

**FRONT OFFICE**  
**PREPAREDNESS AND**  
**RESPONSE FOR**  
**COVID-19**

Danger is currently no vaccines to protect against human coronavirus infection. So prevention is better than cure.

The following can help prevent the spread of coronavirus and protect the Guests and team members from becoming infected:

1. Check the history of the staff health and movements before entering in to the hotel premises.
2. Maintaining good health following required sanitary procedures. (Wash hands often with soap and water for at least 20 seconds, avoid touching eyes, nose, or mouth with unwashed hands; and avoid close contact with people who are sick.)
3. Switch to and use recommended disinfectant products (Soap & water or Alcohol solution (>70% alcohol))
4. Frequently disinfect using recommended disinfectants, whole of the front office High touch areas include tables in the lobby area, counter, telephone equipment, Buggy, furniture, Pens, room keys etc.
5. Keep a record of the staff rotation and the on and off timing.
6. Using masks, disposable gloves, and hand sanitizers throughout the process of check –in and check-out and maintain the social / personal distancing.
7. All the staff must submit to a temperature check daily and must keep a record before and after every shift.
8. Ensure that all guests wear a proper face mask as directed by the Health Authorities. Inform guests that they are expected to wear the mask while in the public areas of the hotel. (Exceptions – while consuming food or beverages and while in the pool).
9. Only the traditional Sri-Lankan greeting style must be used all the time. Shaking hands, hugging or any physical contact shall not be carried out under any circumstance.

*Ayubowan*



10. Provide face mask to the guests if required and keep adequate stocks.
11. Obtain information in a form filled with the registration card with information such as country of origin , flight details, date of arrival in SL, Hotels visited before, whether they have visited any of the infected countries over the past 21days and next destination. **(Annex 01)**
12. Check and record temperature and respiratory symptoms of all guests at the point of checking in. Persons with fever and/or respiratory symptoms to be subjected to a check-up by a Doctor before being permitted to enter the guest rooms. **(Annex01)**



13. Allocate a room in case any guest found positive to isolate and prevent spreading Covid -19 and immediate medical support.
14. Provide Hand sanitation facilities (sanitizing wipes or Hand sanitizers) to be used by the guest and staff separately at the Front office area where easily reachable.
15. Avoid using recyclable cold towels when welcoming the guests. Use disposable cold towels or wipes.
16. Using spray guns/ Spray bottles sanitize the baggage, buggy and the furniture.



17. The team members serving the welcome drink must wear disposable gloves. Ensure that the welcome drinks (if served chilled) are stored in sealed containers. Encourage the use of hot drinks where possible. Use of indigenous drinks with known immunity enhancement value must be encouraged. Ensure that the use of straws and decorations are minimized when serving the drink.
18. Arrange checking-in and check-out and any interaction with guests in such a manner that adequate personal distancing is observed between guests and staff.
19. Avoid sharing Telephone instruments with the guests. If the guest needs to use a telephone instrument during check-in check-out process, have a designated instrument to be used only by the guests. Ensure the designated instrument is disinfected with Alcohol based disinfectant after every use.
20. Do not share pens and pencils with the guests. Have dedicated pens and pencils to be used by the guest as required. Disinfect with Alcohol solution after every use.
21. Staff must use disposable gloves when handling credit cards, cash and any documents such as passports given by the guests. After each such transaction the disposable gloves must be properly discarded and hand sanitization carried out.
22. Encourage the use of paperless systems for checking in and billing. Minimize the use of paper where possible. ( email the bill to the guest)
23. Inform the guest verbally and/or using messages to the phone not to leave the room if the guest feels unwell but to inform the reception. The reception will arrange to obtain medical assistance to assess the condition of the guest and further action is to be taken as per the medical advice.
24. Staff must refrain from handling children and infants at all times.



# (Annex 01)

## INITIAL SCREENING QUESTIONNAIRE

**IMPORTANT: THE SCREENER SHOULD IMMEDIATELY STOP THE SCREENING AND DENY ACCESS TO ANY INDIVIDUAL WHO ANSWERS YES TO ANY SCREENING QUESTIONS.**

<b>For infection control purpose, I need to ask you a few questions:</b>	
<b>Have you had any of the following new symptoms in the last seven days: fever or chills, cough (either new, or different than your usual cough), sore throat, shortness of breath, or any other flu-like symptoms?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <b>Remarks:</b>
<b>In the past week, have you been in close (less than 6 feet), prolonged contact (more than 2-3 minutes) with someone with suspected or confirmed COVID-19 without using infection protections and control precautions?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <b>Remarks:</b>
<b>All persona must submit to a temperature check. Is temperature 100.4°F (38°C) or above?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <b>Record temperature check here:</b> <b>Remarks:</b>

**Individuals who answer YES to Any question on the Initial Screening Questionnaire OR have a temperature of 100°F (38°C) OR refuse to participate in the screening process MUST be denied access to the facility.**

**Country of Origin:..... Flight Details:.....**

**Date Of arrival in SL:..... Hotels visited Before:.....**

**Have you visited any of the infected countries over the past 21 days:.....**

**Next Destination:.....**

**Date :..... Time:.....**

**Name of the Individual Seeking Access:.....**

**Country:.....**

**Group name / travel Agency Name / Other :..... Vehicle No:.....**

**Access Determination Approved..... Denied..... By officer (Name).....**

**Name of the Staff Completing from:..... Time:.....**

**Access Determination Approved..... Denied..... By officer (Name).....**

**Signature:.....**

**F&B PREPAREDNESS AND**  
**RESPONSE FOR**  
**COVID-19**

## Procedures:

1. Good Health (No fever, Cough or Cold) is compulsory for the food preparation, food handling and serving staff
2. Check temperature of the staff and for any symptoms of cold, cough or fever
3. Remind customers to limit entry to 3-4 per families (depends on the numbers) when entering restaurants, where practicable.
4. Guests from a common group or a family group may be seated in large tables with the required number of seating. Guests from individual rooms should be accommodated in tables for two. The spacing between seating for different groups and between individual tables must strictly comply with the given social/personal distancing guidelines.
5. A dedicated Hostess/Doorman shall be deployed to open the door and receive the guests. The door handle must be regularly sanitized.(where applicable)
6. Make arrangement to display the food and beverage menus using information technology at the guest room TV and if possible by way of 'WhatsApp, Viber, Messenger' or similar program to the personal smart phones of guests. The bills too may be sent to the smart phone
7. Bills must be presented to the guests in a sanitized bill folder. Cash transactions must be discouraged. The pen used by the guest to sign the bill must be sanitized immediately thereafter.
8. Frequent cleaning/disinfection of work surfaces and touch points such as door handles.
9. Proper hand hygiene – washing with soap and water for at least 20 seconds (follow WHO advice).
10. Frequent use of alcohol-based hand sanitizers.
11. Use hand sanitization very regularly during the service. Facility for this must be available close to the staff entrance to the Restaurant & Bar.
12. Use the traditional greeting of Sri Lanka, "Ayubowan" at all times in place of shaking hands.
13. Discourage the use of 'In Room Dining' facilities.
14. Washable table mats are recommended and should be disinfected after each use.

15. Good respiratory hygiene (cover mouth and nose when coughing or sneezing; dispose of tissues and wash hands)
16. Keep 1 meter distance at all times.
17. Wear gloves, masks and wash hands before entering the premises.
18. Wrap and date everything after it's been placed into a new container.

## **RESTAURANT**

### **Opening and During the Shift:**

1. Arrange the seating arrangements to keep 1 meter distance among the guests
2. Maintain the details of the seating arrangements identifying the guests for every meal. This record must be retained for a minimum period of 21 days
3. Crockery should not be laid out on the table. Crockery must be delivered after the guests are seated. It is desirable if the plates can be warm at the time of delivery. Glassware may be placed upside down on the table. Cutlery may be placed on the table wrapped in the serviette. (Sterilize, dry and seal pack to avoid contact, if possible)
4. The use of paper serviettes for all three meals is recommended.
5. Removal of salt and pepper shakers and provide either in packets or on demand.
6. Avoid using any communal condiments that usually live on tables, like bottles of ketchup, and providing them only when asked — and wiping them down after each use.
7. At the entrance, a staff member should spray hand sanitizers to each customer.
8. Display the menu by display board or use of a tab despite of using printed menu cards.
9. 1 meter distance is maintained by the staff as well as the guests.
10. Make sure all the staff are wearing masks & gloves.

11. Spray and wipe down high traffic surfaces like door handles, railings, seats and table tops as often as needed. During a health crisis, have a staff member do this much more frequently than usual.
12. Waiters shall wash their hands frequently to prevent any cross contamination.
13. Customers shall not share crockery and culinary equipment.
14. Ensure an insect-free environment within the premises.
15. Spot clean windows and glass doors so they are free of smudges and streaks.
16. Check that each table has a clean and fully-stocked setting.
17. Only paper napkins or wrapped cloth napkins are allowed.
18. Disinfect frequently touched areas such as door handle, water taps, door/towel/cistern handles, and seats and cover flaps, wash basins, door knobs, buttons and switches with disinfectant regularly in guest washrooms
19. Provide hand sanitizers outside the washrooms (preferably sensor operated).
20. Provide foot operated bins inside the washrooms with trash bags in it.

### **When closing out:**

1. All surfaces of tables, chairs, floors, walls and furniture must be disinfected and the restaurant closed and locked to prevent any unauthorized entry and the keys handed over.
2. Wash all glassware, cutlery, crockery, pots and pans and cooking utensils with hot water and wipe.
3. Thoroughly clean and sanitize bathroom surfaces.
4. Empty all bins using proper safety procedures

## **BAR**

### **Opening and During the Shift:**

1. The bar staff must wear a mask and sanitize the footwear before entering the bar.  
The staff must also practice good hand washing procedures regularly.
2. All staff must wear face mask and gloves while working in the bar.
3. Seating provided at the bar counter must be removed to ensure maintaining of the social/personal distancing more easily achieved. Drinks should not be served to the guests across the counter but served only at the seats to ensure guests do not congregate at the bar counter.
4. The bar staff must practice social/personal distancing as far as practically possible.
5. Seating must be arranged to maintain social/personal distancing between guests.  
(Note: guests from one tour group and guests belonging to one family group may sit together in separate clusters without observing the distancing criteria). The distances between clusters however must be maintained.
6. Maintain the details of the seating arrangements identifying the guests. This record must be retained for a minimum period of 21 days.
7. If the bar is air-conditioned, then ensure that the design fresh air supply is maintained. If no fresh air is introduced, steps must be taken to introduce sufficient fresh air. Fresh air is extremely important to dilute the pollutants.
8. Any food brought from outside the bar must be brought covered and kept covered until served to the guests. The required cutlery must be provided to the guests in a sealed disposable paper container.
9. Glassware and crockery brought in after washing & disinfecting must be stored in the bar in an enclosed container. (Note – Not on open shelves or counter tops)
10. Beverage lists and bill folders must be sanitized before use and sanitized again after use by the guests
11. Ensure that an automatic glass washer is available in the bar to wash all glasses
12. Ensure that the Ice cube machine is connected to a sterilized water supply. Before commencing operations, thoroughly clean the ice cube container and disinfect.

13. Ensure that the beverage chilling equipment are in good operation to ensure that the correct temperatures are maintained. Before starting operations all units must be thoroughly cleaned, both inside and outside, and disinfected.
14. Wipe down the bar, very frequently. Use sanitizing solution often and switch out your bar rag more often than usual during a health crisis.
15. Run glassware through dishwasher.
16. Refill disposables like napkins, stirrers, and straws.
17. Empty trash and recycling bins using safe garbage disposal methods

When Closing Out:

1. Clean and empty garnish trays using proper safety methods
2. Disinfect bottles and speed wells.
3. Clean and empty garnish trays using proper safety methods.
4. At the end of the operation of the bar, all work surfaces, table tops and arms of chairs, door handles and bar counter must be cleaned and sanitized.
5. Remove floor mats for cleaning & disinfecting.
6. Bar to be closed and locked and the key handed over after sanitizing.

## **Room Service (In Room Dining)**

1. Room service staff must wear face mask and gloves when delivering room service items.
2. Food delivery must be made at the entrance door of the guest room and the steward should not enter the room. Clearance too must be from outside the room. Guests should be advised to leave the items for clearance outside the door.
3. The food including beverages must be fully covered during transport to the room.
4. Cutlery, crockery and serviettes must be delivered in sealed disposable paper containers.
5. Clearance must be as prompt as possible.
6. All used cutlery, crockery and remaining food must be taken back in covered containers.

7. If the guest in the room is known to have any medical condition such as fever, all returned items must be handled separately. Food must be scrapped and all items prewashed separately and hand washed separately with soap and water before being processed in the automatic washers.
8. Room service trolleys (Trays) must be disinfected using recommended detergents, covered and stored. A sticker must be placed on the cleaned and sterilized trolleys.

**HOUSEKEEPING PREPAREDNESS**  
**AND RESPONSE FOR**  
**COVID-19**

## **Procedure**

### **Public Area**

01. All lobbies, corridors and staircases, office rooms, restaurants and Bars should be mopped with a disinfectant with 1% sodium hypochlorite or phenolic disinfectants.
02. In the washrooms disinfect frequently touched areas such as water taps, door / towel / cistern handles, and seats and cover flaps, wash basins, door knobs, buttons and switches using standard quality material.
03. Provide adequate supply of toilet paper, paper towels (if provided) or hand dryers and liquid soap at all times.
04. For metallic surfaces like door handles, security locks, keys etc. 70% alcohol can be used to wipe down surfaces.
05. Provide hand sanitization facilities to be used by the guests, close to the entrance of the hotel.

### **Rooms**

01. All staff setting up the room must wear face masks. And all staff engaged in cleaning the rooms and changing used linen must wear gloves while cleaning and handling used linen.
02. The footwear, if worn, by the staff shall be disinfected with alcohol spray before entering the room area.
03. Deep clean the entire room.
04. Check all fittings for correct operation.
05. Deep clean the Toilet including all fittings.
06. Check the plumbing for correct operation.
07. Ensure adequate water seals are available in all floor drains to stop ingress of smells and odors.
08. Check the operation of the AC system and clean the filter. Add a strong chlorine solution to the drain pan to ensure good disinfection.
09. Disinfect all portable devices such as remote controls, telephone handsets using Alcohol solutions.

10. Disinfect all hard surfaces of furniture, TV and accessories in the room with recommended disinfectants
11. Disinfect all surfaces of doors, windows, wardrobes, safe deposit locker, mini-fridge and mirrors with recommended disinfectants.
12. Disinfect the tiled surfaces of walls and floors and the ceiling with appropriate disinfectants
13. Disinfect all toilet fittings including bath tubs, vanity counter surfaces, mirrors, shower cubicle surfaces and surfaces of all racks and shelves.
14. Disinfect the handles/levers of taps, flush devices and door knobs/handles.
15. Ensure that all guest amenities such as cups, saucers, glassware and spoons are disinfected and placed in suitable sealed paper containers. The containers may be used to seal individual items or number of items together as the case may be. The guest ensure that all guest supplies in the toilet are placed in a sealed paper container.
16. Towels should be supplied in a sealed paper container.
17. Place the remote controllers in a disposable thin plastic container with an adhesive seal. The temporary container can easily be disinfected while the guest is using the room and discarded and replaced after check out.
18. Provide a small hand sanitizer for use by the guest in the room.
19. Remove all used linen with extreme care and minimal handling and the used linen must be taken directly to the laundry in separate bags.
20. Information docket and the dustbin too must be disinfected.
21. If vacuum cleaners are used to clean floor carpets in a room it must be done before the rest of the cleaning procedures are carried out. Cleaning of all surfaces must be carried out only thereafter. It is preferable to keep the room where floor carpets have been vacuum cleaned, unused for at least two days.
22. Where practically possible allow the checked out rooms to lie dormant for two days before cleaning and setting up the room for re-use.

## **Laundry Before the hotel is reopened**

01. Clean all laundry equipment with specific attention to the interior surfaces of the washers and the dryers.
02. Remove all washed and unwashed linen from the laundry and wash and clean all surfaces of the laundry.
03. Clean all laundry baskets and trolleys and disinfect
04. Clean all tables and shelving, if available, and disinfect.
05. Provide suitable cloth bags or covered trolleys to bring soiled linen from different areas.

## **After the hotel is put in to operation**

01. All staff handling soiled linen must wear face masks and gloves. All staff handling clean linen must wear face masks and regularly practice hand sanitization. Wearing disposable gloves is recommended.
02. Ensure that soiled linen from the guest rooms are brought in to the laundry in covered cloth bags or covered trolleys.
03. Ensure linen from guest rooms and other guest contact areas is sorted with minimum handling.
04. Ensure that hand sanitization is carried out immediately after soiled linen is handled.
05. Ensure that clean linen is not handled without either wearing disposable gloves or sanitizing the hands.
06. Ensure that clean linen is grouped, item wise, before it is sent to the linen room to minimize the handling.
07. Ensure that the flow pattern in the laundry is carefully planned and maintained to minimize the risk of cross contamination of clean processed linen.

## **Linen storage / Linen Room**

01. Clean linen, particularly linen used in guest rooms, and guest contact areas must be stored covered.
02. Guest room linen must be consolidated and issued in a covered pack. The cover can be disposable or recyclable after disinfecting.
03. Towels required for each guest room must be separately packed in a covered pack. The cover can be disposable or recyclable after disinfecting.
04. Cloth napkins, if used, must be issued to each restaurant in a covered pack. The cover can be disposable or recyclable after disinfecting.

**KITCHEN PREPAREDNESS AND**  
**RESPONSE FOR COVID-19**

## **Stewarding / Still Room Area**

1. Disinfect the work area including floors, walls, work surfaces and racks before commencement of work.
2. Other staff should not be permitted to enter the Stewarding / Still Room area.
3. Staff shall wear face mask, apron and cap and use disposable gloves when handling clean cutlery, crockery and glassware.
4. Staff must maintain social/ personal distancing as far as practically possible.
5. Foot wear must be sanitized before entering the stewarding area.
6. Hand sanitizing must be carried out before commencing work.
7. Use clean dry cloth for wiping small utensils and accessories. Wipe Cutlery, Crockery and Glassware only when necessary.
8. At the end of the day's work disinfect the work area including floors, walls, work surfaces and racks before closing up.
9. After locking up the area, disinfect the key and hand over.
10. Install a disinfection foot bath at the entrance of the kitchen.

## **Kitchen**

### **Before opening**

1. Thoroughly clean and disinfect all areas of the kitchen including work surfaces, equipment, floors and walls.
2. Clean the exhaust canopies, including the grease filters, and sanitize.
3. Clean and service the exhaust fan(s) and ensure the exhaust system is functioning correctly.
4. Service the fresh air supply fans and ensure that the supply air is maintained at the designed levels. This is extremely important to dilute contaminants.

5. Check and clean the diffusers of all lamp fittings. Replace any damaged or missing ones.
6. Check and ensure all equipment are in good and proper working order. Special attention must be given to cold storage equipment and food warmers where the correct temperatures must be maintained. The interiors of the food storage equipment including doors and door gaskets must be sanitized.
7. Check and ensure that the dishwasher and the glass washers are functioning correctly and the Rinse temperatures are correctly maintained.
8. Check and ensure that the gas leak detector and the automatic shut off valve, where fitted, is in proper operation

## **After Operation**

1. Ensure that all work surfaces are sanitized before commencement of work.
2. Ensure that all uncooked and cooked food is kept covered at all times.
3. Ensure that all prepared food is stored at correct temperatures and kept covered at all times.
4. Clean and sanitize work surfaces regularly and after each operation.
5. Ensure that washed cutlery, crockery and glass ware are stored in covered shelves.
6. Issue the washed cutlery and crockery in covered containers to individual end users.
7. Ensure that there is no cross contamination of washed cutlery, crockery and glassware during storage and transportation to the final user point.
8. All staff working in the kitchen must be in clean uniformed attire including footwear.
9. All staff must wear a face mask and gloves when handling food.

10. Only kitchen staff must be permitted in the kitchen area.
11. The Chef on duty must conduct a briefing at the beginning of each shift and ensure that the staff is in uniformed attire and are fully conversant with the required hygiene standards.
12. Kitchen stewarding staff should use proper uniform and appropriate accessories such as waterproof aprons and footwear when performing different tasks such as pot washing.
13. All staff must confine themselves to the designated working areas and avoid moving around and mixing with others.
14. Kitchen floor must be regularly mopped and sanitized right through the operation.
15. Hand sanitizers must be made available in each section of the kitchen.
16. Dish washers and glass washers must be cleaned and completely drained at the end of the day's operation.
17. All pots and pans and other utensils must be cleaned and sanitized at the end of the day's operation or whenever needed.
18. Chopping boards and knives must be sanitized by immersing in the dedicated sanitizing baths at the end of the day's operation.
19. All equipment and working surfaces must be cleaned and sanitized at the end of the day's operations or whenever needed.
20. The kitchen floors, walls and other surfaces must be cleaned and sanitized at the end of the day's operation or whenever needed.
21. All mops and brushes used for cleaning must be washed, sanitized and left to dry at regular intervals.

### **Kitchen Waste Disposal**

1. Ensure that adequate color coded, foot operated bins in good operating condition are available to correctly dispose the different waste material.
2. Empty the bins when approximately half full and at the end of each meal and taken straight away to the designated storage areas.
3. All emptied bins must be thoroughly washed, cleaned and sanitized.

The clean bins must be left to dry and be ready for use.

4. Staff handling waste must wear suitable protective gloves and boots and use proper utensils to minimize physical handling.
5. Staff handling waste must remove the protective gear used, clean and sanitize them for re-use and place in the allocated areas at the end of each operation.
6. Waste handling staff must ensure that they wear clean foot wear and have sanitized themselves when returning to the kitchen.

## **Menu Planning (To minimize the food handling)**

1. All items on the planned menus must be simple and easy to prepare
2. Only set menus and 'A' la carte menus are available.
3. In order to minimize the holding of balance food, the use of 'A' la minute' production of food is recommended
4. We don't encourage 'In Room Dining'. But will provide hygienically if required.
5. The use of food requiring minimal handling is recommended for production of appetizers and desserts
6. Prepared appetizers and desserts must be well covered and stored at the correct temperatures (minimum +5°C)
7. Hot food production is recommended to be done to order. Practice 'Pan to plate' concept to minimize food holding.
8. Ensure that all food pass through counters are provided with sneeze guards and food heaters.
9. When bulk production of food is carried out, ensure that the prepared food is well covered and stored in hot food holding equipment at minimum +65°C. The 'batch production' of food as per the demand is encouraged to minimize the food holding.

## **Hot and Cold food production and storage**

1. All cold storage equipment (Freezers and Chillers) must be kept clean at all times and the correct temperatures (minimum -18°C for freezers and +5°C for chillers) must be maintained where the temperatures are monitored and recorded at regular intervals.
2. All items must be stored in sanitized covered containers with the production and expiry date clearly marked. The containers must be cleaned, sanitized and dried after each use.
3. Ensure that HACCP guidelines are strictly adhered to in the preparation and storage of food items.
4. The preparation of deserts in portion size and the use of cut fruits to minimize handling is recommended.
5. The use of simple appetizers and avoiding complicated preparation is recommended.

## **Staff Cafeteria**

1. Arrangements must be made to maintain the social/personal distancing at all times. Staggered times may be considered for the staff in order to manage with the allowed number of seats.
2. All dining tables surfaces must be sanitized at the start of the day and after every meal.
3. A sneeze guard is recommended to be installed for the buffet.
4. Entire cafeteria floor, walls. Glass panels and doors to be sanitized at the end of the day's activities.
5. All cutlery, crockery and glass ware must be washed in an automatic dishwasher/glass washer.
6. Hand sanitizers must be installed on either side of the main door, to be used by the staff.

## Goods Receiving Area

1. Ensure that the floor surface of the goods receiving area is impervious and easily washable. Any cracks or damaged areas must be attended to and sealed.
2. It is preferable to have the walls of the receiving area covered with tiles up to 1500mm to facilitate cleaning.
3. Ensure that the receiving area is washed, cleaned and disinfected after every single delivery.
4. A stainless steel sink with hot and cold water via a mixer tap and a stainless steel table, to place the products after washing and cleaning, must be available.
5. Provide a facility for disinfecting fruits and vegetables received before they are taken in to the stores (Cl<sub>2</sub> solution of 1.5 ppm may be used).
6. Ensure that dry goods are brought in covered as far as practically possible.
7. Ensure that fish and meat products are brought covered as far as practically possible.
8. Arrange for fish and meat products to be disinfected before been taken in to the stores. (Cl<sub>2</sub> solution of 1.5 ppm may be used)
9. Ensure that the staff practice hand washing and sanitizing after handling every different type of item received.
10. Ensure that cleanable containers are used to transport goods from the receiving area to the stores. The containers must be cleaned and disinfected after each use.

**MAINTENANCE PREPAREDNESS**  
**AND RESPONSE FOR**  
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## **Swimming Pool**

Considering the sensitive nature of the operations carried out in these facilities, operating of these facilities at present is not recommended as per the health authorities. But following are the general practices which are to be practiced, in order to maintain the pool hygienically.

### **Before opening the hotel**

1. Brush and clean all surfaces inside the pool
2. Super chlorinate the pool (minimum 3.0 ppm of Cl<sub>2</sub>) and leave for a Day. Vacuum and filter the pool. Allow the Cl<sub>2</sub> to drop below 2.0ppm. Check the pH and adjust if necessary.
3. Ensure that the residual chlorine level is always maintained above 1.0. ppm. The use of an automatic Cl<sub>2</sub> dosing pump is very strongly recommended. Check and ensure that the pH is maintained between 7.4 –7.6.
4. Disinfect the hand rails of the steps of the pool steps and the knobs of the external pool showers.
5. Clean and disinfect the entire pool deck area.
6. Thoroughly clean the pool changing rooms and the wash rooms. Ensure that all surfaces including the floor, walls, vanity counters, lockers and benches are disinfected using a recommended disinfectant. Ensure that the knobs & handles of all fittings and all door handles are disinfected.
7. Thoroughly clean the pool deck furniture and disinfect all surfaces. Clean and disinfect all pool deck furniture and the pool mattresses.

## After opening the Hotel

Following are the general guidelines which must be practiced in the event of declaration made by health authorities as ‘Safe to use’

1. Check the water quality, particularly Cl<sub>2</sub> every 4 hours while the pool is in operation. Cl<sub>2</sub> must be maintained at 1.0 – 1.5 ppm at all times. The test results must be recorded clearly.
2. It is strongly recommended that the readings are regularly checked and signed by a responsible officer.
3. Implement a program to disinfect the surfaces of pool deck furniture on a regular basis, preferably after every use where practical.
4. Establish a procedure to record the pool users with the time (In and Out if possible) and retain such records for at least 21days.
5. Ensure that clean disinfected pool towels are stored in a closed container and issued to guests with minimum handling.
6. Ensure that pool users take a proper shower before entering the swimming pool.
7. Ensure that the guests only wear approved swim wear when entering the swimming pool. Guests not wearing proper swim wear should not be permitted to enter the pool.
8. Ensure that the pool filters are in operation to ensure a ‘turn overtime’ of not more than 6 hours.
9. Ensure that the pool filters are backwashed as necessary to ensure proper filtration.
10. The pool attendant must wear a mask and disposable gloves when serving guests.
11. Ensure that the appropriate procedures laid out for food service in the restaurant is implemented in the food and beverage service at the pool.

## Electricity

1. Switch on the power supplies one section at a time. Check for an abnormal conditions and/or tripping.
2. Check and ensure that all safety devices provided in the distribution system are functioning correctly.
3. If there are any power disconnection observed during the close down period, investigate the cause for the power disruption. Carry out an insulation test of the distribution system, of the affected area initially, obtaining the services of a Chartered Electrical Engineer. If found to be necessary, carry out an insulation test of the entire installation. Attend to any repairs found to be necessary.
4. Check and ensure that there are no damages caused to any part of the electrical installation, and attend to the necessary repairs, if any.
5. Check and replace all fused bulbs, particularly in the guest contact areas.
6. Check and ensure that the key tag operated switches provided in guest rooms are functioning correctly. Any switch found to be either manipulated or damaged must be repaired or replaced. If the manipulation can be traced to any staff action, the relevant department must be advised to take preventive action.
7. Check and ensure that all electrical fittings in the guest rooms are operating correctly. Any fused bulbs must be replaced. Check that the trip switch controlling the guest room power supply is functioning correctly.
8. Maintain a record of all safety checks carried out.

## Cold Water supply

1. Cold water supply if left stagnant for an extended period of time, particularly without checking and maintaining the residual Cl<sub>2</sub> level, may get contaminated due to the growth of bacteria. It will therefore be necessary to flush out the distribution network to ensure the stagnant water in the system is removed and replenished with fresh clean water having a residual Cl<sub>2</sub> level of appx. 1.5 ppm. As water is an expensive commodity as much water from the distribution system and the storage tanks must be used to do major cleaning. This is to ensure minimal wastage of water.
2. Check all water storage tanks to ensure that they have been well covered and protected and there is no risk of any contamination from outside including the ingress of rodents. If there is any evidence of contamination or ingress of rodents, the storage tanks must be emptied, the interior washed and cleaned and disinfected with Cl<sub>2</sub> solution. The storage tank shall be refilled only thereafter and chlorinated to maintain an initial Cl<sub>2</sub> level of 1.5 ppm. Steps must be taken to ensure that the tanks are fully sealed. It is extremely important that the level of Cl<sub>2</sub> in the tank/s is maintained at 1.5 ppm completely through the flushing process described below.
3. Drain out stagnant water from all main distribution lines before refilling from the cleaned and disinfected water supply. Refill with clean disinfected water from the cleaned water storage tanks. (Exception – If water has been used in the hotel during the closure, sections/areas where water has been used need not be drained out.)
4. If draining of the water piping is considered to cause problems due to possible air locks, then steps must be taken to flush the stagnant water from the possible further most point. (Note: Check the Cl<sub>2</sub> content of the water before flushing. Check the Cl<sub>2</sub> after flushing for areas for a

reasonable period and recheck the Cl<sub>2</sub> level. If the Cl<sub>2</sub> level is close to 1.5 ppm, flushing can be stopped.)

5. Flush the water supply in each guest room using every single outlet for a reasonable period. After flushing a cluster of rooms based on the distribution network, check the Cl<sub>2</sub> levels to ensure that it is close to 1.5 ppm. This will be a good indicator to establish that adequate flushing has been carried out.

## **Localized hot water production**

1. If the hot water producing units have been switched off, then drain the entire system using all supply points connected to it.
2. Fill up the system with fresh cold water and flush the system for a short time.
3. Switch on the hot water producing system and ensure that the hot water temperature is between 55°C and 60°C.

## **Effluent Treatment Plant.**

1. The restart procedure will depend mostly on the procedure adopted for shutting down.
2. The anaerobic treatment system can be restarted with small loading initially and increasing the load gradually.
3. In the case of the Aerobic treatment system start the aerators a day before the plant is loaded with effluent again.
4. Consult the company that installed and maintained the ETP for specific advice on the restarting procedure.

## **Air-conditioning system**

### **Stand-alone systems**

1. These will consist of single split ACs, multi split ACs and VRV systems.
2. Single split units can be restarted without any complicated procedures. Clean the filter of the indoor unit and check and ensure that the drain line is clear and not blocked. Check and ensure that the condenser coil is not blocked with extraneous matter. Wash and clean the coil if found to be necessary.
3. Clean the filter of the indoor units and check and ensure that the drain line is clear and not blocked. Check and ensure that the condenser coil is not blocked with extraneous matter. Wash and clean the coil if found to be necessary.

## **Precautionary measures and Handling COVID 19 incidents and other information**

1. Ensure that an extensive and in depth pest control program is carried out before the hotel premises is cleared for operations.
2. The conditions imposed by the Government Authorities from time to time must be strictly adhered to.
3. The officer (Rapid response leader) to be directly reported to the General Manager, must be an appointee who's capable and responsible to monitor, record and report any shortcomings in the implementation to ensure that the procedures listed out are correctly implemented.
4. It is recommended that the hotel acquires sufficient number of non-contact portable body temperature measuring devices. The relevant staff must be trained in the proper use of such equipment.
5. Adequate stocks of face masks, disposable gloves, disinfecting alcohol (

- >70%) solution and any other necessary materials must be maintained.
6. If a guest or staff member is suspected to be infected with the coronavirus, the person must be isolated in the designated area and medical assistance (From the hotel doctor and the medical team or the public health officials) must be obtained as a matter of urgency.
  7. Or the staff member must be helped to stay relaxed and treated with great understanding and kindness and unnecessary interaction with the person must be avoided.
  8. If a guest is identified to be Covid – 19 positive, arrangements must be made to send the guest to a treatment center, using the Emergency Ambulance Service or the Medical Hot Line, in consultation with and as advised by the public health officials. If a relation or companion accompanying the guest is present, he or she must be immediately appraised of the situation. Any action recommended by the public health officers with respect to the relation or companion must be implemented exercising great care, understanding and kindness and the person/s must be always made to feel safe, and that the steps are being taken in their best interest and as per the directions of the state health authorities.
  9. All necessary assistance must be extended to all parties concerned to contact their relative, travel agents and the offices of the respective embassies/High Commissions.
  10. If a staff member is identified to be Covid – 19 positive the staff member must be sent to a treatment Centre, using the Emergency Ambulance Service or the Medical Hot Line, in consultation with and as recommended by the public health officials.
  11. The family of the staff member must be notified immediately and all necessary assistance must be extended.
  12. Immediately inform the SLTDA regarding Covid-19 positive cases (both guests and staff) using the Hot Line 1912.

13. In the case of the guest or the staff member, the method of treating all contacts must be carried out strictly in accordance with the recommendations of the public health officers.
14. It must be noted that the procedures laid out above demands the increased use of non-bio-degradable items such as polythene. A clear procedure therefore must be established to collect all such material separately and send for disposal in consultation with the government authorities to minimize the possible adverse impact on the environment.
15. The method of disposing or treatment of linen used by the guest or the staff (if resident) must be carried out strictly in accordance with the directions given by the public health authorities.
16. Instructions regarding the future operation of the hotel must be obtained from the public health authorities involved.
17. It must be noted that the directions and procedures to be adopted will change from time to time as declared by the authorities and the hotel management must keep itself fully updated and the necessary action taken to implement the directions.
18. It is strongly recommended that the officer appointed to follow up on government directives and to keep the hotel management fully updated for implementation.