

# ***“NEW NORMAL” HOTEL OPERATIONS***

# 01 // HOTEL ENTRANCE

## SECURITY CHECK POINT AT MAIN ENTRANCE



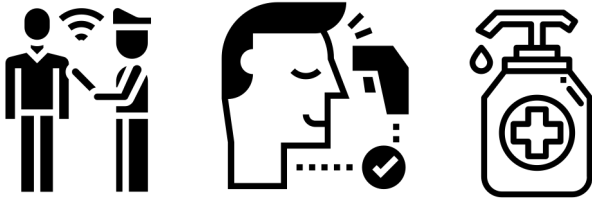
- // **Strictly No Exceptions:** Doorman is required to check the temperature of all visitors (Check-in Guests, In-House Guests, Visitors), using a forehead temperature thermometer.  
**Note:** A person with a temperature of **37.5°C (99.5°F)** or higher will not be allowed to enter the Hotel premises.
- // Alcohol hand sanitisers are available at Counters. Visitors are required to apply alcohol hand sanitisers on their hands immediately after temperature check.
- // Visitors are allowed to enter the Hotel only if the standard body temperature is within acceptance.



- // All visitors are required to wear a Face-Mask.
- // **A Notification Poster on the mentioned requirement will be placed at the Hotel Vehicle Entrance.**

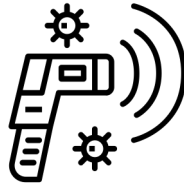
# 02 // STAFF ENTRANCE/TIME KEEPER

## ALL HOTEL PERSONNEL REPORTING TO WORK AND VISITORS



// **Strictly No Exceptions:** The Security Officer at the Staff Entrance/Time Keeper is required to check the temperature of all Hotel Staff reporting to work as well as Vendors/Suppliers, using a forehead temperature thermometer.

// Alcohol hand sanitisers are available at the Staff Entrance/Time Keeper. Visitors are required to apply alcohol hand sanitisers on their hands immediately after temperature check.



// Only if the standard body temperature is within acceptance, visitors are allowed to enter the Hotel.



// All Staff and Visitors are required to wear a Face-Mask.

A Notification Poster on the above mentioned requirement will be placed at the Hotel Vehicle Entrance.

# 03 // FRONT OFFICE DESK

## ROOM GUEST CHECK-IN



// Upon Guest check-in, the Front Office personnel are required to **once again** check the temperature of the Guest(s) using a forehead temperature thermometer and simple Questionnaire to be completed and attached to individual profile.

// All Hotel Guests are required to wear Face-Masks in the Public Areas.

**Note:** Notification poster for this requirement will be replaced in the Hotel Lobby and F&B Outlets.

// Front Office personnel are required to wear Face-Masks and Face Shields when on duty.



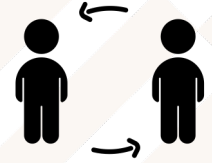
// Front Office personnel will help to spray alcohol hand sanitiser on Guests' hands. Guests are required to use alcohol hand sanitisers onto their hands immediately after temperature check.



// Guests' luggage will be cleaned and disinfected before transporting them to the Guest Room.

// Front Office personnel will disinfect all key cards and pens with disinfectants in-front of Guest before handling key cards over to Guests.

// Counter will be cleaned and disinfected each time after Guest leaves.

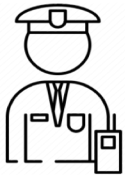


// **Self-Distancing:** Distance between the Reception Table and Hotel Guest Chair(s) should be at least 1.5 metres (4.9 feet) apart.

// Alcohol hand sanitisers will be placed at Front Office Reception Counters.

# 04 // SECURITY GUARD LOBBY LIFT LANDING

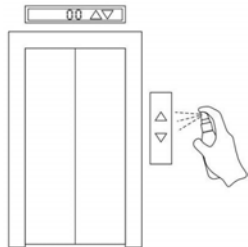
## LIFT HYGIENE PROCEDURE



// In addition to the Security personnel's duties to ensure that the Hotel property, Guests and Hotel Staff are safe and secure at all times, he/she will carry out the following:

### WHEN GUEST LIFT OPENS AND GUEST(S) EXIT FROM THE LIFT

- After the Guest(s) exit from the Lift, the Security personnel enters the Lift on a regular basis to ensure that the Lift is clean; and to clean the Lift Button panel.



# 05 // RESTAURANT & BARS AND KITCHEN

// At F&B Outlet Entrance, F&B personnel are required to **once again** check the temperature of the Diner(s) using a forehead temperature thermometer and record the diner's information in the tracking sheet or scan QR code at the Outlet Entrance.

// Alcohol Hand Sanitiser bottles will be placed at the F&B Outlet Entrance.

// All Diners are required to wear Face-Masks, before and after their meal.

// For hygiene purpose, cutleries will be placed head facing downwards in the napkin.

// All F&B Service and Kitchen Staff are required to wear Face-Masks, Face Shields and Gloves when on duty.



# 05 // RESTAURANT & BARS AND KITCHEN

// **Social-Distancing:** Distance between each Dining Table (F&B Outlet) and Bar-Stool (Bar & Lounge) should be at least 2.0 metres (6.6 feet) apart. A few Bar-Stools will be removed to make space between each stool where required.

**Note:** Mark safe-distancing positions on the floor (print stickers, same as in the Lifts).

// **Manpower Planning:** As business will take time to fully recover, we will limit staffing (Manpower) on each shift. This has been discussed and finalised during the meetings hosted by Talent & Culture.

// **Hygiene:** Prevent foodborne diseases in F&B Kitchen and receiving areas by maintaining hygiene.

// **Dish-Washing:** Wash dishes and cutleries in dish-washing machine with temperatures of at least 71° C (160° F).



// **Breakfast:** Breakfast Set Menu will be served to In-House Guests. Plates will be covered.

// **All-Day Dining Menu:** Create a re-opening menu (simplified Menu) with items that limit the number of Cooks in the kitchen.

**Note:** As we will first focus on domestic tourism, we will have more local favourites and some international favourites in the menu.

# 06 // HOUSEKEEPING

// Before Guest check-in, Housekeeping team will rigorously clean and disinfect all hand surfaces.



// All Housekeeping personnel are required to wear Face-Masks, Face Shields and Gloves on duty, especially when handling soiled room linen.

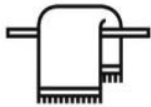


// Frequent cleaning frequencies, especially frequent touch points with disinfectants as per SOP.

## 10 High-Touch, Deep Clean Areas in the Guest Room



- 1 SWITCHES & ELECTRONIC CONTROLS
- 2 HANDLES & KNOBS
- 3 WALLS & CEILING
- 4 CLEANING CONTROL
- 5 TELEPHONE, MINUTE CONTROLS AND CLOCK
- 6 BED & BEDDING
- 7 BATH FIXTURES
- 8 BATH SURFACES
- 9 CLOSET EDGES
- 10 IN ROOM SAFE & DRAWER



// Strict linen management from packaging, laundering and delivery.



# 07 // HOTEL OPERATIONS SAFETY & HEALTH COMMITMENTS



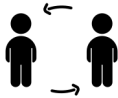
// Multiple temperature checks on Hotel Staff, Guests and Patrons before entering the Hotel.



// It is compulsory for all Hotel Staff, Guests and Patrons to wear Face-Masks in Public Areas



// Hotel Operations Staff are equipped with Face-Masks, Face Shields and Gloves when on duty.



// Social distancing etiquette in lifts, dining and public areas



// Strict Linen management from packaging, laundering and delivery.



// Alcohol Hand Sanitiser bottles are conveniently located in public areas



// Frequent disinfection cleaning in frequently touched areas within the Hotel premises.



// Liquid soap and paper towels are available in the Hotel's Public washrooms.



// Maintain strict hygiene measures and routines in Food Preparation, Handling and Storage.



// Regular cleaning of Air-Conditioning and mechanical ventilations in the Hotel.