reception for depositing key cards on departure**
- ✓ Remove all **non-essential items** from the lobby and from the reception desk (sweets, magazines, publicity leaflets...)
- ✓ **Remove newspapers** in favour of digital versions
- ✓ **Open only 50% of the existing counters** to ensure that distancing measures are respected.
- ✓ **Gel hand sanitiser to be available** at each desk for use by guests and staff
- ✓ **Disinfect** work stations and hands after attending to each guest.
- ✓ **1 pen per staff member**, which must not be lent to others, and provide a pen for guests, to be disinfected after each use.



Front Office

LAYOUT EXAMPLES

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Pullman Paris CDG Airport



Mgallery le Carlton Lyon



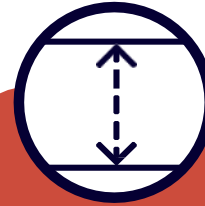
Front Office

LAYOUT EXAMPLES



Front Office – Mobile Welcome

CHECK-IN & CHECK-OUT PROCEDURE – FOLS MOBILE



Put in place a temporary welcome solution, find out more on [AccorLive](#)

- ✓ **Position a high table, regular table to recreate the idea of a reception desk or do the check-in at the bar**
- ✓ **Recommend using protective equipment** (masks, gloves)
- ✓ Install if necessary a **plexi screen with a hatch** to pass the credit card machine
- ✓ **Systematically provide 2 pens : 1 for the member of staff and 1 for the guest** (to be disinfected after every use by a guest)
- ✓ **Do not pass the smartphone to the guest**
 - Hold out the smartphone for signature if necessary
 - Enter email addresses yourself
 - Option of film covering to make cleaning easier
- ✓ **Install the credit card machine onto a fixed holder :**
 - Let the guest insert their card and enter the PIN
 - Clean Credit card machine after each check-in
 - Option of film covering to make cleaning easier



Lobby / reception

CLEANING PROCEDURE

- ✓ **Revise lobby capacity to ensure compliance with social distancing measures.**
- ✓ **Children's corner :** As a precaution, **keep these areas closed** pending recommendation from relevant authorities
- ✓ **Air Conditioning :** it is advisable to step up the **cleaning of air filters** and increase the level of ventilation of the air conditioning systems in order to renew the air more frequently

Cleaning the lobby / reception

- ✓ **Reinforce measures for disinfecting surfaces, points of contact and lifts.** Pay particular attention to door handles, tables, taps, lift buttons, telephones, TPE machines, and computers.
- ✓ **Cleaning the floors:** use the regular cleaning product
- ✓ **Disinfecting hands :** Rub hands with gel sanitiser or with soap and water.



Rearrange furniture in such a way as to ensure a minimum distance of between 1m and 2m between each person



Public Toilets

CLEANING PROCEDURE



- ✓ Checks that **soap dispensers, disinfectant gel dispensers, and paper towels** are well stocked must be carried out at least once a day. Any defect or depletion must be repaired or replenished immediately
- ✓ It is preferable to **disconnect electric hand-driers**
- ✓ **Remove toilet brushes – recommandation**
- ✓ We recommend keeping a **written record/chart** to track these actions.
- ✓ The **good working order and cleanliness** of the public toilets must also be monitored daily



Bedrooms

CLEANING PROCEDURE

- ✓ Organise new ways of working incorporating **health protection measures**, such as the wearing of protective mask and regular cleaning gloves with gloved hands being washed between each room
- ✓ Incorporate « **procedures for cleaning and disinfecting points of contact** » (including dispensers) and revise the time allocated to each room
- ✓ **Adjust the quantity of towels in the bathrooms according to number of guests in occupation** to avoid unused towels
- ✓ **Remove** all non-essential items from the bedrooms (flyers, pens, menus, welcome products with the exception of toiletries, cushions and decorative bed-spreads...) > available to guests at reception.
- ✓ On departure, change all **individual welcome items** (tumblers, toiletries) even if the guest has not used them
- ✓ **For eco and midscale brands as the recommendation:** Inform the guest that the bedroom has been cleaned and disinfected in line with reinforced protocols and in order to avoid any interaction during their stay **we suggest only changing bed linen if requested to do so.**



Disinfect all items that have come into contact with hands at the start and the end of each working day (vacuum cleaners, trolleys, door handles...)



Novotel Paris Coeur d'Orly Airport



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- Premium brands, introduce a **health & safety kit for guests** (gel, mask)
- Retain the **Welcome Tray** but with disposable items
- Suspend temporarily the **turn-down service**
- **Bed linen changed daily**



Bedrooms

CLEANING PROCEDURE

The bedroom:

1. **Air the room**
2. **Avoid shaking** bed linen or towels
3. **Do not touch your face** with bed linen, towels or any item that could have been in contact with the guest
4. **Use regular cleaning gloves** ; to clean surfaces, use damp microfiber cloths
5. Between each room, **wash gloved hands with soap and water**
6. Clean **vacuum cleaners** each day



Bleaching linen helps to control the risk of biological contamination

Take particular care to clean door handles, light switches, taps, remote controls and any accessory which may have been in contact with the guest's hand.

Clean Linen

Pay particular attention to managing **clean linen** :

- By systematically separating it from dirty linen
- By retaining the protective plastic
- By distributing it daily to avoid stockpiling it on trollies.

Dirty linen

- Put **used sheets and towels** into the washing basket immediately and be sure to keep clean linen and dirty linen separate
- Avoid leaving **soiled linen trollies** in areas open to staff or procure lockable linen trollies



5

Catering

Maintain temporary closure pending recommendations from relevant authorities on the re-opening of these establishments and the health & safety measure / checks to put in place.

Progressive opening will be carried out in line with the above recommendations



Food & Beverage

PROCEDURE FOR TAKING DELIVERY OF GOODS



- ✓ **Access** to goods delivery bays will be **strictly** forbidden to anybody not directly involved in this service
- ✓ **The wearing of mask and gloves** is mandatory for hotel staff taking delivery of goods
- ✓ **The wearing of a mask is mandatory for delivery personnel**
- ✓ **Gel sanitiser to be made available** in goods delivery bays.
- ✓ **Reinforce cleaning procedure** in goods delivery bays



Food & Beverage

PROCEDURE FOR TAKING DELIVERY OF STOCK



- ✓ **Access to food storage areas** will be **strictly forbidden** to anybody not directly involved in this service
- ✓ **Single use overalls / gloves / masks** will be made available for each delivery. Be careful with pens used to sign for receipt
- ✓ **A holding zone** is set up to store non-food products and dry products **awaiting secondary packaging decontamination**
- ✓ For fresh **food products** arriving packaged in boxes (meat, fish, eggs, cheese, fruits and vegetables...), these will be unpacked in the appropriate area and then **disinfected with food-safe wipes before being put away.**
- ✓ **Fruit and vegetables** must be **decontaminated** for a minimum of 5 minutes in Suma Chlor (D4.4) in the preparation area. They must then be peeled and decontaminated for a further 5 minutes in Suma Chlor (D4.4) whilst still in the preparation area. No peeling is to be done in the kitchen.



Breakfast

PUTTING A SERVICE PROTOCOL IN PLACE



Opt for disposable containers whilst at the same time trying to minimise the use of plastic

- ✓ Only **takeaway or room service is permitted**
- ✓ **Remove order forms from bedrooms in favour of remote ordering**
- ✓ **Create a collection point** in the restaurant for takeaway meals
- ✓ **Trays or bags** containing meals must be properly covered or closed
- ✓ **Eco** : tray for collection from the restaurant
- ✓ **Midscale** : tray for collection at the restaurant or taken up and left outside the room
- ✓ **Premium** : tray placed outside the room
- ✓ **After eating, the guest places his / her tray outside the door**
- ✓ Service with **gloves and mask**
- ✓ Each brand's offering must adhere in content and in price to that of a **continental breakfast**





Breakfast

PUTTING A SERVICE PROTOCOL IN PLACE

Here are **a few ideas**, but feel free to create your own :

- Personnalise the breakfast tray with the guest's name
- Write a "thought for the day" on the box or on a post-it
- Sign your own name or sign on behalf of the team



Examples :

- ✓ Happiness begins with a good breakfast
- ✓ Hello « *guest name* », we wish you (choose a phrase for the guest) :
 - A vitamin-powered morning
 - A relaxed morning
 - An energetic morning
- ✓ Good morning and Have a Great Day !
- ✓ To get your day off to a great start: « title of a song », or a humorous quote from artists or writers

Also think about English versions:

- ✓ Good vibes only
- ✓ Have a great day
- ✓ But first, coffee !
- ✓ But first, breakfast !





Recommendations for 100% cardboard delivery






TO BE SOURCED WITH LOCAL SUPPLIER





Disposable options for breakfast in the room

TO BE SOURCED WITH LOCAL SUPPLIER

	Papier alimentaire 14x13 cm Kraft PANIER	Carton de 2000
	Papier alimentaire 18x17 cm Kraft SACHET	Carton de 2000
	S60 SERV DUNI KITCHEN 48X48 1/8GRIS	6
	PAPIER JOURNAL POUR CONE A FRITES 17X18CM CARTON DE 2 000	1
	RINCE DOIGT CITRON CARTON 500	1





Disposable options for breakfast in the room

TO BE SOURCED WITH LOCAL SUPPLIER



Breakfast

OFFER BY BRAND



Hotel tray / disposable tray or bag on the counter in the restaurant to take away / cardboard or bamboo cups with lid / deli-bag / packaged wooden cutlery or hotel cutlery and napkin



Content :

- ✓ 1 hot drink: tea, coffee or chocolate
- ✓ 1 orange juice
- ✓ 2 slices of break and pastries
- ✓ 2 individual butter portions
- ✓ 1 portion of jam
- ✓ 2 individual sugar sachets



Breakfast

OFFER BY BRAND



Hotel tray / disposable tray or bag on the restaurant counter to take away / cardboard or bamboo cups with lid / pastry bag / wooden cutlery packs or hotel cutlery + napkin



Content to be selected from the following items :

- ✓ 1 hot drink: tea, coffee or chocolate
- ✓ 1 orange juice
- ✓ 1 piece of seasonal fresh fruit
- ✓ 1 yogurt : plain or fruit
- ✓ 2 pastries
- ✓ 1 small baguette
- ✓ 1 individual portion of cheese
- ✓ 2 individual butter portions
- ✓ 2 servings of jam
- ✓ 2 individual sugar / sweetener servings



Breakfast

OFFER BY BRAND



Hotel tray / disposable tray or bag on the counter in the restaurant to take away / cardboard or bamboo cup with lid / pastry bag / packs of wooden cutlery or hotel cutlery + napkin



Contents to be chosen from the following items:

- ✓ 1 hot drink: tea, coffee or chocolate
- ✓ 1 orange juice
- ✓ 1 seasonal fresh fruit
- ✓ 1 yogurt : plain or fruit
- ✓ 2 pastries
- ✓ 2 bread products
- ✓ Individual packet of cereal
- ✓ Individual packet of cake
- ✓ Individual serving of cheese
- ✓ 2 individual portions of butter
- ✓ 2 individual glass pots of jam + honey
- ✓ 2 individual servings of sugar or sweetener



Breakfast

OFFERING BY BRAND

pullman



Continental Breakfast Offering:

- ✓ **1 hot drink** : served in a thermos cup
- ✓ **1 fresh orange juice** : HPP, 25 cl, 45j DLC (*Kookabarra*)
- ✓ **1 basket of organic fresh fruits** : 3 items, one of which must be a seasonal fruit, and 2 others selected from apple, kiwi and banana (*Pronatura*)
- ✓ **1 yogurt** : glass pot or carton (*Prélys* or *Bellevoire*)
- ✓ **2 pastries** : 1 croissant (*Eclat du Terroir* 50g) one other of choice
- ✓ **2 bread items** : 1 plain and 1 seeded roll (*Bridor*)
- ✓ **2 individual butter portions** : 20g churned butter (*Bellevoire*)
- ✓ **2 individual portions of jam (1 red fruit et 1 yellow) + 1 honeye + 1 spread** (*Rigoni di Asiago*)
- ✓ **4 individual organic sugar servings** : 2 white, 1 brown, 1 sweetener (*zuk zak*)

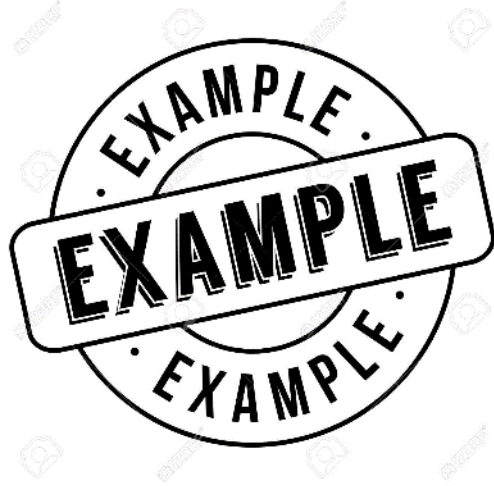
Additional selection of items included in the price :

- ✓ **Cereal** : individual package 50g (*Esprit Gourmand*)
- ✓ **Gluten free options (bread, cakes, cereals)**
- ✓ **Quark or vegan cheese** : in individual pot (*Bellevoire* ou *Prélys*)
- ✓ **Ham**: sliced (*Madrangé*)
- ✓ **Smoked salmon** sliced
- ✓ **Specific Fromage** : from a specific region
- ✓ **Boiled eggs** (eggs in shells only)
- ✓ **Grilled sausage** (*stored in the freezer*)





Individually packaged products





Lunch and Dinner

ROOM SERVICE PROCEDURE

- ✓ **Tray service in the room** or takeaway box only
- ✓ **Keep a safe distance when delivering trays.** Do not enter the room during service. Knock on the door and step back in order to maintain a safe distance. Wait for the guest to open the door.
- ✓ Once finished, **the guest places the tray outside the door.**
- ✓ At the end of the service period, take a walk around each floor to **collect trays with gloves and mask**
- ✓ Lay-out of trays :
 - Tableware and / or products (glass, plate) to be protected by clingfilm / other means
 - Protect cutlery with a cutlery holder
 - Opt where possible for disposable containers at the same time trying to use as little plastic as possible.
 - Wear gloves and mask during service
 - Change gloves after each guest
 - Change of mask for each service period
- ✓ **For hotels where the kitchen remains closed, you can suggest an alternative offering from the Ready to Eat range.**





Ready to Eat Products

TO BE SOURCED WITH LOCAL SUPPLIER

TIPS & IDEAS





Ready to Eat Products

TO BE SOURCED WITH LOCAL SUPPLIER

TIPS & IDEAS





Ready to Eat Products

TO BE SOURCED WITH LOCAL SUPPLIER

TIPS & IDÉAS





Ready to Eat Products

TO BE SOURCED WITH LOCAL SUPPLIER

TIPS & IDEAS





Kitchen

PRODUCTION PROCESS – OUR RECOMMENDATIONS

- ✓ **Before returning to** food preparation and storage areas, carry out a thorough **cleaning to remove dust and disinfect the kitchen** and provisions
- ✓ **Set up a goods holding area** (outside if possible) to avoid any communication and contact with the delivery personnel and to safeguard the clean areas.
- ✓ **Remove and discard packaging before placing goods in the holding area.**
- ✓ **Arrange for a container filled with water and bleaching agent (Sumachlore) to disinfect secondary packaging (plastic)** destined for cold storage (e.g. packages of breakfast sausages, yogurts)...
- ✓ **Be mindful of cross contamination** dirty and clean
- ✓ **Wipe preserves jars, dry products, and other products destined for dry storage** with food-friendly disinfectant wipes (Sumachlore)





Kitchen

PRODUCTION PROCESS – OUR RECOMMENDATIONS



- ✓ **Access** to the kitchen **strictly forbidden** to all non-kitchen staff
- ✓ **Mandatory kitchen attire** with head covering / gloves and mask, the uniform is to be washed every day at a minimum temperature of 60°C
- ✓ **Hands to be washed** using Diversey H34 in HACCP approved wash basins
- ✓ **Cleaning of the work surface**, kitchen utensils and knife before and after each use in DI Divosan Etha Plus which is a non-rinse disinfectant and they must be cleaned at the end of each day with D10.1.
- ✓ **A distance of 1 m to 2 m** between each chef during all phases of production
- ✓ All products / packaging **must be disinfected** before entering the production area.
- ✓ **Mobile phones are not allowed** in the kitchen and the fixed telephone must be decontaminated after each use with food-safe disinfectant wipes (Wipes XL)
- ✓ Door handles, swing doors, drawers, bells, trolley handles must be cleaned every hour with disinfectant wipes and with D10.1 at the end of the day





Dishwashing

PROCESS – OUR RECOMMENDATIONS

- ✓ Dishwashers must maintain a distance of **1 m to 2 m** between themselves and all other persons present in the area.
- ✓ Ensure that the **correct washing temperatures** (50-60°C) and rinsing temperatures (70-80°C) are adhered to.
- ✓ **Door handles**, swing doors, drawers, bells, trolley handles must be cleaned every hour with food-safe disinfectant wipes (Wipes XL) and D10.1 at the end of the day.
- ✓ Dishwashers must be provided with **disposable aprons**, gloves and masks to protect themselves in the event of food splashes during the cleaning process, but also to protect the kitchenware once washed.
- ✓ Before starting a shift, dishwashers must wash their hands at a non-contact hand wash basin with H34 soap, and between changes of work task or work area with handwash
- ✓ They must wash their hands between loading dirty dishes and unloading clean dishes.
- ✓ Dishwashers must change clothing, jacket, trousers, apron every day.



| 6 |

*Conference room,
swimming pool, gym,
spa, sauna and jacuzzi*



Conference rooms, pool, gym, spa, sauna and jacuzzi



As a precaution :

- **Maintain temporary closure pending works council / union / government recommendations on re-opening these facilities and the health and safety measures / checks to be put in place.**
- Gradual re-opening can be anticipated in line with the above recommendations.
- For hotels with an outdoor pool : **the rules dictate that the re-opening of the pool each season must be declared to the relevant authorities.**



7

*Communication
support*



Communication support materials

IN THE PROCESS OF BEING CREATED

Objective : During the period of re-opening hotels, hygiene measures will be reinforced and various support materials for communicating with guests will be needed. These must provide guidance to the hotel guest in a friendly and welcoming way whilst at the same time being instructive.

Brands concerned : Brands from the eco and midscale segments = ibis budget, ibis, ibis Styles, Novotel, Mercure, Pullman, Mgallery

List of Information Notices for each brand:

1. Information Notice at the Entrance : 1st contact with the guest → Summarise the security actions taken by the hotel
2. Information notice at reception : 2 format, one printed and one digital → Explain the welcome process
3. Information Poster in the communal toilets → Inform the guest that the toilets are cleaned regularly (note that this poster will sit alongside 2 other notices: the security measure taken and the correct method for washing hands)
4. Document place on the bed in the room → Informing the guest about : cleaning process, check-out procedure, adapted catering offering = 3 different communication materials: : 1st (initial) for all brands
5. Catering documentation -> Outline the breakfast and catering offering with a menu adapted to each hotel.

Floor markings : several elements to direct the client from the time of arrival to support social distancing measures.



Communication

FLOOR MARKINGS

Work in Progress...

Aim :

- **Manage social distancing**
- **Direct the guest to the welcome area**

1. Directional arrows in the lobby from the entrance right up to the check-in area.



2. Banners illustrating a distance of 1 – 2 m.



ACCOCOVIsolDIST120x20
format 120 x 20 cm

3. Ultimately place a round sticker on the plexiglass screen to remind guests of the distancing rule and ask them not to lean on the desk



| 8 |

Cleaning Technique Charts



Maintaining and cleaning the Lobby / Reception



Diversey
Oxivir Excel Conc Mini Guide
 Available in 2x5L

Use for cleaning and disinfecting

- High effect surfaces
- Washable surfaces
- High touch surfaces
- Do not use on marble

Application:

1. Pour into bucket
2. Use low flow QPM to be used with Oxivir Excel conc to dispense into dosing trigger bottles
3. High flow QPM to be used with Oxivir Excel conc to dispense into buckets
4. Use solution with appropriate disposable cloths for all cleaning purposes (do not use on sensitive surfaces)
5. Allow to dry

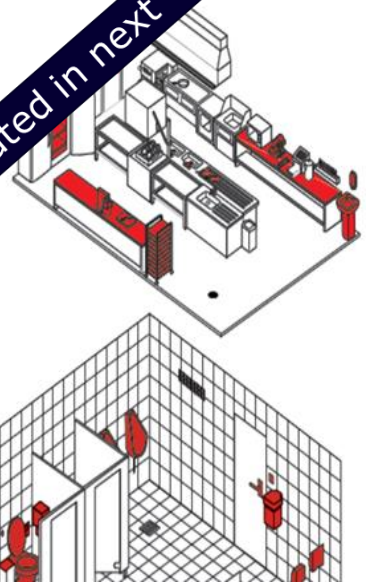
Woolmark Approved

Check SDS for additional information



Key touchpoints

New Fiche Technique to be updated in next Version



- Kitchens:**
- door handles
 - switches
 - dispensers (loaded, in good order, clean)
 - food contact surfaces
 - taps
 - utensils
 - hand contact areas
- Washrooms:**
- door handles
 - switches
 - dispensers (loaded, in good order, clean)
 - bathroom handles, toilet flush, shower control, taps
 - toilets (seats, splash walls)



Maintaining and cleaning the Bedrooms



Removal of body spillages (carpet) How to Guide

General information

All body spillages must be contained as completely as possible in a plastic bucket or tub. Diversey's effective carpet cleaners, sprays, pre-treatments, and rinses including Rapidly C, BRCA and Nitrozone Clean Plus are ideal for most body spillage cleaning chemicals, especially alkaline-based products.

Please note: Always use appropriate PPE (Personal Protective Equipment) such as gloves, eye protection, and a respirator mask before applying chemicals.

For upholstered chairs, wash spillages with Rapidly C. For all other spillages, use appropriate PPE (Personal Protective Equipment).

All chemical body spillages and follow relevant procedures for the cleaning of chemical spills as detailed below.

Refer to your body spillage prevention and containment guide for further information.

Application...

1. Spray Diversey products on the affected area, and if necessary, including any items furniture, allow 3 minutes contact time.
2. Sprinkle neutral absorbent granules onto spillage and allow granules to suck up spillage.
3. Use mop to suck up granules and allow mopping.
4. Repeat step 1, but ensure 30-second saturation of solution, and 5 minutes contact time.
5. Blot dry area with absorbent paper towels or an equivalent level of an absorbent floor-covering.
6. Remove towels and mop area dry.
7. Clean carpet with a suitable acid and rinse carpet on site in a professional machine.
8. Leave towels and mop solution for 10 minutes.
9. Wash hands thoroughly for 15 seconds.



New Fiche Technique to be updated in next Version

Guestrooms:

-  door handles
-  remote control
-  switches
-  telephone
-  dispensers (loaded, in good order, clean)
-  room accessories (kettles, iron, hair dryer)
-  furniture handles
-  bathroom handles, toilet flush, shower control, taps
-  toilet seats, splash walls
-  table tops
-  lamp toggle switch
-  bathroom sink
-  food contact surfaces



Maintaining and cleaning the Kitchen



ENHANCED KITCHEN CLEANING IN CASE OF OUTBREAK

WHEN?

After every service

New Fiche Technique to be updated in next Version

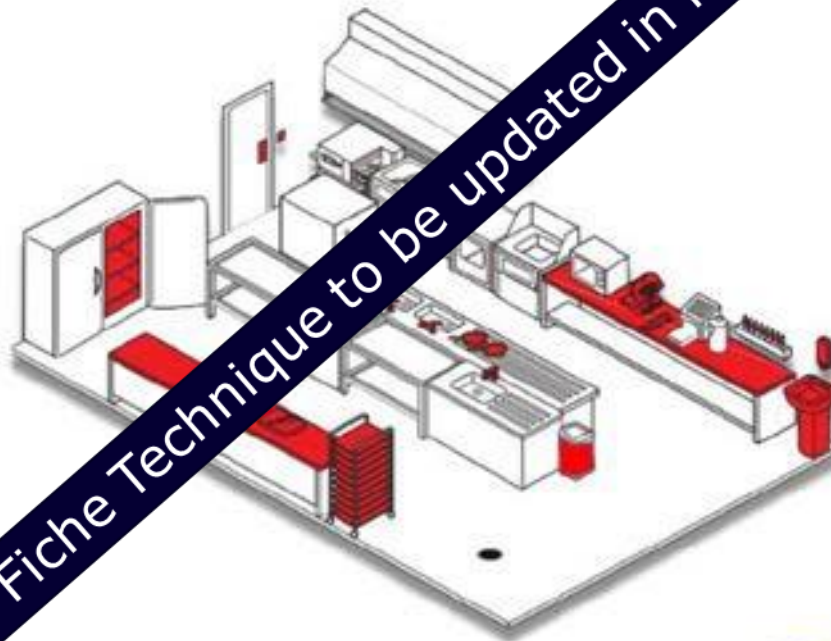
Suma Bac D10



Dosage: 1,5%
Contact time: 5min

- Yellow Suma Lavette to clean and disinfect
- Blue Suma Lavette to rinse

Rinse thoroughly with clear water



BEFORE CLEANING

- 1 Sanitize hands
- 2 Wear gloves

Key high-touch points

- door handles
- taps
- switches
- dispensers (loaded, in good order, clean)
- food contact surfaces
- hand contact areas
- utensils

AFTER CLEANING

- 1 Dispose dirty cloths into the laundry bag
- 2 Discard used gloves
- 3 Sanitize hands





RAFFLES \ ORIENT EXPRESS \ BANYAN TREE \ DELANO \ SOFITEL LEGEND \ FAIRMONT \ SLS \ SO \ SOFITEL \ THE HOUSE OF ORIGINALS
RIXOS \ ONEFINESTAY \ MANTIS \ MGALLERY \ 21C \ ART SERIES \ MONDRIAN \ PULLMAN \ SWISSÔTEL \ ANGSANA
25HOURS \ HYDE \ MÖVENPICK \ GRAND MERCURE \ PEPPERS \ THE SEBEL \ MANTRA \ NOVOTEL \ MERCURE \ ADAGIO
MAMA SHELTER \ TRIBE \ BREAKFREE \ IBIS \ IBIS STYLES \ IBIS BUDGET \ GREET \ JO&JOE \ HOTELF1