“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.
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.
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

a. 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.
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.

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.