**WORKPLACE COVID-19 SAFETY PROTOCOLS – FRONT OFFICE Updated April 2020**

**The following measures have been put in place for the health and safety of our staff and guests:**

* Pool, hot tub, fitness, valet, and food services are closed
* All common area chairs are either removed, or facing wall, to discourage gatherings in public areas
* Signs in place throughout property on hand washing, and social distancing practices as recommended by Public Health Officials
* Banquet tables placed around front desk to allow 6 foot distancing between agent and guest
* Plexiglas placed in front of front desk computers
* Room Key return station in place for used key packets
* Only front desk members are permitted to enter pantry area. Banquet table placed in front of pantry to limit guest access
* Rooms serviced by HSKP every 3 days, which is to be communicated to each guest upon check-in
* Check out rooms, for guest who were not self-isolating, will be placed OOO upon checkout for 72 hours before being cleaned

**Ongoing safety protocols:**

* All contact points must be cleaned and sanitized once per hour (all front desk areas + items, business center, office + admin door handles, copy machine, main entrance doors, and pantry)
* Maintain minimum distancing of 6 feet apart for all guests and team members
* Wear gloves throughout shift including:
  + When handling cash
  + Accepting courier deliveries
  + Handling another person’s belongings or dirty dishes
* Do not touch used key cards or packets
  + Checkout guests must dispose of their room key and packet in the provided station.
  + Any guests requesting keys be recoded must dispose of the used key, and front desk will provide a brand new key
  + Used keys will be sanitized before reuse
* Wash hands for 20 seconds frequently throughout shift. Sanitize afterwards using provided sanitizer
* Politely ask extended stay check in guests if they are with us for self-isolation purposes. If so, isolation registration form is to be filled and signed by the guest, and appropriate notes placed on their reservation*. See below self-isolation practices*
* Welcome letter detailing social distancing practices, and adjusted hotel services, placed in key packets of all arriving rooms
* Front desk agents visually assess guests for any visible symptoms

**Personal best practices:**

* Avoid touching your face
* Cover your coughs/sneezes with elbow/sleeve. Do not cough into hands
* If tissue is used, wash hands immediately afterwards
* If elevator is occupied, wait for next elevator

**\*Self-isolating guests**

* Daily form to be filled out and provided to HSKP in the morning, listing all self-isolating rooms and scheduled check out and cleaning date
* Self-isolating check out rooms placed OOO for 10 days before being cleaned
* Any requested items from self-isolating guests to be placed outside their room door
* Guests cannot come-and-go from their room

If you have any questions or concerns about any of these items, please speak with a member of Front Office Leadership. By signing below, you agree to follow these protocols and seek guidance if you require any further assistance or clarification.

**Employee Name (Printed):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Employee Signature:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_