

Before Arrival

Indian

- Get Aadhar card for Indians
- Inquire if the Aarogya Sethu App is installed.
- Flight details of previously visited countries in the past 14 days

Foreigner

- Get Passport No. and visa copy
- Flight details of previously visited countries in the past 14 days.
- C-form to be filled in Advance

Upon Arrival

In case of Airport transfer

- No handshakes only Namaskar
- Ensure the driver is wearing protective gear such as mask, gloves etc.
- The car should be disinfected with every arrival
- If Raining – Umbrella should be in the car alongwith a Mask and sanitizer must for each passenger.
- Check if the driver section can be segregated with a temporary plastic or a transparent sheet
- If possible – no guest sits in front next to driver
- Driver should be instructed to limit conversations to minimal
- Guest instructions to be placed at the back seat; the information booklet must cover all the steps being taken by the hotel for safety and sanitization along with the operational norms for restaurants, room service, housekeeping & laundry process

At the Entrance

- Guests running a temperature of more than 98.6° F should be politely asked to return or directed to the closest hospital/medical facility
- Disinfect and clean Guest luggage after informing the Guests
- Provide a mask if Guest is not wearing one, if required. In addition, keep gloves and umbrellas close by if requested along with sanitizers at the entrance.

At Front Desk

- Greet with Namaskar and if not raining, check in preferably outdoors
- Ensure main documentation was taken care of before arrival to minimize time at arrival desk and verify details given before arrival.
- If the Guest is arriving from restricted countries or regions, ensure that you have detailed information from the Guest upfront before arrival or at time of making the reservation.
- Temperature check of the guests
- Hand over a Mask /Sanitizer
- Reception desk staff should be sufficiently informed about COVID-19 so that they can safely carry out their assigned tasks and prevent the possible spread of COVID-19 within the establishment. They should be capable of informing guests who inquire about the establishment's policy in terms of the preventive measures established or other services that guests may require (for example, medical and pharmacy services available in the area or at the establishment itself). They should also be able to advise guests with respiratory symptoms to stay in their rooms until they are seen by a doctor—management should arrange it immediately—as well as to provide basic hygiene recommendations when asked.
- Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.
- Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.
- Ensure markings on the floor at reception to maintain Social Distancing
- Ensure Associates are wearing masks & gloves
- Keep paper, envelopes and all equipment sanitized
- Keep swabs which Guests can use with sanitizer to clean their phone or credit cards
- Check that procedures are in place to manage COVID-19 suspect cases.
- Check there are documents and records of all preventive measures.
- Ensure compliance to government orders, guidelines and health advisories on the COVID-19.

Necessary equipment and medical kit at the reception desk

- Although the use of masks is not recommended for the public as a preventive measure, but only for those who are ill with COVID-19 symptoms or those caring for them, the reception desk should have a medical kit that includes the following items:
- Germicidal disinfectant/wipes for surface cleaning Tissues.

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- Face/eye masks (separate or combined, face shield, goggles). Note that disposable facemasks can only be used once (see Advice on the use of mask).
- Gloves (disposable)
- Protective apron (disposable)
- Full-length long-sleeved gown
- Biohazard disposable waste bag

Reception Desk staff should be familiar with the room occupancy policy for accompanying persons in the event of a suspected case of COVID-19. The latest definition of suspected case of COVID-19 can be found on WHO website.

The reception desk should have immediately available the telephone numbers of the health authorities, medical centers, public and private hospitals, and assistance centers for use whenever there is the possibility that a guest may be ill.

Within Guest Rooms

- Signage's with information on sanitization norms should be placed
- Guests instructions given at the reception should include instructions on how the rooms are sanitized at regular intervals
- May need a tent card or post to say the room & other touch points have been sanitized- Particular touch points:
Bed including pillow case, etc.
Ensure Housekeeping Associates on the floor are wearing safety gear
- Keep sanitizers at regular intervals on the floor and small dispensers in the rooms
- Inform Guests that newspapers are not being delivered due to safety reasons, but e-papers will be made available through WhatsApp etc.
- Laundry, room service instructions should be available in the room for the new SOPs being implemented
- Room linen to be changed once in two days or ONLY on request; no turn down services to facilitate minimal contact.

Check-out

- Advise the Guests to inform their check-out plans in advance so that bills can be made ready
- The night before the Guest check out slide the bill under the door with payment instructions to give them an opportunity to avoid a rush the next day.
- Create a separate check-out area to avoid over-crowding and wherever possible use e-check out by emailing the bill & accepting online payments
- Put floor markers as in case of check-in
- Provide sanitizers and other swabs in case the Guest requires



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Restaurants

- Reduce number of tables to maintain Social Distancing norms
- Seating for the tables to be reduced to half of capacity
- Arrival instructions should explain to Guests that they should come down to the restaurants only when a table is available to avoid crowding
- You may wish to avoid buffets initially and include either TDH or 'a la carte'
- Staff must be trained for minimal contact/communication during service
- Ensure Waiters and servers are wearing masks & gloves.
- Use disposable napkins which are pre-packed or individually packed serviettes
- Keep sanitizers for Guests to use.
- Keep swabs which Guests can use with sanitizer to clean their phone or credit cards