

# Housekeeping Covid-19 Guidelines

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#### Introduction

We have designed the standards, controls and tools to provide an industry-wide approach with a clear-cut process, in line with Government guidelines, for all our housekeepers and accommodation professionals.

Hospitality sector it is aimed to give both consumers and the industry a set of procedures and assurances, supporting the transition back to normal levels of occupancy.

Areas of focus are: Cleaning & Hygiene, Rooms, Back of House and Public Areas.

We truly hope you will find these details supportive.

#### **Government Guidance**

According to gov.uk the virus can live for up to **72 hours** on most Surfaces. The risk of infection depends on many factors, including:

- The type of surfaces contaminated
- The amount of virus shed from the individual
- The time the individual spent in the setting
- The time since the individual was last in the setting

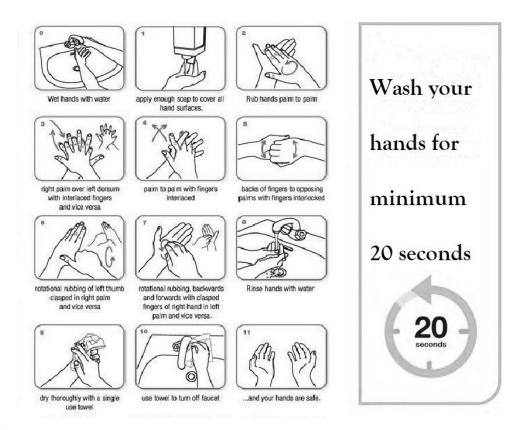
The infection risk from coronavirus (COVID-19) following contamination of the environment decreases over time. It is not clear yet, at what point there is no risk. Studies of other viruses in the same family suggest that, in most circumstances, the risk is likely to be reduced significantly after 72 hours.

#### COVID-19: cleaning in non-healthcare settings

What you need to know:

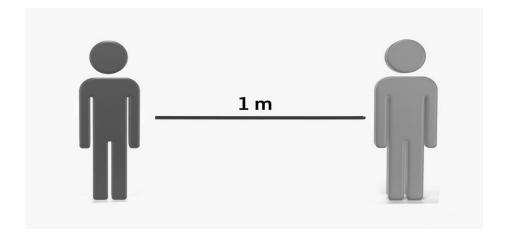
- Cleaning an area with normal household disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people.
- Wear disposable or washing-up gloves and aprons for cleaning. These should be disposed of as per hotel procedure. We recommend storing it securely for 72 hours and then throwing it away with the regular rubish.
- Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay attention to frequently touched areas and surfaces, such as bathrooms, grab-rails and stairwells and door handles.
- If an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus (COVID-19), use protection for the eyes, mouth and nose, as well as wearing gloves and an apron.
- Wash hands regularly with soap and water for 20 seconds, after removing gloves, aprons and other protection used while cleaning.

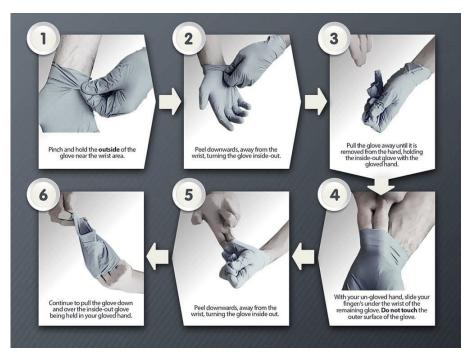
## Washing hands



# Social distancing

Current government guidance to prevent the spread of the disease is to stay 1 meter apart.





#### Gloves removal

Gloves removal procedure: Using the dominant hand, users start by grabbing the outside of the glove on the nondominant hand on the palm side near the cuff. Then, pull the glove off the nondominant hand and place it in the gloved hand, balling it up. Next, slip two fingers under the cuff of the other glove and carefully peel it off the hand without touching the wrist, turning the remaining glove inside out as it is removed and in turn encasing the first glove. The gloves can then be disposed.

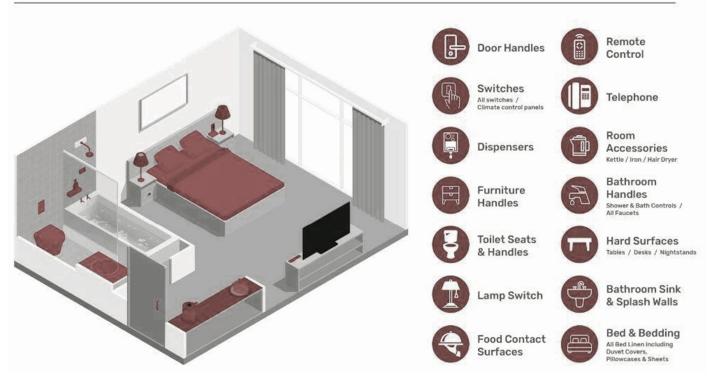
#### How to use a mask



#### **MASKS SHOULD BE CHANGED EVERY 4 HOURS!**

# **KEY TOUCHPOINTS**

#### Guestrooms



# **Rooms Standards**

_	Jilis Stallaalas		
	Area	Cleaning Protocol	
1	Entrance doors	Using suitable sanitization/disinfectant chemical ensure doors and frames on	
		both sides are cleaned paying extra attention to touchpoints i.e. handles.	
2	Light switches and	Using a clean cloth and disinfecting chemical wipe all lights, lamps, switches, and control	
	control panels	panels. Paying extra attention to touchpoints such as safe doors, handles and keypads.	
3	Handles, knobs	Sanitize by wiping all doors inside and out, wardrobe shelving doors inside and out. Paying	
	and switches	extra attention to high touchpoint areas - drawers, handles and knobs. Consider using an	
		alternative chemical with higher concentration.	
4	Ventilation	Where possible windows should be opened when entering a room to allow for fresh air to	
		flow. Consider usage of the ozone machine 15 minutes prior to clean a room. Check A/C unit is	
		functioning correctly and where possible hoover filter to remove any dust particles.	
5	Telephones, remote	Sanitize by wiping all items using a clean cloth. Due to the high touchpoint items extra	
	controls, and clocks	attention to be payed to buttons, edges and grooves of each item. Consider the use of wipes	
		with higher alcohol content.	
6	Hard surfaces	Polish all tables, desks, cabinets, and credenzas. Sanitize all items paying extra attention to	
		arms, legs, backs and edges and grooves.	
7	Amenities	Sanitise all items to ensure cleanliness e.g. hairdryer. Consider the sanitise -	
		clean - sanitise process for amenities that have high touch point value. Pay extra attention to	
		sanitizing the handle and nozzle and any attachable parts.	
8	Wardrobe	Sanitise by using chemical and clean cloth and wipe all wardrobe items - hangers, shoe brush,	
		shoehorn, doors, and walls. Pay extra attention to all areas of the hangers as these would be a	
		high touchpoint item. Consider the type of hangers used based on the ease of sanitization.	
9	Tea & Coffee facilities	Remove all items, sanitise by wiping, washing all holders. The kettle, spoons, and cups all to	
		be cleaned thoroughly. If using coffee machines pay attention to all touchpoints. Consider	
		using sanitizing wipes. It is important to leave machine with the water container empty.	
10	Bed	Prepare bed in accordance to hotel standard. All linen items to be cleaned and washed in a	
		water temp of 70 C - 75C with chemical to kill all bacteria. Consult your laundry machinery	
		manufacturer and gain advice on machine temperatures and chemical dosage settings for best	
		results. All duvets, pillows dry cleaned regularly and during the fallow phase.	

11	Windows	Check and sanitise windows i.e. handles. Sanitise with suitable chemical.	
12	Mini Bar	Consider removing mini bar from the room. Check and sanitise mini bars doors, handles,	
		shelving. Remove and sanitise all items in mini bar after each guest stay.	
13	Carpet	When vacuuming carpets pay extra attention to all edges and under furniture to achieve a	
		high level of cleanliness.	
14	Bathroom	Sanitise and clean bathroom areas in accordance to hotel standards. Sanitise all touchpoints	
		areas toilet handles and seats, toilet flushes, taps, shower door, shower controls.	
15	Bathroom	Sanitise all touchpoint items using a clean cloth, hot water and chemical. Clean all trays,	
	Amenities	bottles, glasses, tissue cover.	
16	Towells	Ensure all towelling items are clean and in good condition as per hotel standard. Seek advice	
		from laundry processer, inhouse laundry to ensure all items are processed in water temp of 70	
		C - 75 C for best results.	

#### Confirmed Covid-19 infected room protocol

- Ensure the affected room is put into out of order status in system for a period of 72 hours. Double lock the room and allow NO ACCESS this will mean the virus present lifespan will cease to be a threat.
- Ventilate room open all windows.
- Prepare prior to entering the room by getting all PPE on i.e. gloves, mask, shield mask
- Prepare required tools: refuse bags, chemicals.
- Strip and bag up all bedding linen items, tying the bag tightly at top. Dispose of items as per hotel procedure.
- Remove all throws, table covers, cushions, duvets, pillows, protectors bag up into hazard bags.
- Gather all rubbish into a refuse bag and tie tightly at top. Follow company procedure for disposal of bodily fluids.
- Bag up all towell's items into a hazard bag and ensure items are cleaned on a temperature of 70 C 75 C.
- Place a fogging machine into the room to disinfect all surfaces, fabrics. Leave room for this process.
- Proceed to steam the room all items of soft furnishings, carpet, bed, headboards, bathrooms, hard surfaces.
- Proceed to clean the room disinfect / sanitise the room using viral killing chemical.

### PPE – Personal Protection Equipment

- PPE should be worn in accordance to the Government guidelines. Gloves, masks, aprons, and shields.
- Consider the use of goggles in rooms with confirmed Covid-19 case if shields are not available.
- Be aware of cross contamination and the importance of correct use of PPE.
- If not using a single use PPE consider how to reduce cross contamination between the rooms.

#### Additional safeguarding tips

- Check the levels of confidence of your team members daily. Check their level of understanding of the guidance.
- Signpost clearly the route around the hotel to allow for 1 meter apart at all time.
- Consider opening the wardrobe to air prior to cleaning.
- Report any issues with each room A/C unit to Engineering to fix prior to room being allocated to another guest. Consider engineering planned preventative maintenance and increasing the frequency of filter replacements.
- During the cleaning process check that all items are working correctly for next guest to use. Consider placing the sanitized remote controls into a cover. The cover could be removable and for single use.
- When cleaning all areas check for any damage and report to Engineering to be fixed to prevent bacteria build up in any areas.
- Ensure all electrical items are functioning correctly. Consider sanitizing prior to any engineering activities as well as after.
- Consider removing amenities like slippers to reduce the potential of cross contamination.
- Replacing china items for disposable cups, stirrers in bedroom and bathrooms.
- Consider removing the option of evening turndown service to limit contact in rooms.
- Consider the removal from rooms of items like bed throws, dress cushions from bed and spares items in wardrobes and have on request.
- Consider removing items from Mini bars and have on request only for guests.
- Removing high touch point items from guest rooms e.g. magazines, books and note pads and pens/pencils. Look at option of loading guest directories content onto TV in room.
- Consider replacing all vacuum bags more frequently.
- Steam carpet with an increased frequency comparing to before.
- Consider the removal of toilet brushes from guest rooms.
- Removing glasses and use disposable sealed tumblers.
- Removing tissue covers and have individual tissue packs for guests use.
- Having any spare toilet paper in seal bag or on request.

- Supplying single use toiletries not dispensers.
- Review how any items placed in as standard and look to reduce for single occupancy.
- Placing a tent card in room informing the guest the room has been deeply sanitized/disinfected for their comfort.
- Leaving each room vacant for 24-72 hours to allow for sanitization/disinfection process to take place.
- Placing a card on door to inform guests that cleaning is taking place and not to enter this means the room attendant will be alone in the room reducing threat.
- Asking guests on check in if they will require daily service and a suitable time to clean their room when they will be out.
- Letting every other room to adhere to social distancing for both guests and team members on corridors.
- Investing in a room "Fogging" machine to disinfect all areas prior to cleaning room.
- Purchasing UV lights for all supervisors checking rooms to help check all areas of the room is cleaned correctly.

#### Stay over rooms

- Consider offering a choice to guests if they would like the cleaning service whilst staying in the room.
- If the cleaning service is requested, it is advisable to leave the room empty for 3 hours and use an ozone machine before the service and after the service.

#### Chemicals

- It is recommended to use antiviral disinfectant and to upgrade to a healthcare grade disinfectant.

#### **Public Areas Standards**

	Area	Cleaning Protocol
1	Entrance doors	Special attention to be paid to handles, glass, and finger plates. Sanitise with approved
		disinfectant spray, wipe off with paper towel and polish with micro cloth.
2	Reception / Concierge	The key areas to focus on are countertop, desk, handles, keyboards, printer keyboards, phone.
	desk	Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro
		cloth. Place paper in a sealed plastic bag for disposal. Consider using disinfectant wipes with
		shorter drying time. Conduct the cleaning protocol every 4 hours and sanitise the counter
		after every guest.
3	Concierge luggage	The key areas to focus on are luggage trolley, shelves, countertop, desk,handles, keyboards,
	delivery	printer keyboards, phone. Sanitise with approved disinfectant spray, wipe off with paper
		towel and polish with micro cloth.Consider using disinfectant wipes with shorter drying time.
		Conduct the cleaning protocol every 4 hours and Sanitise the counter after every guest.
4	Guest lifts	Special focus on call buttons inside and out. Sanitise with approved disinfectant spray, wipe
		off with paper towel and polish with micro cloth. Carefully consider the lift protocols and have
		clear signage explaining the social distancing measures. Consider having a team member
_	1	solely dedicated to sanitise the lifts and supervise that lift protocols are followed.
5	Lounge	The key areas to focus on are armchair armrests, coffee machine, furniture handles, lamp
		switches, counter tops, tabletops, phone and keyboard. Sanitise with approved disinfectant
6	Business centre	spray, wipe off with paper towel and polish with micro cloth.  The key areas to focus on are armchair armrests, coffee machine, furniture handles, lamp
0	business centre	switches, counter tops, tabletops, phone and keyboard. Sanitise with approved disinfectant
		spray, wipe off with paper towel and polish with micro cloth. Consider using disinfectant
		wipes with shorter drying time. Sanitise the counter after every guest.
7	Bar	Key areas to pay attention to are dividers, all handles, dispensers, trays, switches, chairs, table
,	Bui	and counter tops, menu cards, credit cards machine.
8	Restaurant	Key areas to pay attention to are plexi-glass screens, all handles, dispensers, trays, condiment
		dispensers, switches, chairs, table and counter tops, menu cards, credit cards machine.
9	Public Toilets	Use a "disinfect spray" as recommended for all touch points used by guests and wipe dry with
		a paper towel which is placed in a plastic bag and sealed before disposal. Periodically
		throughout the day close off the area and steam clean all surfaces and cubicles.
		Recommended frequency is every 4 hours. The areas to focus on are door handles, hand
		contact areas (paper dispenser), soap dispensers, switches, toilet seat, trash bin, water taps.
		We recommend having a time log for cleaning schedules displayed in the bathrooms. Consider
		having a full-time public area attendant assigned to toilets sanitising after every use.
10	Stairs, banisters and	Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro
	rails	cloth.
11	Event and function	Special focus on call buttons inside and out. Sanitise with approved disinfectant spray, wipe
	areas	off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for

	disposal. The areas of special focus are desk, table tops, flipcharts, door handles, meeting
	room accessories, coffee machine, kettle, phone, remote controls and switchs.

#### Note:

Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal. Consider using disinfectant wipes with shorter drying time. Conduct the cleaning protocol every 4 hours and sanitise the counter after every guest.

#### Suggested confirmed Covid-19 infected area protocol

- Ensure the affected area is put as out of order/blocked from public status in system/with reception and all departments for a period of 72 hours. Allow NO ACCESS this will mean the virus present lifespan will cease to be a threat.
- Ventilate area open all windows where possible
- Prepare prior to entering the area by getting all PPE on i.e. gloves, mask, shield mask, overalls.
- Prepare required tools: refuse bags, chemicals.
- Remove all soft furnishings that can be removed and bag up into hazard bags.
- Gather all rubbish into a refuse bag and tie tightly at top. Follow procedure for disposal of bodily fluids.
- Place a fogging machine into the area to disinfect all surfaces, fabrics. Leave area for this process.
- Proceed to steam the area.
- Proceed to clean the area disinfect / sanitize the area using anti-viral killing chemical.

#### Additional safeguarding tips

- Frequency of the cleaning is the key and it should be calculated based on infection
- Check the levels of confidence of your team members daily. Check their level of
- Signpost clearly the route around the hotel to allow for 2 meters apart at all times.
- Step up the cleaning of the air filters for ensure better flow of fresh air.
- Switch off the electric hand dryers.
- Consider removing amenities from all the public areas and dispense them at request
- Consider the removal of toilet brushes from the public area facilities.
- Consider having a full time public area attendant assigned to toilets sanitising after
- Sanitisation stations need to be strategically posted and available in both back of house and front of house areas.

#### **Back of House Standards**

	Area	Cleaning Protocol	
1	Changing room	Disinfect and clean all relevant touch points: toilet seat, bowl, flush, door handles, dispenser taps, switches. Empty and clean bins (excl. sanitary bins). Sanitise and clean showers, sinks and toilets. Vacuum and mop floor with an appropriate healthcare grade disinfectant. Sanitise and polish doorplates, spot clean doors, wipe and polish chrome fittings. Sanitise and damp wipe all doors fully, all walls and all lockers.	
2	Staircases	he key areas to focus are handrails that need to be sanitized at least once every hour. taircases should be moped with appropriate chemicals to reduce the chance of spreading the irus.	
3	Corridors	Sanitise all touch points: handles, light switches, door push plates and release buttons.  Regularly mop the floor using healthcare grade disinfectant. Sanitise and damp wipe all skirting, walls and full doors. Sanitise with approved disinfectant spray, consider using disinfectant wipes with shorter drying time. Conduct the cleaning protocol every 4 hours.	
4	Laundry room, equipment room, workshop	Sanitise and disinfect all touch points: handles, light switches, machine buttons and taps.  Sanitise and disinfect cleaning equipment such as Vacuum's, mops, baskets, trolleys, irons, carpet cleaning machines and dispensers daily. Sanitise with approved disinfectant spray, consider using disinfectant wipes with shorter drying time for areas with high traffic.	
5	Offices	Ensure that any rubbish is removed safely and using correct procedures. Regularly mop the floor using healthcare grade disinfectant. Clean monitors, keyboards, mouse, printers, PDQ machines, water fountain, kettle etc using sanitising products that have the correct chemical components to kill the virus.	
6	Staff canteen	Key areas to pay attention to are plexi-glass screens, all handles, dispensers, trays, condiment dispensers, switches, chairs, table and counter tops, buffet stands, vending machine and water fountains. Sanitise with approved disinfectant spray, wipe off with paper towel.	

7	Training room	Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro	
		cloth. Place paper in a sealed plastic bag for disposal. The areas of special focus are desk,	
		tabletops, flipcharts, door handles, meeting room accessories, coffee machine, kettle, phone,	
		remote controls and switches.	

Suggested confirmed Covid-19 infected area protocol

- Ensure the affected area is put into out of order status in system for a period of 72 hours. Secure the area and allow NO ACCESS this will mean the virus present lifespan will cease to be a threat.
- Ventilate room open all windows.
- Prepare prior to entering the area by getting all PPE on i.e. gloves, mask, shield mask
- Prepare required tools: refuse bags, chemicals.
- Gather all rubbish into a refuse bag and tie tightly at top. Follow procedure for disposal of bodily fluids.
- Bag up all towelling items into a hazard bag and ensure items are cleaned on a temperature of 70 C 75 C.
- Place a fogging machine into the area to disinfect all surfaces, fabrics. Leave area for this process.
- Proceed to steam the area
- Proceed to clean the area disinfect / sanitize the area using viral killing chemical.

#### **Risk assessments**

As an employer, you're required by law to protect your employees, and others, from harm Under the Management of Health and Safety at Work Regulations 1999, the minimum you must do is:

- identify what could cause injury or illness in your business (hazards)
- decide how likely it is that someone could be harmed and how seriously (the risk)
- take action to eliminate the hazard, or if this isn't possible, control the risk
- Assessing risk is just one part of the overall process used to control risks in your workplace.

For most small, low-risk businesses the steps you need to take are straightforward and are explained in these pages. We recommend you undertake the risk assessments as shown here and available on the following health and Safety executive website: https://www.hse.gov.uk/news/coronavirus

#### **Helpful Websites**

https://www.gov.uk/coronavirus

https://www.ukha.co.uk/covid-19

https://www.ukhospitality.org.uk/page/ukhsupportservices

https://www.nhs.uk/live-well/healthy-body/how-to-prevent-germs-from-spreading

https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings

https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html

https://www.hse.gov.uk/news/coronavirus

# **Room Checklist**

	Area	Cleaning Protocol	Completed by	Checked by
1	Entrance	Using suitable sanitisaton/disinfectant chemical		
	doors	ensure doors and frames on both sides is cleaned		
2	Light switches	Using a clean cloth and disinfecting chemical wipe all		
	and control	all lamps and light switches and control panels, safe		
	panels	doors, handles and keypads.		
3	Handles, knobs	Sanitise by wiping all doors inside and out, wardrobe		
	and switches	shelving doors inside and out.		
4	Ventilation	Where possible windows should be opened when		
		entering a room to allow for fresh air to flow.		
		Consider usage of the ozone machine 15 minutes		
		prior to cleaning a room. Check A/C		
5	Telephones,	Sanitise by wiping all items using a clean cloth. Due		
	remote controls,	to the high touchpoint items extra attention to be		
	and clocks	payed to buttons, edges and grooves of each item.		
6	Hard surfaces	Polish all tables, desks, cabinets, and credenzas.		
		Sanitise all items paying extra attention to arms,		
		legs, backs and edges and grooves.		
7	Amenities	Sanitise all items to ensure cleanliness e.g. hairdryer.		
		Pay extra attention to sanitising the handle and		
		nozzle and any attachable parts.		
8	Wardrobe	Sanitise by using chemical and clean cloth and wipe		
		all wardrobe items - hangers, shoe brush, shoehorn,		
		doors, and walls.		
9	Tea & Coffee	Remove all items, sanitize by wiping, washing all		
	facilities	holders. The kettle, spoons, and cups all to be		
		cleaned thoroughly.		
10	Bed	Prepare bed in accordance to hotel standard.		
11	Windows	Check and sanitise windows i.e. handles. Sanitise		
		with suitable chemical.		
12	Mini Bar	Check and sanitise mini bars doors, handles,		
		shelving. Remove and sanitise all items in mini bar		
		after each guest stay.		
13	Carpet	When vacuuming carpets pay extra attention to all		
		edges and under furniture to achieve a high level of		
		cleanliness.		
14	Bathroom	Sanitise and clean bathroom areas in accordance to		
		hotel standards. Sanitise all touchpoints areas toilet		
		handles and seats, toilet flushes, taps, shower door,		
		shower controls.		
15	Bathroom	Sanitise all touchpoint items using a clean cloth, hot		
	Amenities	water and chemical. Clean all trays, bottles, glasses,		
		tissue cover.		
16	Towelling	Ensure all towelling items are clean and in good		
		condition as per hotel standard.		

		prior to cleaning a room. Check A/C			
5	Telephones,	Sanitise by wiping all items using a clean cloth. Due			
	remote controls,	to the high touchpoint items extra attention to be			
	and clocks	payed to buttons, edges and grooves of each item.			
6	Hard surfaces	Polish all tables, desks, cabinets, and credenzas.			
		Sanitise all items paying extra attention to arms,			
		legs, backs and edges and grooves.			
7	Amenities	Sanitise all items to ensure cleanliness e.g. hairdryer.			
		Pay extra attention to sanitising the handle and			
		nozzle and any attachable parts.			
8	Wardrobe	Sanitise by using chemical and clean cloth and wipe			
		all wardrobe items - hangers, shoe brush, shoehorn,			
		doors, and walls.			
9	Tea & Coffee	Remove all items, sanitize by wiping, washing all			
	facilities	holders. The kettle, spoons, and cups all to be			
		cleaned thoroughly.			
10	Bed	Prepare bed in accordance to hotel standard.			
11	Windows	Check and sanitise windows i.e. handles. Sanitise			
		with suitable chemical.			
12	Mini Bar	Check and sanitise mini bars doors, handles,			
		shelving. Remove and sanitise all items in mini bar			
		after each guest stay.			
13	Carpet	When vacuuming carpets pay extra attention to all			
		edges and under furniture to achieve a high level of			
		cleanliness.			
14	Bathroom	Sanitise and clean bathroom areas in accordance to			
		hotel standards. Sanitise all touchpoints areas toilet			
		handles and seats, toilet flushes, taps, shower door,			
		shower controls.			
15	Bathroom	Sanitise all touchpoint items using a clean cloth, hot			
	Amenities	water and chemical. Clean all trays, bottles, glasses,			
		tissue cover.			
16	Towelling	Ensure all towelling items are clean and in good			
		condition as per hotel standard.			
_					
Roon	n Number:	Date:			
Poor	a Attandant Nama:	Supervisor No	ma:		
KOOII	oom Attendant Name: Supervisor Name:				

# Checklist – Public Area

	Area	Cleaning Protocol	Completed by	Checked by
1	Entrance doors	Special attention to be paid to handles, glass, and	completed by	Silectica by
	Littianice abors	finger plates.		
		Clean the door handle after every guest.		
2	Reception /	The key areas to focus on are countertop, desk,		
_	Concierge desk	handles, keyboards, printer keyboards, phone		
	8	paper towel and polish with micro cloth.		
3	Concierge luggage	The key areas to focus on are luggage trolley,		
	delivery	shelves, countertop, desk, handles, keyboards,		
	,	printer keyboards, phone.		
4	Business centre	The key areas to focus on are armchair armrests,		
		coffee machine, furniture handles, lamp		
		switches, counter tops, tabletops, phone and		
		keyboard.		
5	Guest lifts	Special focus on call buttons inside and out.		
		Carefully consider the lift protocols and have		
		clear signage explaining the social distancing		
		measures. Consider having a team member solely		
		dedicated to sanitise the lifts and supervise that		
		lift protocols are followed.		
6	Lounge	The key areas to focus on are armchair armrests,		
		coffee machine, furniture handles, lamp		
		switches, counter tops, tabletops, phone and		
		keyboard.		
7	Bar	Key areas to pay attention to are dividers, all		
		handles, dispensers, trays, condiment		
		dispensers, switches, chairs, table and counter		
	_	tops, menu cards, credit cards machine.		
8	Restaurant	Key areas to pay attention to are plexi-glass		
		screens, all handles, dispensers, trays, condiment		
		dispensers, switches, chairs, table and counter		
	5 11: - 11 :	tops, menu cards, credit cards machine.		
9	Public Toilets	Use a "disinfect spray" as recommended for all		
		touch points used by guests and wipe dry with a		
		paper towel which is placed in a plastic bag and		
		sealed before disposal. Periodically throughout		
		the day close off the area and steam clean all surfaces and cubicles. Consider having a full time		
		public area attendant assigned to toilets		
		sanitising after every use.		
10	Stairs, banisters	paper towel and polish with micro cloth.		
10	and rails	Place paper in a sealed plastic bag for disposal.		
11	Event and function	Special focus on call buttons inside and out.		
	areas	Sanitize with approved disinfectant spray, wipe		
		off with paper towel and polish with micro cloth.		
		Place paper in a sealed plastic bag for disposal.		
		The areas of special focus are desk, table tops,		
		flipcharts, door handles, meeting room		
		accessories, coffee machine, kettle, phone,		
		remote controls and switchs.		
	1	1 11 11 1	1	1

Room	Number:		Date:
		Place paper in a sealed plastic bag for disposal. The areas of special focus are desk, table tops, flipcharts, door handles, meeting room accessories, coffee machine, kettle, phone, remote controls and switchs.	
11	Event and function areas	Special focus on call buttons inside and out. Sanitize with approved disinfectant spray, wipe off with paper towel and polish with micro cloth.	
10	Stairs, banisters and rails	paper towel and polish with micro cloth.  Place paper in a sealed plastic bag for disposal.	
		the day close off the area and steam clean all surfaces and cubicles. Consider having a full time public area attendant assigned to toilets sanitising after every use.	
9	Public Toilets	Use a "disinfect spray" as recommended for all touch points used by guests and wipe dry with a paper towel which is placed in a plastic bag and sealed before disposal. Periodically throughout	
8	Restaurant	Key areas to pay attention to are plexi-glass screens, all handles, dispensers, trays, condiment dispensers, switches, chairs, table and counter tops, menu cards, credit cards machine.	
7	Bar	Key areas to pay attention to are dividers, all handles, dispensers, trays, condiment dispensers, switches, chairs, table and counter tops, menu cards, credit cards machine.	
6	Lounge	The key areas to focus on are armchair armrests, coffee machine, furniture handles, lamp switches, counter tops, tabletops, phone and keyboard.	
5	Guest lifts	Special focus on call buttons inside and out. Carefully consider the lift protocols and have clear signage explaining the social distancing measures. Consider having a team member solely dedicated to sanitise the lifts and supervise that lift protocols are followed.	
	Constitu	coffee machine, furniture handles, lamp switches, counter tops, tabletops, phone and keyboard.	
4	delivery  Business centre	shelves, countertop, desk, handles, keyboards, printer keyboards, phone.  The key areas to focus on are armchair armrests,	
3	Concierge luggage	The key areas to focus on are luggage trolley,	

**Room Attendant Name:** 

**Supervisor Name:** 

# **Checklist – Back of House**

	Area	Cleaning Protocol	Completed by	Checked by
1	Changing	Disinfect and clean all relevant touch points:		-
		toilet seat, bowl, flush, door handles, dispensers,		
	room	taps, switches. Empty and clean bins (excl.		
		sanitary bins). Sanitise and clean showers, sinks		
		and toilets. Vacuum and mop floor with an		
		appropriate healthcare grade disinfectant.		
		Sanitise and polish doorplates, spot clean doors,		
		wipe and polish chrome fittings. Sanitize and		
		damp wipe all doors fully, all walls and all		
		lockers.		
2	Staircases	The key areas to focus are handrails that need to		
		be sanitised at least once every hour. Staircases		
		should be moped with appropriate chemicals to		
		reduce the chance of spreading the virus.		
3	Corridors	Sanitise all touch points: handles, light switches,		
	30	door push plates and release buttons. Regularly		
		mop the floor using healthcare grade		
		disinfectant. Sanitise and damp wipe all		
		skirting, walls and full doors.		
4	Laundry room,	Sanitise and disinfect all touch points: handles,		
	equipment room,	light switches, machine buttons and taps.		
	workshop	Sanitise and disinfect cleaning equipment such as		
	·	vacuum's, mops, baskets, trolleys, irons, carpet		
		cleaning machines and dispensers daily.		
		Sanitise with approved disinfectant spray,		
		consider using disinfectant wipes with shorter		
		drying time for areas with high traffic.		
5	Offices	Ensure that any rubbish is removed safely and		
		using correct procedures. Regularly mop the		
		floor using healthcare grade disinfectant.		
		Clean monitors, keyboards, mouse, printers, PDQ		
		machines, water fountain, kettle etc using		
		sanitising products that have the correct		
		chemical components to kill the virus.		
6	Staff canteen	Key areas to pay attention to are: plexi-glass		
		screens, all handles, dispensers, trays, condiment		
		dispensers, switches, chairs, table and counter		
		tops, buffet stands, vending machine and water		
		fountains. Sanitise with approved disinfectant		
		spray, wipe off with paper towel. Place paper in a		
		sealed plastic bag for disposal.		
7	Training room	Sanitise with approved disinfectant spray, wipe		
		off with paper towel and polish with micro cloth.		
		Place paper in a sealed plastic bag for disposal.		
		The areas of special focus are desk, tabletops,		
		flipcharts, door handles, meeting room		
		accessories, coffee machine, kettle, phone,		
		remote controls and switches.		

		taps, switches. Empty and clean bins (excl.			
		sanitary bins). Sanitise and clean showers, sinks			
		and toilets. Vacuum and mop floor with an			
		appropriate healthcare grade disinfectant.			
		Sanitise and polish doorplates, spot clean doors,			
		wipe and polish chrome fittings. Sanitize and			
		damp wipe all doors fully, all walls and all			
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		remote controls and switches.			
Room	toom Number: Date:				

**Room Attendant Name:** 

**Supervisor Name:**