

Hotel Best Practice: Self-Isolation Operating Procedures in response to COVID-19



**OWNER
ADVISORY
GROUP**

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I. Purpose & Requirements

To provide the operating processes and procedures to follow in the event a Guest that has already been checked-in, and is occupying a room, has been discovered to be self-isolating in the Hotel. Inform employees of the measures that should be taken to minimize contact with the guest.

II. Share with all necessary departments the expectations regarding self-isolation

- a) **Property leadership should contact local health officials to report the isolation and ask for assistance.**
- b) General Manager should notify ownership and VP of Operations.
- c) Place the room out of order and do not disturb, and/or mechanism that ensures no staff member enter or approach the room.
- d) Review the procedures with all necessary parties.
- e) Share the FAQ's provided which contain accurate information on the virus, and preventative measures that can be taken by employees.

III. Share with the Guest the following expectations regarding self-isolation

- a) If they do not feel well, they should contact health authorities. They should also notify the hotel leadership so that the appropriate cleaning protocols may be implemented.
- b) Determine the hotel leaders that should be the guests' primary contact. Share the phone numbers with the guest.
- c) While the guest is in the hotel they must remain in their room.
- d) Requests for services may only be made through the primary leader contact.
- e) The hotel will not be providing cleaning or housekeeping services during their stay.
- f) As a precautionary measure, the guest will not be permitted outside visitors coming in and out of the guest room during their stay.
- g) The guest must contact the hotel management prior to checking out / departure.
- h) Remember to empathetic and express care to guest to help keep matters calm.

IV. Room Service

- a) Pack all food deliveries using disposable paper/plastic containers.
- b) Leave all food and beverages ordered through hotel room service at the guest's door for pick up by the guest.
- c) Provide the guest with the standard complimentary amenities and nonperishable type food items to limit the need to make numerous daily deliveries.

V. Housekeeping and Trash Removal

- a) Do not provide housekeeping services during the guests stay.
- b) Provide extra daily in room amenities such as shampoo, conditioner, soap, tea, coffee etc.) to limit the need to make numerous daily deliveries.
- c) Leave fresh linens and additional amenities outside the guest's door.
- d) Provide extra-large trash bags for any trash. Ask the guest to leave the trash outside the door and then contact property leadership to arrange pick up. Ensure those responsible for removal of guest trash at minimum wear disposable gloves. Trash should not be placed in common trash gathering areas, but rather brought directly to the hotel's trash compactor.

VI. After the Guests Departure

- a) Determine whether protocols for a potential coronavirus outbreak should be followed, as appropriate. Please notify your Operational VP to discuss engaging outside cleaners.
- b) Remember to use disposable gloves whenever you are in contact with an item the guest has handled.
- c) Ensure the HVAC unit filter for the room is changed.