



GUIDELINES- Precautionary measures for Hotels to adopt in operations to safeguard against the Coronavirus

Collated and prepared by THASL

03th January 2020

Hand Sanitization

1. Introduction of hand sanitization before use of team member restaurant in order to minimize cross contaminations.
2. Availability of hand sanitizers at team members' clock-In & clock-Out finger print machines or arrival /departure points.
3. All team members locker rooms, back of the house corridors, wash rooms, dormitory are provided with hand sanitizers, complete requirements for hand washing facilities 24 hours basis.
4. Provision of hand sanitizers for all admin offices to be used for all Team members.
5. Distribution of hand sanitizer handy pack bottle for all team members to be used personally at any time (Free of Charge)
6. Random monitoring of hand hygiene status of team members who use the washrooms/ locker room facilities by taking microbiology hand swabs by an external laboratory & communicating their results to improve their hand hygiene habits.

Face Masks

1. Make available (Optional) of disposable face masks dispenser at team member entrance point where any team member can take face masks away to use at any time (inside the hotel/resort premises).

TM Body Temperature

1. Checking TM body temperature at the Team entrance to trace/ identify any suspected sick TMs & quarantine to avoid entry to hotel premises.
2. Strict advice on exclusion of Sick TMs from work in all departments in order to avoid spreading any diseases.

3. Monitoring the categories of sicknesses reported at the TM clinic & keep tab of monitoring of such TMs

Change to local Greeting

1. Launching “Ayubowan” project – The traditional greeting of Sri Lanka to gather palms together, place them over the chest and greet saying “Ayubowan” while bowing slightly. This will be a great preventive measure to minimize germs spread by person to person contact.

Deep Cleaning of Team Areas

1. Special weekly deep cleaning and disinfection programme for TM’s dormitory
2. Daily change & issue of bed sheets & pillow cases for all TMs who occupy the TMs dormitory
3. Upgrading the current “Cleaning Checklists” in all team areas incorporating thorough sanitization practices

Guest/ Public Areas

1. All guests’ rooms’ direct contact surfaces are cleaned & sanitized with approved chemical sanitizers. i.e.: Door knob, TV remote, Telephone receivers, faucets
2. Guest hand contact points in public areas in the hotel are sanitized every 4-hour . i.e: Guests elevator buttons, public toilets door knobs, faucets, soap dispensers etc.
3. New TV remote control covers for all guests TVs in the room so that easy cleaning & sanitization of TV remote.
4. Strict implementation of use of face masks and gloves when guest’s washrooms are cleaned & use of hand sanitizers for all housekeeping attendants. This will reduce any possible cross contaminations in between rooms as well as TM’s personal safety.
5. All guest key cards are sanitized during the night shift.
6. Upgrading the current “Cleaning Checklists” in all guest/ public areas incorporating thorough sanitization practices
7. Team members are asked to minimize handling guest mobile phones and request guest to use the self-lockable mobile phone charging lockers.
8. Concierge team is advised to sanitize their hands after handling guest luggage. If sanitization cannot be done immediately, they should be mindful not to cross contaminate until they do so.
9. In an event that a guest is reported ill in any sort, FO team members are well informed to investigate and ask questions to gather more details i.e. Telephone Operators

Kitchen Areas

1. Strict implementation of hand washing procedure & practice in the kitchen for all direct food handlers & increase the availability of usage of hand sanitizers.
2. Strict use of gloves, utensils etc. when handling ready to eat foods to avoid cross contaminations.
3. Regular sanitization of common direct food contact surfaces such as preparation tables, cutting boards, knives etc. with recommended spray sanitizers.
4. Strict practice of covering & sealing of all foods during storage & temporary storage & transport.
5. All foods are closed in the buffet to avoid, minimize cross contaminations by guests & environment.
6. Introduction of special face masks for all day dining restaurant chefs who serve to guests.
7. Close monitoring & practice of fruits & vegetable washing & sanitization with chemical sanitizers.
8. Daily briefing of the importance food safety & hygiene practices to minimize the cross contaminations during food preparation.
9. Daily sanitization of high contact points in all kitchens such as door knobs, refrigerator handles, sinks handles etc.
10. Strict restriction of sick food handlers into the kitchen areas.
11. Strict control of cooling of cooked foods minimizing exposure to temperature danger zone.
12. Close monitoring & recording of all chillers & freezers temperatures to ensure safe storage of foods.
13. Daily monitoring & supervisions of individual personal hygiene checklist in all kitchens
14. Food samples for all high risk foods in buffets.
15. Microbiological hygiene evaluation of food handlers hand/palm swabs, direct contact surfaces on monthly basis.
16. Microbiological analysis of Food & water in the kitchens.

17. Introduction of Food Handler's Declaration of Food Hygiene Conformity in the Hotel to all food handlers to get create awareness and get their full commitment, on general food safety & hygiene requirements.

Food & Beverage Area

1. All room service orders foods are closed in when delivering to avoid, minimize cross contaminations by people & environment.
2. Strict implementation of hand washing procedure & practice in the F&B outlets for all direct food handlers & increase the availability of usage of hand sanitizers.
3. Strict use of gloves, face masks when wiping/buffing of glassware, cutlery to avoid cross contaminations.
4. A separate team is assigned for buffing to avoid/ minimize cross contamination.
5. Face masks to be used in the back areas when handling any equipment.
6. All cutlery need to be inserted in the napkin cutlery pocket
7. Used napkins to be handled with gloves and face masks
8. Change of ADD service cutlery in the buffet every 2 hours & sanitization of all in the dishwashers.
9. Monitoring & maintaining required level of hot & cold holding of foods & minimizing the display time of foods to make sure highest level of food safety.
10. Individual portion food with covers rather than bulk food for cold prepared foods to ensure highest quality & safety of foods.
11. Introduction of Special Food Safety & Hygiene/ HACCP awareness training programme for Restaurant Managers to manage food safety programme more effectively in their respective outlets
12. Introduction of Food Handler's Declaration of Food Hygiene Conformity in the Hotel to all food handlers to get their full commitment, awareness on general food safety & hygiene requirement