



HYATT™

SAFETY PROTOCOL



Hyatt remains committed to providing safe and clean environments and to upholding highest standards of cleanliness at all hotels globally.

Guided by Hyatt’s purpose of care and experience delivering world-class hospitality for more than 60 years, our Global Care & Cleanliness Commitment further enhances existing operational guidance and resources around colleague and guest safety and peace of mind. This multilayered commitment focuses on three areas;



GBAC STAR™ Cleanliness and Training Accreditation Process

An accreditation by the Global Biorisk Advisory Council (GBAC) at all Hyatt hotels around the world.



Trained Hygiene & Wellbeing Leader

All hotels have a trained hygiene and wellbeing leader or team who will be responsible for adhering to new operational guidance and protocols.



Cross-functional Panel of Medical and Industry Advisors

A cross-functional working group of medical experts and industry professionals that will offer input and recommendations across various aspects of the hotel experience.



SAFETY MEASURES IN ALL HYATT HOTELS



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Customer Pick-Up

- Car cleaned prior to pick-up
- Mask worn by driver
- Single-use plastic seat covers are available

[READ MORE](#)



Public Areas

- Reduced capacity in lift
- Sanitized single-use water bottles
- Carpets cleaned 2 or more times a day

[READ MORE](#)



Arrival & Reception

- Glass screen at reception
- Digital correspondence
- Sanitizing of any guest requested items.

[READ MORE](#)



Fitness & Spa

- Reduced capacity
- Increased cleaning
- Sanitizer to allow for guest to clean items

[READ MORE](#)



Guestroom

- Enhanced room cleaning protocol
- Sanitizing wipes for guest use
- New laundry cleaning processes

[READ MORE](#)



Meetings and Events

- Provide access to masks/gloves
- Maintain social distancing
- Revised maximum occupancy
- Pre-book meals

[READ MORE](#)



Restaurants & Bars

- Hygiene leader oversight
- Appropriate distance between seating
- Digital and print menu availability

[READ MORE](#)



More Information

- Global Care & Cleanliness Commitment on [hyatt.com](https://www.hyatt.com)
- Contact your local representative if you need more details

CUSTOMER PICK-UP AND DROP-OFF

BACK TO
OVERVIEW 

Overview

We have reviewed the pre- and post-arrival experiences to ensure the health, safety and welfare of customers and employees. Additional health and safety steps to be followed include enhanced cleaning and disinfection, wearing protective equipment and effective social distancing where possible. Please note car service is based on the availability at each Hyatt property.

Associates

Drivers | Bell Attendants | Doormen

CONTROL MEASURES


VEHICLE CLEANING

Car seats, handles and any materials to be touched by the driver or customer are cleaned and disinfected.

 After each customer and driver shift

VEHICLE SETUP

Outside surfaces of water bottles or any amenities are sanitized. A supply of clean face masks and hand sanitizer is available for customers.

 Prior to each customer

CUSTOMER GREETING


Non-physical Greetings with customers are our way of ensuring we avoid contact where possible.

Colleagues will continue to **Practice Social Distancing** at all times.

Colleagues may **Inquire About Customer Health and Wellbeing**; If customer has symptoms of COVID-19 our colleagues will offer assistance and contact medical help.

HANDLING CUSTOMER LUGGAGE


The hotel team may **Ask the Customer** for permission to handle their luggage before proceeding. Colleagues will **Disinfect Hands** before and after touching any customer luggage.

 After each customer

FIRST AID

Hand Gloves & Mask will be used while handling the Medicines/Scissor/First Aid provisions.

Sanitized outer surfaces of any reusable items e.g. scissors, storage boxes, cupboard handles after every use.

 After each use

GUEST RESOURCES

Welcome Correspondence will be provided electronically to remove the need for additional paper and envelopes.

Bottles of Water may be offered to guests. Bottles will be sanitized in advance. Masks may be worn when handling and handing over bottles of water.

Newspapers & Magazines will not be readily available in paper version, but rather shared digitally.

Valet Tags to be replaced by digital porch management systems. Where not in place, associates sanitize hands before/after providing tags.

Baggage Trolley handles will be sanitized between uses.

Guest Request Items such as nail cutters, deodorants, toiletries will be sanitized whilst wearing a mask and then handed to guest on a tray.

 First thing and between uses


PAYMENT CONTROLS

EDC/Credit Card Machines & Credit Cards

Machines will be sanitized, and colleague hands will be sanitized before and after handling a customer credit card.

Currency:

Gloves may be used or hands sanitized before and after handling cash. The preference of the hotel is for card payment to minimize contact.

 After each use where practical and on shift change-over

ELECTRICAL EQUIPMENT

For Guest Use in Rooms

Additional electrical equipment provided for guest use in the rooms will be subject to surface sanitizing and safety checks before being provided. Associates will sanitize hands before handling any equipment. All equipment collected/returned from guests will be isolated until it has been sanitized.

 Prior to issue and on return

HANDLING GUEST PROPERTY

Associates will ensure hands are sanitized before and after handling any guest belongings. This is for the safety of both the associate and the guest. Associates may wear a mask and gloves when taking receipt of any customer property.

Belongings handled during the course of checking-in and checking-out will include:

- Luggage/bags
- Mobile phones/chargers
- Credit cards, Photo ID, Business cards

Property Left in the Luggage Room will be handled wearing gloves. Associates to sanitize/wash hands before and after handling any guest property.

 Before and after each request

Overview

Hotel lobbies are public areas where colleagues, customers and visitors to the hotel will pass through. These areas will remain welcoming, but hotels will take extra health and safety measures to ensure the wellbeing of guests and colleagues. These measures are put into place so everyone can work and move through public areas with confidence that the hotel team are doing what they can to reduce risks to make people feel comfortable and safe.

Associates

Public Area Hosts & Attendants | Concierge | Food & Beverage Associates | All Persons

CONTROL MEASURES

GENERAL CLEANING AND SANITIZATION

All surfaces likely to come into contact with customers and visitors to the hotel, will be cleaned and sanitized regularly. These include, but are not limited to:


- Entrances & other internal door handles & touch points
- Equipment provided for guest use – e.g. computer keyboards, mouse and printers
- Elevator call buttons and internal key pads and handrails
- Escalator handrails

BEFORE STARTING CLEANING

Employees will **Wash and sanitize hands before putting on a new pair of gloves**

Wear a Mask

Check and Ensure Adequate Supplies of PPE, cleaning supplies, linen and refuse bags are available.


 Prior to starting work

DISCARDED GUEST MATERIALS

Wearing gloves, remove any items or rubbish left by customers.

Where these items are not of any value (i.e. newspapers, magazines or water bottles) and would not be returned to the customer will be removed, discarded into a bin and the surface area cleaned and disinfected.

Wearing gloves, any Items of value should be removed and kept safe – in keeping with the hotel policies for security and for lost property.

 As required & as a minimum every 1-hour


ELEVATORS

Introduction of Etiquette for Safe Elevator Use

Supplies of Hand Sanitizer may be provided near or inside the elevator to be used before and after pressing the keypad.

Where possible and safe to do so, the hotel may consider identifying staircases to customers as an alternative to elevators.

Capacities of Elevators should be revised to 1 person per m2 with all persons using the elevator being requested to wear a mask.

 As required & as a minimum every 1-hour

CARPETS & RUGS


Vacuum to remove any debris.

Manual Spot-Cleaning and shampooing

BABY CHANGING FACILITIES

Clean & Sanitize using general purpose sanitizer.

Provision of Sanitizing Wipes for customer use on surfaces only.

 As required & as a minimum every 1-hour

REFRESHMENTS


Cleaned and sanitized plastic single use bottles of water to be provided for customers.

WASHROOM CLEANING

Washroom fixtures and fittings:

- Main entrance door – handles, door edges & obvious touch points
- Vanity counter tops
- Washbasins including taps and soap dispense units
- Towel trays

Clean & Sanitize using general purpose sanitizer.

 As required & as a minimum every 1-hour


TOILET CUBICLE CLEANING

Toilet Fixtures and Fittings:

- Toilet doors and locks
- Toilet seat cover, flush handle/push button
- Pedal dust bin

Clean & Sanitize using general purpose sanitizer

- Toilet bowl
- Toilet roll changed if used, and holder is cleaned and sanitized

 As required & as a minimum every 1-hour

Overview

As colleagues welcome guests to the hotel, additional precautions will take place at check-in and check-out to ensure that everyone's safety and wellbeing is maintained.

Associates

Front Desk | Airport Reps | Public Area Attendants | Concierge

CONTROL MEASURES

FRONT DESK AND RECEPTION OFFICE AREAS

Office Equipment:


Items and equipment which are handled and used by associates will be subject to routine cleaning/sanitizing at each change of shift.

Items to Be Sanitized Will Include:

- Telephones – receivers and buttons
- Computer, Mouse, Touchscreens
- Printers
- Calculators
- Filing cabinets
- Drawer handles and keys
- Stationary – pens and pads
- Paging-boards (Concierge/Airports)
- Mobile chargers

Stationary:


Where records and documentation cannot be effectively cleaned e.g. registration cards then associates will be required to sanitize hands using an alcohol sanitizer after each use.

 After each use where practical and on shift change-over

FRONT DESK


Guest Reception Desk:

Glass or plexi-screen has been installed on each desk, separating associates from guests.

 In-place at all times

BACK OF HOUSE/OFFICE ENVIRONMENT

Furniture and furnishings will be routinely cleaned. Hard surfaces will be sanitized using sanitizer regularly. Door handles and lead door edges to be wiped down with sanitizer and clean microfiber throughout the day. Bins will be emptied by associates wearing masks and gloves.


 Every 2 hours where practical and on shift change-over

PAYMENT CONTROLS

EDC/Credit Card Machines & Credit Cards

Sanitize machines with chemical sanitizer sprayed onto dry duster and wipes. To take place at shift handover. Sanitize hands before and after handling a customer credit card.


Currency: Wear gloves/use envelopes or sanitize hands before and after handling any cash. Express the preference of the hotel is for card payment.

 After each use where practical and on shift change-over

ELECTRICAL EQUIPMENT

Provided for Guest Use in Rooms


Additional electrical equipment provided for guest use in the rooms will be subject to surface sanitizing & safety checks before being provided. Associates to sanitize hands before handling any equipment. All equipment collected/returned from guests to be isolated until it has been sanitized.

 Prior to issue and on return

FIRST AID

Use hand gloves and mask while handling the Medicines/Scissor/First aid provisions.

Sanitize the outer surfaces of any reusable items (e.g. scissors), the storage boxes, cupboard handles after every use.

 After each use

GUEST RESOURCES

Welcome Correspondence will be provided electronically and not in paper for to remove the need for additional paper & envelopes.

Bottles of Water may be offered to guests. Bottles will be sanitized in advance. Masks may be worn when handling and handing over bottles of water.

Newspapers & Magazines are available in digital versions only.

Valet Tags to be replaced by digital porch management systems. Where not in place, associates sanitize hands after providing tags.

Baggage Trolley handles will be sanitized between uses using a sanitizer and clean cloth or using disposable alcohol sanitizing wipes.

Guest Request Items such as nail cutters, deodorants, toiletries will be sanitized whist wearing a mask and then handed to guest on a tray.

Safety Deposit Box will be cleaned and sanitized before it is provided to the guest

 First thing and between uses

HANDLING GUEST PROPERTY

Associates will ensure hands are sanitized before and after handling any guest belongings. This is for the safety of both the associate and the guest. Associates may wear a mask and gloves when taking receipt of any customer property.

Belongings handled during the course of checking-in and checking-out will include:

- Luggage/bags
- Mobile phones/chargers
- Credit cards, Photo ID, Business cards

Property left in the luggage room will be handled wearing gloves. Associates to sanitize/wash hands before and after handling any guest property.

 Before and after each request

Overview

Our guests' wellbeing continues to be core in everything we do. Fitness, Spa and Pool areas will have equipment and furniture rearranged to allow for safe use and to limit the number of people within any area. Sanitizer will be available for use by the guest before and after using any fitness equipment. Colleagues will take appropriate sanitization and hygiene measures in the spa and for any treatments.

Associates

Gym and Spa Attendants

CONTROL MEASURES

SOCIAL DISTANCING FOR COLLEAGUES AND GUESTS

- **Signage** will be placed asking guests to maintain proper social distancing.
- **Responsible Social Distancing is Strongly Encouraged** based on local regulations.
- **Attendance Capacity has been reviewed** for classes in group fitness studio to allow for distancing between mats, equipment and/ or spin bikes. All equipment used will be disinfected after each class.
- **Training Equipment** (example: free weight benches, functional training equipment & accessories) is set up with appropriate spacing to maintain social distancing.
- **Amount of Pool Chairs Reduced** on the pool deck to adhere to social distancing.
- **If Open**, Jacuzzi/hot tub limited to capacity that allows social distancing.

PERSONAL PROTECTIVE EQUIPMENT

- **Hand Sanitizer Stations** available at entrances to facilities.
- **Disinfecting Wipes** will be provided for guest wipe down pool chair prior to utilizing.
- **Protective Gloves and Masks** will be worn based on job-specific duties, based on regional guidance.
- **In the Spa** guests are strongly encouraged to wear PPE (i.e., Masks)

CLEANING & SANITIZING

- Hospital-grade disinfectants used when cleaning pool furniture.
- Guests are encouraged to disinfect equipment prior to use and after each use.
- If open, steam room and sauna surfaces to be disinfected appropriately to their surfaces, based on usage.

Between Treatments

- All linen is changed including all hand towels
- Bed head rest is sanitized before placing new cover
- All surfaces sanitized and disinfected
- Bathroom/rest room cleaned sanitized (following guest room guidelines)
- All therapist products and tools cleaned and sanitized
- Therapist/spa attendant to wear gloves and mask while cleaning and refreshing the room

During Treatment

- Therapist will wash and sanitize hands in front of guest before and after treatment, and always before touching guest face
- Therapist will wear a mask at all time during any sort of treatment

Employee Training

Colleagues will be trained and certified on hygiene and cleanliness practices.

ENHANCED DEEP CLEANING & SANITIZATION

Enhanced Deep Cleaning and Sanitization of objects that are frequently touched:

- Thorough deep clean nightly with hospital-grade disinfectants when cleaning pool furniture.
- Steam room and sauna thoroughly disinfected every night

CONTACTLESS INTERACTIONS

Contactless Interactions will be encouraged whenever possible.

45 Minutes Maximum Usage on cardio equipment due to availability of equipment.

Encourage Contactless Payment Forms

STRICT SEPARATION

Hotels Have Established Strict Separation Between Handling Clean and Dirty Items and Cleaning Supplies:

- For non-disposable towels, guests to place used towels directly into dedicated bins used for dirty items.

Treatment Preparation

- All stainless-steel tools to be cleaned per regulation
- Product to be dispensed per guidelines using disposable or sanitized spatulas
- Therapist to wear gloves when handling sanitized items and preparing for treatment

Treatment Amenity

- Treatment room amenity, if applicable, to be prepared in advance by the Food & Beverage team
- Storage and serving of amenity to follow F&B guidelines

FOOD SAFETY & HYGIENE PROTOCOLS

Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events.

- **Water Station Available in the Hotel** (public areas, events spaces, etc.) should be automatic where possible to avoid guest contact. Disinfecting wipes will be provided so guests can disinfect surfaces of water station they interact with.
- **Disinfecting Stations** or wipes are available so guests can disinfect equipment (e.g., treadmill) surfaces of machine they interact with.

Overview

Our guestrooms are comfortable spaces for guests to relax, unwind and feel comfortable. Hotels have implemented enhanced cleaning measures in the guestrooms to ensure the continued safety and wellbeing of our guests.

Specifically, the cleaning process has been revised to include more strict separation of “clean” and “dirty” tasks. We have introduced the use of additional protective equipment and personal hygiene procedures to protect both colleagues and customers.

Guestrooms will be cleaned and linen changed every 3 days for guests staying longer than 3 days – unless guest requests to have daily or more frequent cleaning. This preference should be established at the time of check-in when possible. Sanitizing wipes are also available for each guestroom, for additional peace of mind.

Associates

Housekeeping Host | Attendant/GSA

CONTROL MEASURES

PREVENTING CROSS CONTAMINATION


Colleagues responsible for cleaning guest rooms will remove protective apron & disposable gloves and wash hands before any “clean” tasks. Otherwise, “clean” tasks performed by a separate “CLEAN” team.

TROLLEYS SETUP

Hands will be Washed and Sanitized before putting on a new pair of gloves.

Masks will be used to stock housekeeping trolley.

Adequate supplies of PPE, chemicals, linen and refuse bags will be stocked.

 Prior to starting work

ENTERING THE ROOM

Prior to entering the room, housekeeping colleagues will ensure the room is empty and place a “cleaning in progress” door sign over outside handle. Guestrooms will only be cleaned when the room is empty.

 On entry to room

BATHROOM CLEANING

Bathroom Fixtures and Fittings:

- Washbasins and taps
- Vanity counter – including underside
- Bathtub and taps – including showers
- Door handles, locks, hooks and outside edges
- Hairdryers –outside surfaces including cord and plug casing.
- Clothes hangers
- Glass and mirrors

 New PPE for every room

WC CUBICLE CLEANING

Toilet Fixtures and Fittings:

- Toilet doors and locks
- Toilet seat cover, flush handle/push button
- Pedal dust bin

Clean & Sanitize


- Toilet bowl

Toilet Roll changed if used – holder is cleaned and sanitized

 When servicing a room

REMOVAL OF USED BED & BATHROOM LINEN

Used bed and bathroom linen will be removed during guestroom cleaning. All disposed items from the garbage bin will be removed.

 Each room when required as per linen changing schedule

ROOM CLEANING

Remove and Discard used gloves and sanitize your hands before putting on new gloves and proceeding with next steps. Collect and remove used crockery & cutlery to a designated place.

Inspect & clean kettles. Replace if required.

Empty and Clean garbage bins

Clean and Disinfect headboards

Remove Stains with a scrubber/sanitizer.

Vacuum & Dust bed seats.


 When servicing a room

PERSONAL HYGIENE

On Completion of Tasks


Remove and Dispose of gloves, masks and aprons directly into the garbage.

Wash and Sanitize Hands.

 After each room service

BEDS MADE WITH CLEAN LINEN

Housekeeping colleagues will take clean linen directly to clean room and prepare the bed – as per the hotel standard.

 Each room when required as per linen changing schedule

ROOM TOUCHPOINT DISINFECTION

All high-touch areas in rooms are to be cleaned/disinfected.

Surfaces should include:

- All door handles & door edges
- DND switch
- Wardrobe door handles/door edges
- Thermostat controls
- Television remote control
- Minibar fridge handles & door edges
- Telephones
- Room light switches (including lamps)
- Window locks/handles where rooms have openable windows or balconies
- Guest bedroom door signs e.g. do not disturb

 When servicing a room

PROVISION OF CLEAN BATHROOM SUPPLIES

All rooms are to be fully stocked with new bath linen & toiletries on changeover.

Laundry bags & shoe bags etc. will be replenished if used by the guest.

Fresh bath linen provided

Fresh toiletries are replenished where used.

Dry amenities replenished where used.

 When servicing a room / or if requested by customer

COMPLETION OF CLEANING

“Clean Room” sign will be placed over outside door handle, once room has been cleaned.

 Each room when required as per linen changing schedule

Overview

We are excited to welcome meetings and events back to our hotels. To ensure safety and instill confidence for attendees and planners, hotels have established enhanced health and safety protocol in hotel venues. The running of events will be subject to a number of factors including the latest government guidance on measures to prevent the spread of COVID-19.

The details below are in addition to any local requirements and are designed to ensure that consideration is given to the safety of Guests and Associates at all times when events occur. This guidance will be considered and the necessary measures documented during the planning and preparation of each event.

Associates

Hosts | Event Coordinators | M&E Teams | F&B Teams


CONTROL MEASURES

EVENT SPACES

Consideration must be given as to the size of any event spaces to determine the occupancy – based upon regional rules for social distancing (between tables/chairs, household/social groupings etc.) and a plan drawn up and provided to the prospective guest booking the venue.

Spacing of at least 1 Meter Between Participants is recommended for meeting setups.


Appropriate Distancing Between Tables for dinner setups.

 For different types of bookings

EVENT BOOKINGS & RESERVATIONS

Associates Working in Reservations will adhere to all necessary controls for office-based staff.

Meeting Organizers may be requested to collect personal details of all persons attending events. Open events where persons can simply walk in will be discouraged.

 Between each shift

EVENT TEAM COMMUNICATION

Personal hygiene requirements reviewed with everyone working on an event:

- **Confirm Health** e.g. no COVID symptoms
- **Hygiene Rules** e.g. no touching of face
- **Requirements for Service** of food and drinks
- **Provide Access to Masks/Gloves** where they are required to be worn (regional rules of booking requirement)

Wash and Sanitize Hands before start of service

Repeat hand-washing or hand sanitizing after each change of task.

PLANNING

Determine Maximum Occupancy for the event space that can be sold for each room / setup.

The plans for any event space will include details of the following in order to achieve effective separation between attendees:

- **Entrances and Exits** and queuing at the points (provision of hand sanitizer).
- **if Arrival of Guests Involves Registration**, it is recommended that, whenever possible, arrival is staggered, to ensure queues are manageable and distancing maintained.
- **Floor** should be marked with recommended distances.
- **Registration Tables** should be provided with plexiglass screens.
- Provisions for customer cloakrooms (if permitted)

LAYOUT

Table Layout (Variations):

- Based on the required size of the groups i.e. tables of 4/6/8.
- Guest type will be dependent on the nature of the booking, but considerations should be given to children, vulnerable groups including guests with any disabilities.

Chair Layout for Conferencing:

- Locations of toilets
- Consideration for smokers

TABLE SET-UP

Set Up of the Tables Should Be Minimized. Whenever possible, pens and notepads will be provided on the side so that customers who need them can take them. Signage will indicate that pens have been sanitized, and there will be a clean and dirty container for pens. For meal service, Operating Equipment should be brought once the guests are seated.


Maintain Appropriate Social Distancing between guests seated at neighboring tables.

As a Standard Process, Meals Will Have Been Pre-Booked or will be a set-menu meaning all attendees will receive a pre-plated meal from the kitchen. Therefore, no menu should be needed.

For Exceptions Where There is a La Carte Ordering (i.e. for additional drinks) a QR code should be available to access on-line menus. If required, clean, single use menus should be available.

All Pre-Plated Food should be covered until served.

Specific Dietary Requests dealt by exception and subject to availability.

 Prior to and during every service

UNIFORMS

Hygiene Leaders:

Wear a clean identifiable lab coat and mask at all times when undertaking hygiene checks.

Waiters/Hosts:

Normal uniform and mask. In addition, waiters will carry a sling containing sanitizer, hygiene wipes, clean gloves etc.


 Prior to and during every service

GUEST ARRIVAL & WELCOME

A Notice which explains special measures in place should be prominently displayed. Guests will be provided with guidelines and an outline of the rules for responsible distancing.

On Arrival, guests will be provided with the opportunity to sanitize their hands.

Request All Guest entering/exiting the bar and restaurant areas sanitize their hands. Guests queuing must maintain a safe physical distance.


 Prior to and during every service

ESCORTING & SEATING GUESTS

Maintain Appropriate Social Distancing from guests and between guests during walk to the table.

Guests are invited to pull out their own chairs – unless an individual physically requires assistance.

In the Case of Conference Attendees, guests will be asked to take a seat and to keep that same seat for the duration of the conference.

 Prior to and during every service

FOOD & DRINKS PROVISIONS

– **Pre-orders** should be conveyed to kitchens and Meeting & Events teams in advance.


– **Buffet Service** is allowed as per limitations / specifications provided in Restaurant Operations Guidelines.

– All Crockery, Cutlery and Glass to be provided just prior to the service of food and drinks for the event.

DRINKS & WATER SERVICE

Water will be available at the waiter/hostess station and provided to guests in sanitized bottles.

Bottles of Water will be opened, poured for customers – the bottle then left on the table – small bottles used as a preference.

 During every service

BARS

Where a Bar Is Provided, social distancing will be observed when guests order drinks from the server/bartender.

Generally, Drinks can be provided to a collection point for the guests to take.

Alternatively, drinks orders will be taken at the table, delivered and set down. Payment for drinks orders will be in line with the Hotel policy and wherever possible will be cashless.

STANDING RECEPTION

Groups are to be reminded on entry of their responsibility to distance from other attendees whilst at the event.

Walkways will be provided for hosts to serve drinks on trays and to collect empty glasses.

Open/unwrapped Foods may not be served to guests at random. Food, if served will be in a covered container that the guest will uncover and consume.

Guests Will Be Asked To remain aware of the requirements for social distancing for their safety and the safety of others.

Staff May remind large gatherings not adhering to social distancing rules to politely dissipate into the rest of the room.

SERVICE OF FOOD & DRINKS TO THE TABLE

As in restaurant service, the team will be split to “clean” (handling things coming from the kitchen and the bar and “dirty” (handling only things that have been touched by customers. Collect food and drink from for the table on trays to minimize contact.


Food and Drink to be covered at all times when being transferred to guest table.

Maintain a Reasonable Distance from guests when placing food and drinks onto the table.

Drink Straws and Stirrers on request and provided in paper packs.

Offer to Serve Platters where the diners are not from the same family group.

Offer Salt, Pepper and Condiments. Do not leave cruet sets on tables and clean and disinfect before reuse.

 During every service

CLEARING TABLES AT END OF EACH COURSE

Clear Table contents on a tray.


Brush Remaining Debris from the table directly into a bin.

Remove and Discard all leftover food and drinks.

Place the CCG into the allocated soap bin at the clearance counter.

Napkins cleared last thing after guest leaves using tongs to place it on the clearance tray.

Using Tongs, lift and drop the napkin into a closed linen bag.


 At the end of every meal

GENERAL CLEANING DUTIES

Staff will Effectively Clean and Sanitize all areas of the restaurant and bar area periodically and prior to opening for service.

Minimize the restaurant and bar areas and ensure the area including walkways are clutter- free

All Equipment Used During a Function, should be either sent for washing (linen, etc.) or completely sanitized (this to include microphones, flipcharts, pens, highlighters, etc., as well as furniture).

 At the beginning and end of every meal service

Overview

In order to ensure the safe provision of food and drink within the hotel, the restaurant and bars will be separated into two teams – those handling clean food and drink for service, and those who are responsible for the removal of items from tables after service.

Associates

Waiters | Hosts | Hygienists | Pest Controllers

CONTROL MEASURES


PRE-VISIT GUEST INFORMATION

The hotel will inform guests using the bar & restaurant about the rules in place.

– Communication to take place through Email to guest before arrival or welcome letter on arrival

– Signage located at the entrance will inform customers about special measures in place


Signing the bill at the end of the visit will not be necessary. Instead a scanned copy will be sent to guests email as acknowledgement.

 All guests – prior to arrival

UNIFORMS

Hygiene Leaders: Wear a clean identifiable lab coat and mask at all times when undertaking hygiene checks.

Waiters/Hosts: Normal uniform and mask. In addition, waiters will carry a sling containing sanitizer, hygiene wipes, clean gloves etc.

 Prior to every service

BEFORE OPENING RESTAURANT OR BAR

Wait staff will wash and sanitize hands before start of service and repeat hand-washing or hand sanitizing after each change of task


 Prior to every service & every 20 mins

WELCOMING GUESTS

Request All Guest Entering/Exiting the bar and restaurant areas sanitize their hands. Guests queuing must maintain a safe social distance.

Printed Materials Signage made available to explain special COVID measures taking place.

Empathize with Guests but politely implement our measures without deviation.

 Prior to and during every service

RESTAURANT TABLE SET-UP

Table Set Up in the Restaurant to will adhere to social distancing standards. No OE or decoration will be placed on the table before customer arrival, unless it is sanitized.

It is recommended to limit the number of diners at a table to 4 people – with flexibility where the party is from the same family group

No Menu to Be Provided; Instead a notice which explains special measures in place and a QR code to access on-line menus.


 Prior to and during every service

RESTAURANTS & BARS ESCORTING & SEATING GUESTS

Maintain Social Distancing from guests and between guests during walk to the table.

Guest only to be escorted to a table when it has been cleaned and sanitized to prevent waiting in seated area.

Guests Responsible to Pull Out Their Chairs, unless the individual is in physical need of help, in which case the colleague should ask for permission before doing it.

 Prior to and during every service

CROCKERY, CUTLERY & GLASSWARE (CCG)


Clean Supplies of Crockery, Cutlery and Glassware are available at a side station which has been cleaned and sanitized before and after each meal period. Only clean, sanitized CCG to be provided to guests. Alcohol wipes are provided on the table should guests wish to sanitize their own CCG.

 Prior to and during every service

DRINKS & WATER SERVICE

Water Will Be Available at the waiter/hostess station and provided to guests in sanitized bottles. Bottles of water will be opened, poured for customers – the bottle then left on the table – small bottles used as a preference.

Maintain a Good Social Distance from guest and from other tables while taking orders

 During every service

PRESENTING & EXPLAINING MENUS/OPTIONS

The QR system will be explained to the guest and colleagues will confirm they have a phone and can access details.

Normal procedure – QR Digital Menu

QR code for guest to scan to view the digital menu on personal smart phone.

Exception – Printed Menu


Upon request a fresh disposable printed menu will be available and provided to the guest.

Multiple copies of menus will be available and discarded after guest use.

 Prior to and during every service


SERVICE OF FOOD & DRINKS

- **Collect Food and Drink** from for the table on trays to minimize contact.
- **Food and Drink to Be Covered** at all times when being transferred to guest table.
- **Maintain a Reasonable Distance** from guests when placing food and drinks onto the table.
- **Drink Straws and Stirrers** on request and provided in paper packs.
- **Offer to Serve Platters** where the diners are not from the same family group.
- **Offer Salt, Pepper and Condiments**; and disinfect before reuse.

 During every service

CLEAR TABLES AT END OF MEALS

- **Clear Table Contents on a Tray.**
- **Brush Remaining Debris** from the table directly into a bin.
- **Remove and Discard** all leftover food and drinks.
- **Place the CCG** into the allocated soap bin at the clearance counter.
- **Napkins** cleared last thing after guest leaves using tongues to place it on the clearance tray.
- **Using Tongues**, lift and drop the napkin into a closed linen bag.

 At the end of every meal

GUEST BILLING

- **Bill will be presented on a Clip Board to the guest**
- **Room bills** do not need to be signed.
- On request we will email a scanned copy of the bill for guest records

Contactless Payment


The preference for payment is contactless payment.

Card Payment

If the guest prefers, we are able to accept Offer the EDC machine to enter the pin. A single-use protective sheet can be placed over the keypad for guest confidence. The sheet is to be discarded after every use.

Cash


Currency notes will be collected in envelopes to reduce contact to other surfaces. Any change to be returned should also be done in an envelope.

 At the end of every meal

CLEAN AND RE-SETTING OF TABLES

The designated “Clean” team to perform table-cleaning duties and set-up;

If ‘Dirty’ team to perform table-cleaning duties they must first wash and sanitize their hands. Surfaces cleaned with sanitizer and hygiene wipe - table top surface, chair handles, upholstery, floor.

 At the end of every meal

HYATT™

YOUR HEALTH AND
SAFETY REMAINS OUR
PRIORITY