

CORONA (COVID-19) INFECTION PREVENTION POLICY

SCOPE:



This policy applies to all employees and all Departmental Heads that are responsible for the health and safety of Guests as well as their own personal health resulting in minimizing the infection of the Coronavirus within The Beach Hotel.

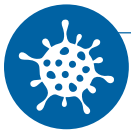
POLICY ELEMENTS:



Our Corona (COVID-19) Infection Prevention Policy revolves around:

- Our criteria and procedure for minimizing infection / spread of Corona within the Hotel.
- Ensuring Employee and Guest chance of infection is minimized at all times.
- Good hygiene practice within all departments. *(including introduction of disinfectant chemicals)*
- Monitoring of Employees and Guests for infection.
- Implementing action should an Employee / Guest be infected.
- Educating / information sharing of Coronavirus with employees. To best look after our guests and themselves personally.

HOT SPOTS FOR INFECTION:



- Kitchen (Verandah and Crest).
- All pay points (Verandah waiter station, Verandah Bar, Crest POS, Reception).
- Banqueting.
- Public Loos.
- Clock card machine (entries & exits).
- Any and all deliveries to Hotel (Food, Beverage, Stationary, Housekeeping etc).
- Guest bedrooms, linen and changing thereof as well as bedroom surfaces.
- Staff Quarters.

These “Hot Spots” have been identified and are to be monitored at all times to prevent the spread of infection within our Hotel.

GUEST CHECK-IN:



- All guests are to enter through the back of the hotel.
- Upon entering the back entrance, there is a sanitizing booth.
- The machine has a STOP & GO button. Guests are to wait in the booth until the machine has completed sanitizing and gives the Go ahead on the green button.
- Sanitize hands on arrival.
- Reception staff have their own sanitizer to disinfect their hands, telephone, credit card machine.
- Reception will have 2 containers for the guest's pens. One for or all sanitized ready to use pens, and the other for used and to sanitize pens after guests use. These pens will then be disinfected.
- For check-out follow above procedures (no need to disinfect guest luggage).

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HOUSEKEEPING:

- All our housekeeping staff will be wearing the COVID regulation booties.
- All rooms are sanitized with the provided sanitizer.
- We sanitize each room with our Ozone machines before any guests check in, in order to provide a safe environment.
- We use separate bags for all used laundry to ensure safety regulations are met.
- Safety / sanitized seals are placed on all guest room doors for your peace of mind.
- At this stage – No Turn down service will be available. Should any guest require any additional towels etc, they will call reception by latest 5 pm and the requested items will be dropped outside their door.
- Guest linen to be washed off site at high temperature and with disinfectant detergent. On site washing to apply the same treatment.
- Bathrooms and bedroom surfaces to be disinfected with appropriate chemicals (Tiles, san ware, carpets etc.).
- Passage carpets are to be disinfected every day.



KITCHEN AND DELIVERIES:

- Upon any deliveries being received, the driver's temperature will be taken and recorded by the Covid manager in the kitchen and documented with the driver's details.
- The entrance of the kitchen will have a sanitizing walk on/off mat and all drivers / delivery persons will use this sanitizing mat prior to entering the delivery drop off area.
- The goods are to placed on the designated area and the chefs will sanitize all goods / containers on the table.
- No Delivery personal / drivers will be allowed to enter the kitchen area and the chefs will sanitize after each and every delivery.
- Food surface areas, floors and prep areas to be treated at the start of every shift with F10 chemical.
- Production chefs to wash hands every 30minutes.



RESTAURANTS:

- All waitron stations to have sanitizing station available for themselves as well as guests when settling bills.
- Menus / wine lists to be sanitized regularly.
- Credit card machines to be sanitized regularly.
- Restaurant floors to be cleaned with addition of F10 to disinfect floors.
- Table and bar surface to be disinfected after each and every guest departs table.
- All guests will have a personal mask brown paper bag at the designated table place setting for their masks, whilst they are eating / drinking.
- These are to be replaced after each guest use and disposed of in the provided Biohazard bin.
- All linen must be removed where applicable and reset with fresh linen after each guest use.
- Tables will be allocated for each room and spaced accordingly.
- Waitrons to sanitize hands before resetting tables.

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BANQUETING:

This is a particularly busy entry/exit flow of Guests.

- Sanitizer station by the banqueting bar for Guest use.
- Staff have their own sanitizer station at the bar.
- Banqueting staff to follow restaurant protocol.



PUBLIC LOOS:

- All soap dispensers to have inserts replaced with waterless hand sanitizer.
- Cleaning record sheets to be placed behind entrance doors and employee cleaning area to record time and date of work carried out.
- F10 to be used on floors, toilets and surfaces.



STAFF ARRIVING / LEAVING THE WORK PLACE:

- Sanitizer station to be made use of before clocking in/out.
- Any employees presenting symptoms to be report to department head upon arrival to assess wellness of employee (Security to scan staff on arrival for fever).
- Staff quarters to have sanitizer station at entrance and be disinfected 3 times per week.



EDUCATING / INFORMING EMPLOYEES:

It is imperative that each and every Employee is knowledgeable about the Corona virus. They need to understand how it spreads, what it is and the efforts put in place to minimize infection. Please refer to attached info packs and signage to be placed at clock card machine and in all back of house departments as well as reception areas.