

Tips for Restoring Hotel Property Operations Checklist

As the pandemic recedes, prepare your hotel for resumed operations with the following tips. Reopening a hotel can be similar to an initial startup, have a plan based on clear and precise roles and responsibilities for each department. Each associate will have a role play in ensuring a seamless, safe return to normal activities.

This Alert Checklist contains suggested department-specific guidelines and protocols for re-opening your business property. See the COVID-19 Tips for Restoring Hotel Property Operations alert for more information.

This Alert Checklist is not a comprehensive guide and must be carefully reviewed and considered based upon company and brand standards; local and Federal health authorities; the specific nature of your property; and a thorough examination, review and assessment of exposures, hazards, and controls. Finally, consult with legal counsel, marketing and public relations teams when developing any form of internal and external policy document and communications with employees, guests, the media and the public.

Consider the following department-specific Checklist:

Internal & External Communications

- Contact your insurance broker/agent to discuss re-opening and impact on coverages
- Review, update and establish methods for regular communication among senior leadership
- Review methods and strategies with Human Resources to develop initial and ongoing regular communication with employees
- Notify group business and transient guests
- Restore property voice mail and website as needed
- Notify your vendors that you will be restarting operations
- Advise your alarm company that you will be restarting operations
- Notify local authorities including police and fire departments, that you will be restarting operations
- Advise utility companies of the return to operations. Ask to be contacted in the event of high usage or emergency
- Suspend mail and delivery services
- Ensure that all required signage from corporate and brand are posted as required

Property & Building Systems

- Conduct daily walk-throughs of the entire building and property to ensure that the property is being operated efficiently and that critical systems are maintained and remain in proper working condition.
- Verify that boilers & HVAC systems are functioning properly and HVAC filters in guestrooms, public areas, and meetings rooms; and restore thermostats to normal settings filters. Consider guidance available from ASHRAE below:
 - <https://www.ashrae.org/file%20library/technical%20resources/covid-19/eiband-airbornetransmission.pdf>
 - https://www.ashrae.org/file%20library/about/position%20documents/pd_infectiousaerosols_2020.pdf
- Increase the frequency of air filter replacement and HVAC system cleaning and maximize fresh air exchanges
- Clean and sanitize HVAC evaporator coils and in room PTAC systems to include replacing filters, cleaning condensation lines and drain pans ensuring they are draining properly
- Consider cleaning and sanitizing HVAC ductwork
- Verify that fire and life safety systems are functioning properly. This includes, but it not limited to, fire alarm control panel; sprinklers; smoke, heat, carbon monoxide detection; notification devices such as audible alarms, and strobes
- Verify that fire pump and emergency generator are functioning properly
- Verify that sprinkler control valves, fire extinguishers, emergency lighting and other fire protection equipment and response devices function and are positioned properly
- Verify that security cameras function and are positioned properly, and that recording devices are functioning properly
- Verify that AED's are in place, fully charged and functioning properly
- Implement process to ensure that plumbing and fixtures are inspected, and that water is circulated in public areas and guest room fixtures and water features to minimize potential for Legionella and other bacteria growth. Consider information from the CDC: <https://www.cdc.gov/legionella/index.html>
- Disconnect, drain, clean, and sanitize all guestroom floor ice machines
- Inspect the roof, if accessible, to evaluate any potential exposures such as clogged roof drains, rooftop structure damage from recent storms, vegetation growth, or evidence of unauthorized access via roof hatches, skylights, or stairwell doors



- Ensure that electrical equipment and appliances are in good condition and function properly
- Place signage at each public entrance of the facility to inform all employees and customers to avoid entering the facility if they have a cough or fever and to maintain a minimum six-foot distance from one another
- Ensure that access control restrictions from the exterior at all perimeter guest and service access points and emergency exit doors function properly and remain in place

All Departments

- Establish protocols for how to respond to employees, guests and guest service needs for those who have disclosed symptoms and/or confirmed case of COVID-19
- General guest service and guestroom maintenance request protocols consider language that restricts employees from entering a guestroom for any service request when a guest is present
- Post signage regarding maintaining six-foot distancing when possible including taking stairs (2 floors up, 3 floors down) and limiting elevator use to a maximum of two employees per car
- Post signage regarding frequent hand washing
- Provide hand sanitizer stations where required
- Ensure an adequate supply of EPA-approved (EPA List N) cleaning and disinfecting products is available
- Ensure an adequate supply of the appropriate size and type of secondary containers and appropriate product labels are available for cleaning and disinfecting products
- Ensure that SDS are available for all cleaning and disinfecting products
- Ensure that there is an adequate supply of the appropriate size and type of PPE including gloves, gowns, masks, eye protection, based on assessment of exposures in each department
- Consider a central storage and distribution point for PPE in order to accurately and efficiently manage distribution to departments and employees
- Clean and disinfect all equipment and hard surfaces in the department and office areas including door handles and push plates, light switch plates, office equipment, desktops, computer keyboard, mice, printers, cabinets, and other hard surfaces daily

Lobby & Public Areas

- Establish cleaning and sanitizing protocols for high-touch items such as equipment and hard surfaces including door handles and push plates, elevator call buttons, elevator phones, escalator handrails, public restrooms, house phones, light switch plates, desktops, tabletops, computer keyboard, mice, printers, cabinets, and other hard surfaces
- Consider assigning an employee to be present to sanitize the elevator button panels at regular intervals, at least once per hour
- Limit elevators to one or two people not staying in the same guestroom
- Public restrooms sanitizing include vanity, toilet, door handles and push plates, mirror, hand soap dispenser, paper towel dispenser, air dryer and flooring
- Eliminate any unnecessary high-touch collateral items such as tour information
- Disinfect window treatments (test small area for discoloration before fully disinfecting)
- Place tape or other markings at least six feet apart at elevator landings and on walkways at public entrances with signs directing customers to use the markings to maintain distance
- Place signage at each guest and employee entrance to the building to inform all employees and guests that they avoid entering the facility if they have a cough or fever; and when inside to maintain a minimum six-foot distance from one another
- Position a trashcan inside and outside each bathroom to make it easy for users to discard tissues or paper towels
- Clean and disinfect vending machine knobs, buttons and glass case

Front Desk

- Install plexiglass or other barrier between employees and guests
- Consider use of stanchions and floor markings or other physical means to direct and allow for adequate six-foot separation of guests waiting to check in or check out
- Place tape or other markings at least six feet apart in guest que areas and on walkways at public entrances with signs directing guests to use the markings to maintain distance.
- Ensure an adequate supply of EPA-approved (EPA List N) cleaning and disinfecting products are available



- Ensure an adequate supply of the appropriate size and type of secondary containers and appropriate product labels are available for cleaning and disinfecting products
- Ensure that there is an adequate supply of the appropriate size and type of PPE
- Clean and disinfect all front desk computer equipment and hard surfaces including door handles and push plates, light switch plates, desktops, computer keyboard, mice, printers, cabinets, and other hard surfaces and luggage carts
- Eliminate any unnecessary high-touch collateral items such as tour information
- Place hand sanitizer station at the Front Desk
- Install signage regarding social distancing measures
- Use alcohol based solution to sanitize guestroom keys rather than other products that leave residue and damage lock readers on guestroom doors
- Consider a COVID-19 out of order designation in your PMS system to account for these rooms differently than rooms out of order for maintenance, renovation
- Disinfect all payment portals, pens, and styluses after each use

Guestrooms & Suites

- Restore thermostats to normal settings and verify PTAC and system functions properly
- Check for mold, mildew growth (windows, PTEC, restrooms, etc.)
- Remove all non-essential decorative and extra bed pillows, bed linen, ice buckets, etc.
- Clean and sanitize all bedroom and restroom furniture, fixtures, and equipment using only EPA-approved (EPA List N) cleaning and disinfecting products
- Clean and disinfect all guestroom surfaces including:
 - Light switches
 - Door handles, locks
 - Closet door handles
 - Hangers
 - Iron & ironing board
 - Luggage rack
 - In-room safe
 - Lamps & switches
 - USB ports
 - Thermostat
 - PTAC units
 - Curtains & pull rods, blinds
 - Window handles
 - Upholstered furniture
 - Remote control
 - Telephone(s)
 - Refrigerator
 - Microwave

- In-room safe
 - Minibar
 - Coffee maker
 - Window handles
 - Armoire/dresser
 - Nightstand
 - Alarm clock
 - Desk & desk chair
 - Tablet
 - Trash bin(s)
 - End table(s)
 - Coffee table
 - Roll-away beds
 - Infant cribs
- Clean and disinfect all restroom surfaces including:
- Doorknobs
 - Light switches
 - Vanity surface, handles, fixtures, sink
 - Trash bins
 - Make-up mirror
 - Hair dryer
 - Tissue box cover
 - Toilet paper roll/dispenser
 - Shower door handles
 - Shower door
 - Interior shower walls, corners, shower head, shower door
 - Tub, tub faucet and handles
 - Tub/shower grab bars
 - Shower curtain liner
 - Toilet or bidet bowl, seat, handles, fixtures
 - Toilet/bidet grab bars

Corridors, Stairwells & Back Of House

- Disinfect window treatment (test small area to avoid discoloration before fully disinfecting).
- Clean and disinfect stairwells, handrail, door handles and push plates, light switch plates, and other hard surfaces
- Clean and disinfect restrooms and locker rooms including vanity, toilet, door handles and push plates, mirror, hand soap dispenser, paper towel dispenser, air dryer and flooring.
- Consider re-assigning lockers to ensure six-foot distancing when possible
- Sanitize house phones
- Sanitize service elevator call buttons and elevator cars
- Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, the employee services window (via a teller style window) and other high-density areas in order to ensure appropriate distancing between employees.

Housekeeping

- Conduct a comprehensive review of guestroom and public area cleaning processes and standards to determine opportunities to mitigate employee and guest illness and injury exposures, and to increase quality and efficiency of cleaning and sanitation
- Establish protocols for how to service guestrooms with occupants who have symptoms and/or confirmed case of COVID-19
- Ensure an adequate supply of EPA-approved (EPA List N) cleaning and disinfecting products are available for public area and guestroom cleaning
- Ensure an adequate supply of the appropriate size and type of secondary containers and appropriate product labels are available for cleaning and disinfecting products for guestroom and public area cleaning
- Ensure that SDS are available for all cleaning and disinfecting products
- Ensure that there is an adequate supply of the appropriate size and type of PPE including gloves, gowns, masks, eye protection
- Ensure that there is an adequate supply of hand soap available for public and back of house restrooms and handwashing sinks
- Ensure that eyewash stations are readily accessible and have been tested and flushed to ensure that they function properly
- Clean and disinfect room attendant, turndown and public area attendant carts
- Clean and disinfect all guestroom and public area cleaning tools and equipment
- Inspect and replace vacuum filters and bags, etc.
- Ensure that there is an adequate supply of blood-borne pathogen clean-up kits in the department
- Clean and disinfect all guestroom amenities in storage areas including the following:
 - Alarm clocks
 - Remote control
 - Telephones
 - Coffee maker
 - Hair dryers
 - Roll-away beds
 - Infant cribs Irons
 - Ironing boards]

In-house Laundry

- Consult with machine and detergent vendors to ensure that detergents and machine settings and cycles function properly and at high temperature in accordance with CDC guidelines
- Conduct a comprehensive review of linen collection and laundry processes and standards to determine opportunities to mitigate employee and guest illness and injury exposures, and to increase quality and efficiency of laundry operations
- Ensure that there is an adequate supply of the appropriate size and type of PPE including gloves, gowns, masks, eye protection for employees that may come into contact from soiled guestroom and other linen
- Ensure that eyewash stations are readily accessible and have been tested and flushed to ensure that they function properly
- Ensure that utility service (gas, electricity) is correctly and safely restored to equipment
- Wash all linen and terry, place in sanitary storage bags and place in a secure location.
- Clean and disinfect all laundry/linen carts
- Mop and disinfect flooring
- Clean and disinfect all mop buckets, dust pans, mop heads/handles, brooms, and high dusters

Engineering & Maintenance

- Establish protocols for how to service guestrooms with occupants who have symptoms and/or confirmed case of COVID-19
- Ensure an adequate supply of the appropriate size and type of secondary containers and appropriate product labels are available for cleaning and disinfecting products
- Ensure that SDS are available for all cleaning and disinfecting products
- Ensure that there is an adequate supply of the appropriate size and type of PPE including gloves, gowns, masks, eye protection, etc.
- Ensure that eyewash stations are readily accessible and have been tested and flushed to ensure that they function properly
- Clean and disinfect all carts, equipment and hard surfaces including door handles and push plates, light switch plates, desktops, workstations, computer keyboard, mice, printers, cabinets, and other hard surfaces



- Clean, disinfect, and organize all tools
- Clean and disinfect maintenance carts
- Mop and disinfect flooring
- Clean and disinfect all mop buckets, dust pans, mop heads/handles, and brooms
- Ensure that there is an adequate supply of blood-borne pathogen clean-up kits in the department

Restaurant, Outlets & Bar

- Ensure that utility service (gas, electricity) is correctly and safely restored to cooking equipment
- Suspend all buffet and self-serve style events until further notice
- Align outlet seating and service floor plans to create a minimum of 6 feet between tables and booth seating
- Remove and re-align bar chairs and stools to establish and maintain 6 feet between seats at the bar and consider marking positions on the floor
- Eliminate anything other than single-use condiment bottles and containers, salt & pepper shakers, etc. on tables
- Remove all self-serve condiments and utensils to be removed and available from cashiers or servers
- Ensure that all straws are wrapped
- Establish process to separate table and place setting and service from table bussing and cleaning tasks to minimize potential cross-contamination
- Create and print menu on disposable paper with items that minimize food costs and kitchen staffing to assist with physical distancing
- Place hand sanitizer stations at all outlet entrances and service transaction areas
- Clean and disinfect all tables, chairs, and booths
- Remove tables and chairs and place in storage closet
- Clean and disinfect the surfaces of machines, equipment and hard surfaces including door handles and push plates, light switch plates, and other hard surfaces
- Consider using disposable utensils for outlet service
- Clean and sanitize all cutlery and china



- Clean and sanitize all glassware and store in secured location
- Clean and sanitize soda and beer dispensing systems
- Vacuum / mop all floor surfaces
- Sanitize host podiums including all associated equipment at least once per hour
- Sanitize service stations, service carts, beverage stations, counters, handrails, and at least once per hour
- POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift
- Sanitize all dining tables, bar tops, stools, and chairs after each use
- Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or replaced with single use
- Sanitize storage containers before and after each use
- Sanitize food preparation stations at least once per hour
- Deep clean and sanitize kitchens at least once per day
- Clean and disinfect grease traps, grease drip pans, and the inside of walk in coolers and freezers
- Use contactless methods to transfer food and beverage items to other employees (leaving on expediting tables, conveyors, etc.)

Kitchen & Stewarding

- Ensure that utility service (gas, electricity) is correctly and safely restored to cooking and dishwashing equipment
- Ensure that dishwashing machines function properly
- Ensure that coolers and freezers are working properly and maintain proper temperatures
- Create and print menu on disposable paper with items that minimize food costs and kitchen staffing to assist with physical distancing
- Review practices regarding food product delivery and removal of packaging to minimize potential for contamination
- Ensure that all food product is correctly labeled and dated



- Reposition kitchen stations or employee positioning if possible, to create and maintain additional space
- Clean and disinfect the surfaces of machines, equipment and hard surfaces including door handles and push plates, light switch plates, and other hard surfaces
- Sanitize all silverware, china, and glassware
- Disinfect door handles and push plates, light switch plates, and other hard surfaces
- Ensure that eyewash stations are readily accessible and have been tested and flushed to ensure that they function properly
- Mop flooring with disinfectant

In-room Dining & Mini-bar

- Establish protocols for how to service guestrooms with occupants who have symptoms and/or confirmed case of COVID-19
- Establish process to separate cart setting and service from cart retrieval to minimize potential cross-contamination
- Establish processes and standards for isolating, cleaning, and sanitizing room service carts upon return from guestroom and prior to re-entry to department or kitchen
- Clean and disinfect all carts, equipment and hard surfaces including door handles and push plates, light switch plates, desktops, workstations, computer keyboard, mice, printers, cabinets, and other hard surfaces
- Create and print menu on disposable paper with items that minimize food costs and kitchen staffing
- Provide disposable utensils, condiments, etc.
- Contact Guests via phone regarding their pending delivery and require server to knock on door and leave items in box/bag outside of guest room
- Lock all minibars, remove loose product and suspend service until further notice and notify guests that these items will be available upon request

Fitness Center & Pool

- Clean and disinfect all pool, beach, recreation equipment, tables, and chairs
- Clean and disinfect all safety equipment such as floatation ring, shepherd's hook, emergency, and house phone

- Configure pool seating to allow for at least six feet of separation between guests
- Clean and sanitize towel hamper
- Clean and disinfect the entire inside of the guest fitness area to include rubber floors, benches, specialty equipment, treadmills, bikes, ellipticals, dumbbells, barbells, and equipment ropes and handles
- Ensure that disinfecting wipes and trash receptacles are in place
- Install signage regarding maintaining adequate social distancing and reminders to wipe down equipment prior to and upon completion of use
- Post entrance signs at guest fitness center entrances instructing users to refrain from use if they have symptoms of respiratory infection or believe they have come in contact with someone infected
- Ensure courtesy phone is operable

Meeting & Function Rooms

- Clean and disinfect all equipment and hard surfaces including door handles and push plates, light switch plates, and other hard surfaces
- Secure all access

Business Center

- Clean and disinfect all equipment and hard surfaces including door handles and push plates, light switch plates, desktops, tabletops, computer keyboard, mice, printers, cabinets, and other hard surfaces

Retail & Pantry Items

- Remove all self-service items and replace with items available for purchase from the front desk
- Clean and disinfect the surfaces of display and shelving units, machines, equipment, and hard surfaces including door handles and push plates, light switch plates, and other hard surfaces

Guest Laundry

- Ensure utilities are restored (water, electric, gas, etc.)
- If dryers use natural gas, verify that carbon monoxide detection is in place and functions properly
- Clean and disinfect the surfaces of machines, equipment and hard surfaces including door handles and push plates, light switch plates, and other hard surfaces



Sources:

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