

Operational guidelines on preparedness and response for COVID-19 outbreak for work settings

Hospitality Industry (Hotels and Guest Houses)

Please follow the relevant sections of the General Guidelines (published in this webpage) in addition to the following specific measures.

Responsibilities of the Employer

- Develop a COVID-19 preparedness plan
- Appoint a responsible worker as the focal point to monitor the implementation of the plan.
- Reorganize the workplace physically and administratively in order to prepare for COVID-19 (e.g.: Minimum essential number of staff should be used, limiting operations to essential processes, implementing flexible work hours, changing office arrangements to maintain the required physical distance etc.).
- Improve ventilation and where feasible install air filters.
- Leave the doors and windows open if air conditioners are not used. Appoint a designated person to open and close entrance/exit doors
- All workers on duty must be traceable staff.
- A register /registers should be maintained for workers, guests and their names, addresses, contact details and ID card number must be documented.
- Screening for respiratory symptoms and thermal screening (with a non-contact medical grade thermal scanner) of all the staff and guests at the time of entrance into the premises/hotel. Any person recording a temperature above 98.4 ° F or 37 ° C or respiratory symptoms should be sent back to seek medical advice.
- Hand washing facilities with soap and water must be available at the entrance preferably with a pedal operated tap and sink. Ensure facilities for hand washing and hand sanitizing at other appropriate places within the workplace.
- Provision of welfare facilities for all workers (e.g.: adequate facilities at meal rooms, toilets, changing rooms etc.).
- Ensure adequate supply of personal protective equipment (mask, gloves, etc.)
- Avoid in-person meetings and non-essential training. Use methods of communications like video conferencing.
- Ensure raising awareness on COVID-19 prevention among all staff members. Consider using public addressing system/ posters/ notices/ videos on electronic screens etc. for the purpose.
- Display the following at the entrance and where necessary to educate guests
 - All guests shall wash hands and wear a mask when entering the premises
 - Shall not share crockery and culinary equipment and food items
- Prevent queues at entrances, meal rooms and lifts.
- Encourage cashless transactions.
- Ensure Cleaning and disinfection of all surfaces
 - The door knobs/handles shall be cleaned and disinfected before every shift and every three hours.
 - Floors, office equipment and furniture shall be cleaned with disinfectant a minimum of twice a day. (Or after every shift in places where there are shift duties).
 - Disinfect all furniture in all service areas after each encounter with guests. (e.g., Tables chairs service counter tops etc.) in addition to the routine cleaning.
 - Disinfect all contact points of guests in all service areas as frequently as possible (At least 4 times a day). E.g. Door handles and knobs, telephone receivers, elevator key pad, etc.

- All guest key cards shall be disinfected before issuing
- TV remote controls in all guest rooms should be covered with polythene covers so that they could easily be disinfected.
- Ensure safe and proper waste management and cleaning/ treatment of all linen used by guests.
- All cleaning staff should be given training on the correct procedure of waste management and provided with necessary personal protective equipment.
- Monitoring and evaluation of all activities to ensure the adherence to COVID-19 preparedness.

Registering guests

- Ensure all guests shall comply with the COVID-19 prevention measures taken by the hotel authorities, which can be informed to them on registering.
- Obtain additional information in a form filled with the registration.

Kitchen and food service

- All chefs and other support staff should wash their hands before handling foods
- Use gloves, or tongs when handling ready to eat foods.
- Disinfect all direct food contact surfaces such as preparation tables, cutting boards, knives, tongs etc. before each encounter
- Cover & seal all foods during storage, temporary storage & transport.
- All foods in the buffet shall be closed to avoid contaminations by guests.
- Allocate adequate number of (designated) persons to serve food in the buffet.

Instructions for employees

Physical distancing

- Maintain at least 1 meter distance with persons at all times.
- Use non-touch techniques of greeting, such as saying ‘*Ayubowan*’.
- Maintain a distance with persons inside the lift and avoid facing them. Promote using stairs.

Hand hygiene

- All workers and guest should wash hands with soap and water for at least 20 seconds before entering the premises, when leaving the premises and as frequently as possible.
- All staff should wash hands after handling items such as money or any item received from outside if not wearing gloves.
- Concierge team shall sanitize their hands immediately after handling guest luggage.
- Mobile phones, pens etc. should not be shared. Avoid using common telephones, fax machines, desks, or other work tools and equipment, whenever possible.
- Refrain from touching frequently touched surfaces.

Respiratory etiquette

- Wear a face mask properly when on duty.
- When not wearing a face mask (during meals etc.) cover coughs and sneezes with a tissue.
- Avoid touching face (especially eyes, nose, and mouth) and/or face mask, at all times.
- After removal of face mask safely dispose it to a pedal operated closed bin lined with a garbage bag and wash hands with soap and water.

Director General of Health Services

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