



## **Post Pandemic Hotel Operations**

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## Front Office

- Alcohol Disinfectant entry mat in main entrance of hotel
- Infrared thermometers available at front desk to conduct temperature checks of our guests and employees upon request, in certain jurisdictions and subject to availability.
- Necessary equipment and medical kit at the reception desk
  - Germicidal disinfectant/wipes for surface cleaning Tissues.
  - Face/eye masks (separate or combined, face shield, goggles). Note that disposable face masks 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
- The registration form will be updated which include contact, passport information, the countries where person has been in the last 14 days, and the travel plan within the country after its stay
- Transfer cars disinfectant and stocked up with cologne , masks and hand sanitizers
- External-circulation fresh air system and floor drain to prevent aerosol infection.
- Social distancing measures, together with frequent hand hygiene and respiratory etiquette, are the main measures to prevent transmission of COVID-19.
- Use of hand sanitizers in hotel front desk and surfaces are cleaned every 1 hour
- Ensure all reception staff are well briefed on the action to be taken when they receive a report of sickness, or of a feecal or vomit accident...etc
- Train all reception staff on how to use the Corona -incident form.
- Whenever possible a named designated person on duty at all times who is trained to deal with such incidents.
- Display emergency communication chart at back office of reception.
- Display emergency contact numbers list at back of reception (local healthcare, hospital, hotel doctor, ambulance...etc )
- Based on investment -Self-services( mobie App) with artificial intelligence technologies to avoid facing other people. Room control via mobile app to avoid touching in-room buttons. subject to availability.
- All surfaces Switchboard, Luggage Rooms, Courtesy Rooms, Back Offices should be cleaned at least daily with detergent and water or disinfectants, Pens at the front deskand room keys and key cards should also be cleaned with disinfectant.
- Staff with signs and symptoms of respiratory infections should seek medical advice promptly to prevent spreading the infection in hotel.



- Hand hygiene should be performed after touching equipment, such as, elevator control panels , door knobs & computers & pos machines & telephones & switches & key card machines& luggage cars, after using the toilet, after using tissue paper to cover the mouth and nose while sneezing or coughing, before touching mouth, nose and eyes, before handling, preparing or serving food.
- Maintain records that will help you trace who has been in contact with any infected individuals that have been to your property. Review and implement a record keeping process to maintain records of guest and staff movement. These records should be kept for a minimum of 90 days. This includes maintaining guest registration records, employee work assignments, documentation of key control procedures including the electronic lock records, and security camera closed circuit tapes.
- People who come into contact with guests' personal belongings, such as carrying their luggage, will wash their hands immediately after such procedures
- Airport transportation vehicles in clean and disinfected condition and stocked with hand sanitizers

### Housekeeping

- Alcohol Disinfectant entry mat – for each floor
- Disinfection with Ozone and ULV Machines all rooms and public areas
- The person who will do the room cleaning must wear gloves after washing hands and do the cleaning with gloved hands. Gloves should be removed after each room cleaning, hands should be washed properly, and then new gloves should be worn before next room cleaning
- Windows in rooms and other closed areas should be opened during daily routine cleaning and air-ventilated for at least 1 hour after cleaning
- Provide new materials as room amenities, such as mask, disinfectant set, wet or colon wipes, cologne, alcoholic disinfectant, paper towels. Liquid soaps in the toilets are checked more frequently and not left empty,
- Update hotel info channel with such as videos, slides, posters, brochures including corona antivirus and prepared by relevant public institutions
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- Top up maid cars
  - Germicidal disinfectant/wipes for surface cleaning Tissues.
  - Face/eye masks (separate or combined, face shield, goggles). Note that disposable face masks 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
- Update your checklists - Surfaces that are especially touched by hands; should be clean such as ,door handles, batteries, handrails, frequently touched buttons, telephone handset, television and air conditioning control, toilet and sink common areas.



- In room glasses and plates should be washed with water and detergent
- Remove all décor linen items , pillows , runner and ETC..
- The textile products used by the guest should be folded together and collected in a way that does not allow dust and particle formation during this process
- Textile products such as sheets and towels should be washed in the washing machine with detergent at 60-90oC. Bed scarfs and bedspreads should be washed more frequently.
- Sauna, massage rooms ,gyms and kids clubs should be used by keeping a limited number of records with reservation, cleaning and ventilation of these areas should be done at regular bases .Toys that are difficult to clean should not be kept in playgrounds and children's clubs
- Regular control of air conditioners in the rooms should be ensured in accordance with the manufacturer's instructions.
- Safe Social Distance regulation in common areas ,
- Frequent sanitization of high-contact points, such as elevator buttons, door handles, reception counters, bathrooms and conference rooms.
- Hand sanitizers placed at guest contact areas, such as hotel lobbies and conference space.
- Put alcohol-based hand rub in every rest room (ideally both inside and outside of the room), at each end of each row of exercise machines, and at least one in the free weight area.
- Position germicidal spray and paper towels at each end of each row of exercise machines, and at least one set in the free weight area. Include extra signage to ensure members are following standard self-cleaning protocol.
- Make sure tissues are available and every sink is well-stocked with soap and hand drying materials for hand washing.
- Position a trash can near the exit to make it easy for employees and members to discard tissues, paper towels, etc.
- Focus on forecasting for sanitation and room control. During this outbreak, revenue managers should update hotel daily occupancy forecasts and provide them to the operations department for proper staff
- The revenue manager needs to keep close communication with the front desk and housekeeping department to make reasonable arrangements for the use of rooms.
- Regular training of our employees ensuring proper hand hygiene and awareness of COVID-19. This is vital to help combat the spread of viruses and the health of our employees and guests.
- Consult with the local or county health department to determine appropriate actions if a guest or worker presents symptoms of COVID-19 disease, as well as how to respond if asked to quarantine guests. Public health officials at the state, federal, and local level have the legal authority to implement control measures to prevent the spread of communicable disease, such as isolation and quarantine, travel restrictions, and medical treatment



- Train staff to use the disinfectants safely and correctly. Staff should wear gloves when cleaning. Many of these cleaning products need to remain on hard surfaces for several minutes in order to work. Follow the manufacturer's instructions for proper use to get the most virus killing protection.
- Schedule and perform routine cleaning and disinfection of all contact surfaces in public areas, guestrooms, television remote controls, toilet flush handles, door handles, water faucet handles, and flooring
- Train staff and post signage to remind guests and workers to wash hands with soap and warm water frequently, for at least 20 seconds each time.
- Provide alcohol-based hand sanitizer that contains at least 60% alcohol in all staff contact areas.
- Educate staff on the most common signs and symptoms of coronavirus infection, which are fever, dry cough, and shortness of breath. Symptoms typically occur 1-14 days after exposure, though a small proportion of people who are infected don't have symptoms.
- Monitor members as they enter and monitor employees at least once prior to starting their shift for fever or respiratory symptoms. Restrict members with fever or acute respiratory symptoms.
- Post signs throughout the facility describing ways to prevent the spread of germs.
- Avoid shaking hands as a social greeting. & Support hand and respiratory hygiene as well as cough etiquette by members, visitors, and employees.
- Ensure employees clean their hands according to CDC guidelines, including before and after contact with members, and after contact with contaminated surfaces or equipment

#### Food and beverage

- Guests should be reminded when entering and leaving the restaurant, breakfast, or dining room to disinfect their hands with disinfectant gel, preferably located at the entrance to those facilities.
- During the freeze period, the food and beverage department can work on two to three simplified set lunch and set dinner menus with the consideration of purchasing. This action will greatly serve the in-house or outside customers' needs.
- In cooperation with a trusted logistics third party, hotel restaurants may also qualify to provide "contactless" food delivery services to capture the demand during the freezing period.
- some hotel groups began food delivery services, taking advantage of hotel labors and food storage with professional cooking to supply outside customers and increase revenue to maintain cash flow.
- During the freeze period, in-house guests may be required to eat meals in their rooms or sit individually (not to dine with anyone else) in the restaurants. This could have an impact on table layout design and seating effectiveness in restaurants. Optimize your floor plan with this in mind.
- At the buffets, guests should avoid handling food – chef serving foods at buffets
- The coffee machines, soda machines, and others, in particular the parts more in contact with the hands of users, should be manned and disinfected



- it is recommended to have a maximum of 4 persons for 10 square metres. Tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1 m apart and that guests face each other from a distance of at least 1 m.
- Use outdoor space for dining to help Social distancing measures, together with frequent hand hygiene and respiratory etiquette
- Clean and disinfect the buffet surfaces after each service and more often if necessary
- Necessary equipment and medical kit in each outlet
  - Germicidal disinfectant/wipes for surface cleaning Tissues.
  - Face/eye masks (separate or combined, face shield, goggles). Note that disposable face masks can only be used once (see Advice on the use of mask).
  - Gloves (disposable)
  - Protective apron (disposable)
  - Full-length long-sleeved gown
- After the outbreak, people will pay more attention to hygiene and dietary considerations update your menus accordingly
- Hoteliers may consider redesigning online menus- APP with this in mind.
- Menus should be design and updated with health, seasonal and local products
- Contractors and suppliers of goods and services should follow safe systems of work and also have systems in plan
- Encouraging the growth of local and regional suppliers through regional economic development and job training strategies enriches the local ecosystem.
- Open see-through kitchens will be more popular
- Use Live cooking stations for hot food , rather than mass production or buffets
- Salads and desserts buffet -use individual portion plates
- Update your in room dining menus , simple , local , seasonal – Room service will be popular for a while
- Update your mini bar with more products –Mini bar will be popular for a while
- Reservations system should be applied to all outlets
- Hotels may explore expanding into new markets, such as office buildings or small enterprises in the area that do not have a staff cafeteria, to provide food delivery and deli products.
- Hotels are qualified officially as take away & outside catering businesses, so you can get business from this segment for banqueting revenue during the recovery period.
- Hoteliers may consider providing a western dining style instead of the traditional family style in restaurants, even for wedding events. However, it will require careful calculation on the potential increase of labor expense and food cost.



### Maintenance-Public Areas

- The water of the pool should be completely changed by circulation through a filtration system or by removal from source in the frequency of not less than once in every 4 hours for a covered swimming pool and not less than once in every 6 hours for an open air pool during which the swimming pool is in use by bathers.
- The whole area and all the facilities of the swimming pool and spa (including walls, floors, equipment, tables and chairs, handrails, diving boards, chutes, changing rooms, showers, foot baths, lockers and latrine fitment) should be kept clean.
- Regular cleaning and disinfection should be carried out at least once a day by using diluted household bleach (e.g. 1 in 99 diluted household bleach (5.25% solution) and hence rinse with water and mop dry.
- Dry any collection of water puddles around the pool, especially at corners and sewage exhaust, to prevent the formation of breeding ground for mosquitoes and germs. Scales damaged grouting and stained tiles should be dealt with.
- The standard of water clarity should be maintained [31] in such a way that the turbidity of water as expressed in Nephelometric Turbidity Units should not exceed 5; and the colour of water as expressed in Hazen Units or Pt-Co Colour Units should not exceed 5
- Clean All filters on weekly basis
- Clean pool wall, pool floor, handrails and stairs to remove bad marks.
- Clean the shower room with cleansing powder to remove accumulated dirt and soap.
- Super chlorination (addition of an extra dose of chlorine to pool and staying overnight to achieve the Free Available Chlorine level to 6.0ppm) is recommended [33] every 2 to 4 weeks during regular usage if the pool would not be emptied for thorough cleansing routinely or when the amount of combined chlorine is deviated from standard value during routine daily test.
- After super chlorination, the pool can only be used until the chlorine residual drops below 3.0ppm.
- Water Standards and Testing Frequency should revised
- To ensure a good and safe water quality in swimming pools and spa, the following water standard and test frequency should be observed:

Pool standards	Parameter Range	Testing frequency
Free Chlorine (ppm)	1.0-3.0	Hourly
Combined Chlorine (ppm)	< 1	Hourly
pH	7.2-7.8	Hourly
Clarity	Floor markings on the pool bottom at its greatest depth can be clearly visible when looking from the side of the pool.	Once daily



### Swimming Pools and Spas

- Persons with signs and symptoms of communicable diseases, such as fever, cough, red eye syndrome or non-intact skin conditions should be prohibited from using the swimming pool.
- Pictorial signage should be displayed conspicuously at the entrance of the swimming pool area to alert hotel guests of this restriction and to advise users not to spit or urinate in the pool. Staff member should advise any persons with signs and symptoms of communicable diseases to leave the pool and seek medical advice as soon as possible.
- Measures such as strengthening of the surveillance of the water quality and the disinfection system of the swimming pool are of paramount importance to prevent infectious disease transmission.

### Fountains

- The fountains should be built with materials that make it easy to clean and maintain, such as stainless steel. Since the smooth surface is simple for cleaning that also minimizes the chance for bacterial growth.
- Fountain is recommended to be placed with some distance from the unprotected furniture, electrical appliances and food serving area services.
- Replace water regularly. Complete changing of water and cleaning the fountain periodically, usually in 1 to 4 months' intervals or as follow the instructions provided by the manufacturer, is desirable.
- If the fountain is placed in direct sunlight, the frequency of cleaning should be increased to prevent the growth of algae.
- The reservoir and the pump should be cleaned thoroughly after the draining out of water. All debris and sludge should be rinsed and removed before re-operation.
- 1 in 99 diluted household bleach (5.25%) solution can be used for general disinfecting purpose or other cleansing agent as suggested by the manufacturer.

### Sauna

- Sweeping or vacuuming the sauna room should be performed after each session to keep it free from dust and hair.
- The environmental surface, especially the bench top, should be disinfected with 1 in 99 diluted household bleach (5.25%) solution after each session, then rinsed with water and wiped dry.
- If floor is covered with ceramic tile, all the duckboards should be removed and disinfected with 1 in 99 diluted household bleach (5.25%) solution after each session, then rinsed with water and wiped dry. Before replacing back the duckboards to the original position, the floor underneath should also be cleaned with detergent, rinsed well and wiped dry at least daily.
- If bleach is used, cleaning and disinfection should be done at room temperature and under good ventilation. The surfaces should be thoroughly rinsed with water before subsequent session.





### Public showering facilities

- The shower room surface should be cleaned frequently with detergent and water, or it should be disinfected regularly with 1 in 99 diluted household bleach (5.25%) solution, then rinsed with water and wiped dry, if necessary.
- Grab bars and showerheads should be cleaned frequently as these are the commonly touched area. Floor should be kept dry after cleaning.
- Handwashing facilities, including handwashing basin, liquid soap and paper towels or hand dryer, should be provided.
- Ensure adequate toiletries, such as bathing liquid soap & shampoo are provided.
- Towels provided for the guests should be laundered using hot water (70-80°C) cycle between use.
- A covered receptacle which can be readily emptied and cleaned should be provided exclusively for the soiled linens and towels.
- The guests should be recommended to avoid walking with bare foot in the shower room.
- About half a litre of water should be poured into each drain outlet regularly (e.g. once a week) so as to maintain the water column in the pipe to serve as water lock.
- Ensure the drain pipes are built with U-shaped water traps; the pipelines should never be altered without authorization.
- Ensure the soil pipes are unobstructed and the sewage drains are functioning properly without leakage so as to avoid breeding of infective agents.
- The ventilation system should be maintained to provide a well-ventilated environment. The exhaust fan should be cleaned regularly.

### Human Resources

- Renewing and reinforcing good workplace practices can make a big difference to productivity as well as well-being.
- Regular briefings, communication from many levels
- Cross-training, so people can fill in for one another.
- Flexible work schedules, start and stop times that fit life needs.
- Empowerment of people at lower levels to make quick decisions.
- Rethink the nature of our offices,.
- Train hotel staff and post signage to remind guests and workers to wash hands with soap and warm water frequently, for at least 20 seconds each time. If possible, provide alcohol- based hand sanitizer that contains at least 60% alcohol in all guest contact areas and to all staff.
- staff should be advised not to touch their faces and to practice "social distancing" by standing at least six feet away from guests and other workers.
- Educate staff on the most common signs and symptoms of coronavirus infection, which are fever, dry cough, and shortness of breath..
- Monitor members as they enter and monitor employees at least once prior to starting their shift for fever or respiratory symptoms.
- Restrict members with fever or acute respiratory symptoms.
- Post signs throughout the facility describing ways to prevent the spread of germs.
- Support hand and respiratory hygiene as well as cough etiquette by members, visitors, and employees.



- Put alcohol-based hand rub in every rest room (ideally both inside and outside of the room), at each end of each row of exercise machines, and at least one in the free weight area.
- Position germicidal spray and paper towels at each end of each row of exercise machines, and at least one set in the free weight area. Include extra signage to ensure members are following standard self-cleaning protocol.
- Make sure tissues are available and every sink is well-stocked with soap and hand drying materials for hand washing.
- Position a trash can near the exit to make it easy for employees and members to discard tissues, paper towels, etc.

#### Finance

- Re budget for next 3 years
- Re forecast of cost focuses on energy, labor and all those unnecessary expenses, and then controls those costs to minimize it.
- In terms of labor cost, try to clear out staff overtime and encourage everyone to take annual leave and/or schedule mandatory training sessions during the period of low demand.
- Maintain cash flow and hotel operations. In times of economic crisis and major emergencies, most small- and medium-size enterprises fail to survive due to cash flow disruption.
- Energy cost controlling is always the crucial way of saving. Based on the business forecast shared by your revenue management team, the energy consumption of guest rooms can be arranged in advance.
- When occupancy drops significantly, block the area by floors or by areas to reduce unnecessary energy consumption.
- The finance department can negotiate with the purchasing suppliers to extend the payment cycle or temporarily reduce the proportion of expenses.
- Try to seek help from rent reduction or reduction on brand management expense.
- With the help of the policy of loan rate reduction, only keep the necessary purchases to maintain hotel operations.

#### Revenue management, sales and marketing

- Predictions of speed to market recovery should not be overly pessimistic, but realistic in the short term, middle term and long term corresponding with sales strategy adjustment.
- A dynamic-pricing solution can help to integrate hotel operations and back-office management with your sales and marketing and revenue management teams.
- Maintain channel promotions and sales during the epidemic. Also, practice good corporate social responsibility and actively respond to any calls from the government, communities and industry associations, etc., to help uphold a positive public image.
- In the recovery period after the outbreak stabilizes, the focus of publicity should be to assure travelers of a sanitary, safe environment for healthy and productive travel
- Sales teams and channel managers should also dedicate efforts to maintain good communication with their respective corporate clients and distribution partners. The team should stay connected with clients not only to show concern for their well-being, but also to keep up with their travel and reservation policy updates.
- Focus on consumer behavior patterns. Marketing teams with the available staffing should spend their time and efforts on analyzing and forecasting the future commercial trends, market segmentation and customer profile changes after the crisis is over.
- Analyze competition intensely. In the future, hoteliers should supplement competitive analysis with deeper study, insight and research into the needs, expectation and satisfaction of their guests.
- Optimize your market segmentation and grasp the most valuable customers to secure and reclaim competitive strength.
- Focus on your competitive set and market trends to make appropriate adjustments to your pricing strategy, and keep an eye on your competitors' reactions, such as whether they remain open or not.



- Hotel may consider offering extended-stay business and sell hotel rooms as serviced apartments to help contribute to a stable cash flow.
- Hotels need to set pricing structures with consideration of their value assessment and also of their current cash flow

#### Architects & Hotel owners

- Physical components of buildings and public spaces will change, too—in subtle ways. Organizations will realize that indoor air quality—notably involving fresh air and filtration
- Healthy Buildings: more money will be spent and should be spent on fans, filters, ductwork, chillers, heat exchangers, and dehumidifiers.
- The information regarding who enters the building and when. With facial recognition and infrared cameras,
- There can be time series data collected from your temperature and probably what was in the breaths you exhaled, captured over weeks and years, as you enter vestibules and ride elevators.
- Further, apartment dwellers, office workers, and hospital patients alike will be able to track and share air quality analytics in a very democratized way from their handheld sensors connected to their mobile phones and organized and served up by third-party rating databases like the future Morningstars, Yelps, Glassdoors, TripAdvisor, and others.
- Building owners in all sectors will have to both outfit their buildings to measure components of public health and also respond to their occupants doing their own assessments.