



SINGAPORE HOTEL ASSOCIATION



PHASE ONE

RECOMMENDED GUIDELINES FOR HOTELS



SINGAPORE HOTEL ASSOCIATION

Recommended Guidelines for Hotels *- Phase One*

This set of recommended guidelines serves to help hotels in **implementing additional precautionary measures at various hotel touchpoints and staff work environments during Phase One**. This should be read in conjunction with the “Updated 2 June 2020 COVID-19 Measures for Accommodation Providers (Hotels)” document.

Inputs from Singapore Tourism Board, National Environment Agency and Ministry of Health have been sought for the purpose of this set of guidelines that is developed by the Singapore Hotel Association.



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Recommended Guidelines for Guest Environment and Staff-Guest Interactions



1. Check-in/Check-out

Reduce capacity and inter-mingling at hotel lobby

- i. Terminals at the Front Desk to be spaced at least 1m apart, and with a 1m distance between guest and Front Desk agent during interaction.
- ii. Install transparent shields/plastic barriers at Front Desk.
- iii. Re-configure placement of furniture to ensure safe distancing measures are followed.
- iv. Only guests with bookings that are confirmed or allowed by relevant government authorities are permitted to enter the hotel. All bookings should be verified by hotel staff stationed at the lobby entrance (e.g. via use of QR codes, etc.).
- v. Hotels should stagger their check-in timing for guests.

- vi. Online pre check-in for guests is recommended to minimise waiting time at the hotel lobby. Hotels are required to authenticate guests upon arrival and are encouraged to explore facial recognition solutions and tap on STB's E-Visitor Authentication (EVA).
- vii. Signage should be erected in public/ shared areas to draw attention to safe distancing measures.

Adopt contactless processes and solutions

- i. Where possible, prop open entry doors or use automated doors to minimise contact with handles.
- ii. Sanitise key cards before handing over to guests. Where possible, hotels to offer mobile key cards to guests.
- iii. Cash-free contactless payment methods with softcopy receipts sent via emails are recommended.



Recommended Guidelines for Guest Environment and Staff-Guest Interactions

Hotel staff and guests to don Personal Protective Equipment (PPE)

- i. All guests are to wear masks upon entering the hotel and keep them on when outside of their hotel rooms during their stay. This excludes children less than 2 years of age.
- ii. All guests-facing staff are to wear masks and gloves throughout their shift. Staff are reminded to sanitise gloved hands to prevent any possible spreading of microorganisms, and not to touch their faces.

Remove/ reduce additional services provided at hotel lobby

- i. No valet services allowed to minimise contact.
- ii. Welcome drinks to be served in guest rooms instead of lobby area.

During check-out, hotels can implement contactless measures

- i. Cash-free contactless payment methods with softcopy receipts sent via emails are recommended.
- ii. Key drop and express check-out are recommended.

Check-out rooms

- i. Guest rooms to undergo thorough cleaning as per NEA's guidelines.





2. In-Room Environment and Services During Stay

Mini bar items to be made available only on request.

Disable common ice machines and water coolers for guests at room corridors.

Minimise interaction between housekeepers and guests

- i. Implement opt-in housekeeping services, and comprehensive cleaning to be done only after guest checks out.
- ii. Food ordered through room service and delivery of items such as toiletries, towels, etc. to be placed outside room for pick up by guests. Where possible, deploy autonomous delivery technology.
- iii. Guests to be given bags for laundry, soiled towels and bedding; they can then place these bags with the soiled items outside their rooms and contact housekeeping to do the pick up without having them enter the rooms.

- iv. Placement of disinfecting wipes, anti-bacterial gels and soaps in each guestroom.

- v. Where possible, guests can use voice-enabled assistants to adjust room environment settings (e.g. lighting, TV, temperature).

Implement stringent cleaning and disinfection protocols, such as:

- i. Use hospital grade disinfectant materials.
- ii. Wash and treat bedding at high temperature.
- iii. Deep clean carpets and upholstery.
- iv. Extra disinfection of the more frequently touched guest room areas, including light switches, door handles, TV remote controls, thermostats, bedframe, nightstands, table tops, chair arms & backs, curtain/ blind pulls, bins, hairdryers, handles, switches, telephones and safebox buttons/ knob.

(More on next page)

Recommended Guidelines for Guest Environment and Staff-Guest Interactions

Implement stringent cleaning and disinfection protocols, such as:

- v. Staff should wash their hands between tasks, especially 'clean' and 'dirty' housekeeping tasks in the room and avoid cross-contaminating an area that has been cleaned and disinfected.
- vi. Disinfect cleaning cloth in bleach or disinfectant between rooms. Cleaning equipment should be cleaned and disinfected after use in each room. Clean and disinfect housekeeping equipment and trolleys at least daily; in particular, the equipment used in multiple rooms must be thoroughly cleaned and disinfected.

Review Heating, Ventilation and Air-Conditioning controls (HVAC) and air quality to ensure proper functioning of ventilation and air exchange.

Adopt digital solutions (eg. chatbots) to assist guests where possible; this is to minimise the need for guests to approach hotel staff for assistance in view of safe distancing.





3. Common Areas & Guest Facilities (F&B, Swimming Pools, Gyms, Others)

Food and Beverage

i. Please adhere to the measures stated in Enterprise Singapore's (ESG's) advisory.

See <https://www.enterprisesg.gov.sg/covid-19/safe-distance>.

ii. Buffets are not allowed and bar section of restaurants are not to reopen.

iii. To have digital menu for in-room dining if possible.

iv. For guests' in-room dining service orders, items should be packaged and left outside guest rooms upon delivery. Guests are to leave the items outside their rooms after their meal. Room service equipment should be properly sanitised before and after each use.

v. Hotels can offer grab-and-go options for guests and inform guests not to consume these items in public areas.

vi. Hotels can design menus for single portions in place of sharing-size meal portions.

Common guest facilities (e.g. swimming pool, gyms, kids' clubs, etc.)

i. All common facilities are to remain closed till further notice.

Recommended Guidelines for Staff Interactions and Work Environment



Hotels must adhere to the MOM advisory "New requirements for Safe Management Measures at the workplace (updated as of 1 June 2020)".

Implementing a system of safe management measures

i. Detailed monitoring plan to ensure compliance, appoint Safe Management Officers to implement and conduct checks. Implement comprehensive hygiene and preventions training programmes for hotel staff.

Reduce physical interaction and ensure safe distancing

i. There must be no cross-deployment or interaction between hotel staff in different shifts, teams or worksites. If cross-deployment cannot be avoided, then have additional safeguards to minimise risk of cross infection (e.g. no direct contact with cross-deployed personnel).

ii. Where hotel staff can perform work by telecommuting from home, hotels must ensure that they do so.

iii. Conduct all internal and external meetings between hotel staff (e.g. handovers) and with external stakeholders virtually, where possible.

iv. Special attention paid to vulnerable hotel staff to enable them to work from home or deploy them to another role within the hotel.

v. For hotel operations staff who cannot work from home, to stagger working and break hours to reduce congregation at all common areas including entrances, exits, lobbies, canteens and pantries (i.e. staggered hours must be over at least three 1-hourly blocks, with not more than ½ of hotel staff reporting to work within each 1-hour block).

vi. If not feasible for all staff to stagger working and break hours, to implement other measures to reduce congregation (e.g. arrange for staff to arrive/ depart via different entrances/ exits, extend service hours at staff canteen, boxed meals offered as alternative to be consumed at staff's work stations).

Recommended Guidelines for Staff Interactions and Work Environment



Hotels must adhere to the MOM advisory "New requirements for Safe Management Measures at the workplace (updated as of 1 June 2020)".

Precautionary measures by staff

- i. Staff to ensure uniforms are not worn during travel to and from work – to change out before leaving.
- ii. Staff with interactions with guests and their items (i.e. front desk, housekeeping, bell hop, laundry, F&B) should wear both masks and gloves throughout the duration of their shifts.
- iii. Place elaborate signage throughout hotel back-of-house as reminders for activities such as proper handwashing, sneezing etiquette, and proper disposal of protective gear.

Avoid socialising with colleagues

- i. All social gatherings at workplace cancelled/ deferred.
- ii. Hotels to ensure staff do not congregate in groups in common areas (e.g. staff canteens, pantries, water coolers, smoking corners, etc.), with $\geq 1\text{m}$ safe distancing measures implemented.
- iii. Stagger employee breaks, staff rest/ recreation and use of changing areas to avoid congregation.



Recommended Guidelines for Staff Interactions and Work Environment



Hotels must adhere to the MOM advisory "New requirements for Safe Management Measures at the workplace (updated as of 1 June 2020)".

Safe distancing measures and cleaning/disinfection

- i. Staff canteen and pantries to practise safe distancing measures as stipulated in ESG's advisory.
- ii. No buffets allowed in staff canteens.
- iii. Personal items including reusable food and beverage containers, cups, may not be used at pantries until further notice. Water coolers and coffee brewers with disposable cups and refrigerators may continue to be used with proper hand hygiene and high touch surface disinfection.
- iv. Deploy contactless access controls and technology (e.g. autonomous carrying robots) to minimise need for physical touchpoints where possible and frequent disinfection of touchpoints.

- v. All back-of-house staff areas must have increased frequency of cleaning, including dining rooms, staff entrances, locker rooms, staff restrooms, laundry rooms and staff offices.

Shared tools and equipment should be disinfected before, during and after each shift or anytime the equipment is transferred to a new staff. This includes phones, radios, computers, payment terminals, kitchen, etc.

- vi. Review HVAC and air quality to ensure proper functioning of ventilation and air exchange; deploy air cleaning technology to disinfect air in work environment where ventilation is not strong.

