



Building Trust While Emerging From Covid-19

May 1, 2020

The time is not yet upon us however in the next several weeks we should begin seeing an increase in demand. As Texas and California “open back up” their economies, we want to ensure that we are ready for a new era of travelers.

The new era of traveler will likely put an even greater emphasis on cleanliness, sanitation and will want to know they are safe with us. The Key to business in the future is going to be TRUST...

Below are things we will doing now to prepare for the new standards required for the future of travel in a way that builds TRUST with our customers

Undoubtedly, the brands will roll out standards of their own and HHG will also provide further directives in a Phase 2 roll however we must at minimum, implement the initiatives below during the month of May, 2020

Sanitation Enhancements

- ✓ Sanitizer stations & sanitizer availability
 - BEST- Strategically placed sanitizing stations utilizing stands or wall mounted units
 - OK- If stands and wall mounts on backorder, place your order and until received, use bottled or individually packaged sanitizer wipes
 - Stations should be set up at minimum, in the following areas
 - EVERY Elevator landing
 - Inside entrances to hotel
 - Front Desk
 - public and associate restrooms,
 - Associate breakroom,
 - Time Clock
 - Kitchen
 - Banquet facility point of entry
 - Fitness Center
 - F&B outlet point of entry
- ✓ Hotel Leaders to host Daily AM and PM shift sanitizer breaks (associates all stop and sanitize)
 - Make it fun and energizing so that it becomes an enjoyable part of each hotels culture.
- ✓ Increase PPE's, Chemical and safety supply pars to ensure you keep at least 30 days of supply on hand at all time
 - PPE's and chemicals such as Disposable and or Cloth Masks, gloves, cleaning products and sanitizer
- ✓ Hand sanitizer as guest Amenity
 - BEST- individually wrapped sanitizer wipe packets in guest bathroom (with other amenities)
 - OR pass out these sanitizing wipes in the key packet for each check-in
- ✓ Stock paper masks at desk and give to guests complimentary UPON REQUEST ONLY



F&B Specific Enhancements

- ✓ Revise restaurant menus/ In room Dining (IRD) menus were applicable
 - Hyatt Place & Courtyard should add IRD service if possible to increase restaurant revenues
 - All menus should have limited offerings with cross utilized ingredients to decrease required product on hand
 - Convert menu to paper, disposable, single use menus with balanced offerings, featuring items that hold well in disposable containers as a primary serving vessel until further notice
 - **** Courtyard to continue use of overhead menu board if possible for Bistro
 - (IRD) served in paper bags with disposable silverware, plastic cup, utensils and individually wrapped, disposable condiments
 - Execute touchless delivery.
 - IRD server to call room prior to delivery.
 - knock at guest door
 - set the bag on carpet
 - move at least 6 ft. from guest door and wait for guest to come out and grab bag
 - Thank guest and offer further assistance
 - Prepare for increased Carry out capacities.
 - Likely, less guests will feel comfortable eating in the dining room
 - Ensure adequate and appropriate supplies are always on hand
- ✓ All hand washing stations MUST remain in perfect working order and always stocked
- ✓ Eliminate Buffets
 - restaurant Buffet offerings opting for ala carte breakfast OR grab and go options like breakfast sandwiches/tacos
 - Deviation from this directive will be allowed only upon brand requirement of such an option
 - If restaurant OR banquet buffet is an absolute must
 - staff buffet attendant(s) to serve food to sharply cut down cross contamination
- ✓ Create temporary banquet menu
 - Remove buffet and family style offerings
 - If necessary, to fill voids from removal of buffets, re-evaluate plated options, adding new items as needed to ensure quality of menu.
 - Revamp break menus to include personal portioned items rather than station style
- ✓ Create Social Distancing in restaurant and bar
 - 6 ft. rule
 - Between bar stools
 - Between restaurant tables
 - Remove seats as needed to ensure No tables have more than 6 seats
- ✓ Create a social distancing room capacity for all banquet rooms
- ✓ Banquet rooms resized capacities – in Texas, set at 25% thru May 18, possibly 50% beyond that point – Sales to manage contract with customer providing larger rooms than reserved if needed to accommodate



Safety Enhancements

- ✓ Install Plexiglas sneeze guards at ALL Front Desk pods and F&B counters
- ✓ Relocate credit card readers to guest facing side of sneeze guards allowing guests to insert credit card for payment
- ✓ Install Social Distancing markers on hotel flooring
 - at Front Desk
 - at F&B counters or hostess stands
 - in market
 - employee breakroom
- ✓ Associates must wear protective masks preliminarily through June 15, *** subject to change
- ✓ Mask and gloves mandatory when entering an occupied room with the guest present
- ✓ Mask and gloves mandatory for cleaning and sanitizing checked out guest rooms
- ✓ Gloves required for the following positions at minimum
 - Front Desk- Hands sanitized before & after each interaction (in front of guest)
 - OR if employee prefers gloves, put new gloves on at the start of each check-in
 - Guest room attendants- gloves while working, changing upon cleaning each guest room
 - All other housekeeping personnel- gloves while working
 - Buffet attendants (when applicable)- gloves while working
 - Engineers- gloves while working
 - Bartenders- New gloves for each guest interaction
 - ****all other associates must at minimum, practice frequent hand washing practices
- ✓ During this time of lower occupancies, leave guest rooms vacant prior to cleaning team entering rooms
 - Allow room to stay vacant 1 business day before cleaning if practical
- ✓ Replace or Remove guest room non-essential amenities, and non-essential paper literature
 - Remove decorative pillows from guest rooms
 - Remove glassware/coffee mugs and replace with pre-wrapped paper cups.
 - Remove note pads and pens (make available through guest request.)
 - Remove breakfast hours card
 - Remove reward program, magazine or other non-essential in-room literature
- ✓ Guest Request fulfillment
 - Delivery personnel wears mask and gloves
 - Deliver requested items in a guest request bag and hang on the door
 - Knock on guest door
 - move at least 6 ft. from guest door and wait for guest to come out and grab bag
 - Thank guest and offer further assistance
- ✓ Room Keys
 - Sanitize all key cards before placing into keycard sleeve and handing to guests in front of the guest
 - Room keys should be returned into designated trays/boxes during the checkout transaction to avoid Front Desk touching them.
 - Sanitize keys while wearing gloves before reusing them.



Safety Enhancements (Continued)

- ✓ Purchase temporal thermometer(s)
 - Adequate supply on hand to be able to temperature check all associates daily at key points of entry. All employees to enter thru one entrance and require such screening for all
- ✓ Crisp uniforms –convey a “neat, clean and tidy” image to our guests
 - All uniforms MUST be in great condition, cleaned each day and wrinkle free.
- ✓ Name tags – ALL employees must wear name tags when working
- ✓ Associate Breakroom
 - Stagger associate break times to decrease traffic
 - No condiments on tables. Only individually packed condiments supplied
 - Cleaning products readily available for team to clean their table before/ after use
- ✓ Property to Create and place “Properly Sanitized with care by:” card in guest rooms
 - Instead of “I cleaned your room” card
- ✓ Minimize clutter in all areas – creating a sterile and easy to clean work environment and hotel public area

Communication Enhancements

- ✓ Team
 - Let team know what we are doing to keep both associates and guests safe
 - Train and educate associates regarding hygiene and safety practices
 - Manager led training
 - Associates must sign off acknowledging training
 - Near time clock, hang posters and fact sheets regarding frequent hand washing, social distancing, and proper etiquette for coughing and sneezing, etc.
 - Communicate to all team members, that being sick and having to stay home is not a penalty but rather will help assure your teammate and guests do not get sick
- ✓ Guest
 - “We are open” signed at the front door, on our building and on email signatures
 - Communication to group clients and prospects and LNR clients via several methods including social media, video & email that sets us apart describing our lofty sanitation process and standards and increased focus on cleaning and hygiene protocols across F&B and Rooms
 - Promote guest use of mobile key (where applicable) to limit Front Desk interactions and use of key cards
 - Always integrate the word “sanitize (d)” as much as possible...i.e. “cleaned and sanitized”, vs “we cleaned your room”, etc.
 - Market the sanitization enhancements on brand website and social media. OVER communicate how important cleanliness is to us, with our guests in mind.
 - Video detailing our sanitation process and that our facility is ready to serve you safely.
 - Video detailing our cleanliness and sanitization process in our guest rooms and public space
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Communication Enhancements (Continued)

- Videos can play in lobby, be emailed to clients and prospects and can be posted on social media
- Add safety and sanitation processes to all proposals
- Email to all current groups contracted outlining our safety and sanitation policies and procedures. Title: “Safety during your event, is our first priority”
- Update Force Majeure clause to specifically point out COVID and future pandemics.
- Add Covid-19 to indemnification clause
- Promote “staycations”, include discounts and relaxed cancelation policies
- Encourage direct bookings vs OTA bookings
 - At check-in, state benefits of booking direct to earn reward points, get lower rates, etc.
- At checkout, may I create your next reservation