

Now more than ever, I think the cruise industry has so much to offer in talent and knowledge when the shore-based hospitality establishments are moving into a new territory and way of working.

Going above and beyond is a mantra used throughout the cruise industry and when it comes to health and hygiene, it will be a time for hospitality not only to do this but ensure their guests are aware of it.

As you are aware we start from the beginning of the journey right until the end. In my last company we even gave coach drivers and chauffeurs sanitising packs.

Ensuring your guests feel confident in the product

In the cruise line I have just left as Head of hotel operations, we inspected and sanitised each coach before an excursion and a with check point list even gave scores for the quality of the coach, checked the tyre treads and the air conditioning.

Detailed SOPs are created for cleaning of all bathrooms, kitchens, dispense pantries and bars. Bathrooms have 4 colour coordinated microfibre cloths which are used only for each room, they are then replaced with fresh to prevent cross contamination.

A weekly or bimonthly routine of removing and sanitising shower heads takes place and is logged.

Every two weeks each room is flushed - hot and cold water is left to run for up to a minute to prevent bacteria accumulating in pipes.

Human spillages, vomiting are cleaned by a dedicated team of cleaners who deal with public and cabin situations - all wearing PPE with specific controls.

During an outbreak, clean and used pens are on reception and shore excursions so each guest uses a sanitised pen only.

The ship hotel doctor must report illness, present diarrhoea, gastro enteritis symptomatic and respiratory infection logs on external port inspections, any acute gastro at 2% of the onboard population, most companies do this at one percent.

In the event of an outbreak of more than 1 percent the vessel maintains communication with port health authorities daily or several times a week.

TIPS

1-Prepare your managers and supervisors - you get one chance at this, ensure support in labour, tools and the correct training

2 -Be prepared to adapt quickly if the chosen structure does not work and invest quickly to correct

3- Invest in a compliance structure to maintain confidence of your guests