



Alexandra Court Hotel

STANDARDS FOR OPERATIONS PROTOCOL IN COVID-19 ERA

Purpose

This document is designated to provide information on measures being taken by The Alexandra Court Hotel.

The document outlines standard procedures that we are setting in terms of Health, Safety & Sanitation to protect the wellbeing of our guests, business partners and colleagues alike during the COVID-19 era. This document was prepared based on evidence currently available about COVID-19.

Scope

This document is valid for The Alexandra Court Hotel and these expectations are being applied and maintained consistently until new guidelines from UK Government Bodies & World Health Organisations are published.

Mission

We clean. We Care. We Welcome

In preparation for welcoming our guests back to the hotel, we have had to step up precautionary measures; safety of our guests and employees is paramount.

We clean as we continue to take the utmost care to ensure every stay with us is safe, clean and comfortable

We care for our guests and employees by introducing additional measures to safeguard their wellbeing.

We will continue to welcome our guests with the same warmth and hospitality we have always done. While the COVID-19 outbreak is a precipitously changing and fluid situation, we must be committed and care for our valued guest.



Alexandra Court Hotel

FRONT OF HOUSE

PRE-ARRIVAL

Formalities: For our pre-booked guests, all check-in formalities will be completed online and over the telephone, where possible, in order to reduce contact and time at Reception (this will include: updated card details, Pre-authorisation of cards, room allocations and guest requests).

Conversations: Whilst we have traditionally encouraged guest conversations, we are now asking our guests or delivery drivers to engage with staff by minimal conversation through the protective vinyl shield. We will always maintain and continue with a warm welcome.

Guest Information: We can provide an information sheet which covers all the steps taken by the hotel for safety and sanitisation along with the operational procedures for restaurant, bar, room service, housekeeping & laundry procedures during COVID-19 era.

Guest amenities: We have removed newspapers, magazines and bar card games in accordance with the local health guidelines.

ENTRANCE

Entrance: All staff & guests must enter the hotel via the main reception entrance only. We will use signage to communicate with guests to areas of no entrance (Back Door).

Hand disinfection: We encourage mandatory hand sanitation on arrival and will provide hand sanitiser stations throughout the hotel & public areas (5 location points: entrance, back door, breakfast/Bar& Lounge/rear staircase)

Temperature check: We will enforce mandatory temperature checks on colleagues & Staff. Temperatures running above 37.8 C with/without symptoms will be sent home; we will record temperatures manually.

Febrile guests: Guests running a temperature of more than 37.8C or showing symptoms of C-19 will be politely asked to leave the premises. In the event the guest cannot be transferred straight away we will provide disposable PPE and ask the guest to wait outside (terrace or in their own vehicle). If they cannot travel they will need to self-isolate in their room (any rooms used for self isolation will be left for 72 hours before cleaning).

Luggage Disinfection: Guests will be instructed to transfer any luggage or bags directly into the Drawing Room. They will then be asked to disinfect their own luggage using a medial grade; disinfection spray (as restriction ease this will no longer be required). **Please note, we do not offer a porter service but we will assist elderly guests and anyone with disabilities using PPE to transfer luggage to their rooms.**

RECEPTION (CHECK-IN /OUT) GUEST SERVICES

PPE for Receptionists & Hotel Staff: Where stipulated by local health guidelines, colleagues will wear a face mask, gloves OR face shields when required.

Social Distancing: We will place discreet, yet visible markings or signs in certain areas to maintain social distancing; Our colleagues will observe social distancing whilst checking in and rooming guests – at times we may communicate full instructions from behind reception.

Hand disinfection: Hands-free hand sanitiser stands will be readily available to guests; Hand sanitiser will be available to colleagues behind the Reception desk and all public areas.



Alexandra Court Hotel

FRONT OF HOUSE

RECEPTION (CHECK-IN /OUT) GUEST SERVICES

Hotel Sanitation Norms: Guidelines will be displayed at Reception/Guest Services (guest information sheet) and explained to every guest on check in.

Sanitising of Equipment: Frequently touched areas will be disinfected regularly e.g. Telephones, room keys, payment terminals, pens, counter and Perspex shield.

Touch less Interactions: Touch less payment options and e-mail receipts will be encouraged; Payment terminals will be disinfected before and after each transaction and we will not be accepting cash for the foreseeable.

Room keys: We will disinfect keys with medical-grade antimicrobial agent.

Guest check-in/Registration: We will now require each guest to read our terms and conditions on arrival, including details of their stay (room rate, occupancy, date of check out & damage charges) Reception will sign on behalf of the guest, by doing so the guest agrees to all terms stated in their booking. Car registration details will be inputted on hotel executive to minimise guest contact.

Hotel Map/Fire Plan: We will display the hotels floor plan so that each guest can view the location of their room and also location of public areas & fire exits. Front of house staff will still verbally communicate (in detail) the check in process.

One way system: Guests will use the main staircase to go up to the rooms and use the back staircase to go down. We will encourage the use of this system throughout the guests stay, minimizing interaction. For any guests that smoke can still use the terrace area provided, but they will need to adhere to the one way system and re-enter the hotel through the main entrance.

GUEST ROOMS

PPE for Housekeeping: All room attendants will wear protective ware.

Hotel Sanitation Norms: Our hygiene guidelines will be displayed in guest rooms (where applicable); Printed guidelines can also be found across the hotel in public areas or the hotel website.

Housekeeping Service: Our housekeeping service will continue daily and will minimise person-to-person exposure. For this reason we will not be providing late check out or early check in for guests.

Bed Linen & Towels: Our linen will be handled with extreme care to prevent raising dust and potential contamination. Used linen will be washed externally by a commercial linen service. This company has put in place extensive risk assessments and operational protocols' for the safe & hygienic preparation & distribution of linen.

In-Room Sanitation: Frequently touched areas will be disinfected regularly e.g. telephone, remote control, door/window/wardrobe handles, toilet seat/flusher, faucets, shower controls, kettle, light switches, hair dryer, guest directory etc. We will continue to take the utmost care to ensure every stay with us is safe, clean & comfortable.

Utensils: Dirty glassware, china and silverware will be removed from bedrooms and will be cleaned in an efficient and appropriate manner.

Bins: We will disinfect bins with appropriate anti-microbial cleaning agent

Soft Furnishings & Ventilation : Each time a bedroom is serviced we will ensure it is ventilated by opening window(s) - where applicable. Soft furnishings will be removed for the time being, reducing touch areas and remaining items such as headboards will be sprayed with an aerosol disinfectant.



Alexandra Court Hotel

BEST PRACTISES

PUBLIC AREA

(HALLWAY, DRAWING ROOM, LOUNGE, BAR, RESTROOMS & HALLWAY)

PPE for staff on duty: Our colleagues will wear protective gear as required by local health guidelines; these guidelines will be enforced by management; our supervisors will monitor the proper use of PPE; PPE will be replaced and sanitised as necessary. All staff members will sign a disclaimer form agreeing to the terms and conditions set by the hotel director.

Hotel Sanitation Norms: We will display signage in public areas to remind our guests and visitors to observe social distancing, hand washing / hand-sanitising.

Social Distancing: We will rearrange furniture in such a way that it allows for proper social distancing. This will include breakfast service/afternoon tea service and future restaurant services.

Sanitation: We will sanitise all high-touch points e.g. telephones, phone chargers, chair arms, tables, handrails, door handles, toilet seat/flusher, baby changing facilities.

Restrooms/public bathrooms: We will provide a disposable alternative to hand dryers e.g. paper towels along with pedal-operated lidded bin and hand sanitiser.

Soft Furnishings: Soft furnishings will be removed for the time being, reducing touch areas and remaining items such as sofa's & chairs will be sprayed with an aerosol disinfectant.

Business/Meetings: We will ensure that there is enough space between work desks; we will also limit the number of guests for corporate meetings; Regular disinfecting of the desks, chairs, equipment and other key high-touch points will be carried out.

Hand disinfection: Hand sanitation is mandatory with help of touchless hand sanitiser dispenser, prominently displayed on all service floors and back of house areas.

Corridors: Where possible, we will implement a one-way traffic in service corridors.

One way system: Guests will use the main staircase to go up to the rooms and use the back staircase to go down. We will encourage the use of this system throughout the guests stay, minimizing interaction. For any guests that smoke can still use the terrace area provided, but they will need to adhere to the one way system and re-enter the hotel through the main entrance.



Alexandra Court Hotel

PUBLIC AREAS

RESTAURANT (BAR/LOUNGE/TERRACE)

PPE for Staff: Where stipulated by local health guidelines, colleagues will wear a face mask, gloves and face shields when required.

Hand disinfection: Mandatory hand sanitation will be enforced for our colleagues; hand sanitiser will be readily available to colleagues at working/till stations and in the back of the house.

Social Distancing Dining Room: We will reduce the number of tables to maintain social distancing norms; Seating for the tables will be reduced to half of and some cases chairs maybe placed in pattern to avoid guests facing each other; Tables will be appropriately set apart from each other; Servers will apply appropriate distancing.

Table Linen: Our linen will continue to be changed after each party has left and laundered as per our hygiene standards

Placemats/Menus/Wine Menu: All menus will be changed and disinfected after each party has left; Disposable paper napkins may be provided as an alternative; tabletops and chair arms will be disinfected regularly.

Service Style: We will exclusively provide 'A La Carte' service for breakfast, afternoon tea/coffee shop. Cold breakfast items may be available for hand collection by guests (boxed cereal). We will also put in place a designated area for guests to eat in the evening. A full description of dinner service options will be explained pre-arrival and also on check in.

Salt & Pepper/Sugar/Jams/Butter: We will remove salt & pepper cruets, sugar bowls etc, and offer these as individually packed items that will be served by the waiting on team.

Menus: We will replace our conventional menu folders with single use menus to comply with hygiene standards.

Food Safety: We will continue to observe the strictest good hygiene practices across all areas of the hotel.

Ventilation: We will ventilate all eating areas after each service.

PUBLIC AREAS

ROOM SERVICE/IN-ROOM DINING

PPE for Staff: Staff will wear protective gear as required by local health guidelines.

Hand disinfection: Mandatory hand sanitation will be enforced pre-/post-delivery of an order.

Menu: We will have a weekly menu (reduced offerings) and display the menu on reception

Delivery/Retrieval: We will minimize exposure in guest rooms as much as possible or offer guest contactless delivery by leaving tables/trays outside the room after knocking or calling to announce delivery; All food items will be covered in transit.

Food Safety: We will continue to observe the strictest good hygiene practices on items such as salt & Pepper sachets, cutlery, disposable napkins and trays.



Alexandra Court Hotel

PUBLIC AREAS

MEETINGS & EVENTS

PPE for Hotel Staff: Where stipulated by local health guidelines, colleagues will wear a face mask, gloves and face shields when required.

Hand disinfection: Mandatory hand sanitation will be provided with the help of touch less hand sanitiser dispenser in front of meeting rooms; hand sanitiser will be available to colleagues in the back of the house areas.

Social Distancing Dining Room: We will reduce occupancy to main social distancing norms.

Service Style: We will provide individually portioned and served food & beverages; We will enforce social distancing whilst guests are in line to obtain hot / cold beverage / food; No self-service F&B will be offered at present*

Meeting Room Sanitation: Tables/door/ light switch/screens/chair arms, flip charts & markers, etc.

Placemats: We will continue to use our leather blotters with disposable paper placemats; we will replace the paper placemats after each meeting adjourns; All pens/pencils will be disinfected after each meeting.

Bins & Waste: Bins: We will continue to disinfect bins with appropriate anti-microbial cleaning agents. We will provide pedal-operated lidded bin with plastic liner, these will be emptied during each break, and disinfected after each meeting adjourns.

Ventilation: Each time a room is serviced, we will ensure it is well-ventilated by opening window(s) where possible.

Disinfection of furniture: Our furniture will be cleaned and disinfected periodically with appropriate Anti- microbial cleaning agents.



Alexandra Court Hotel

BEST PRACTISES

BEST PRACTISE – BACK OF HOUSE

PPE for Hotel Staff: Where stipulated by local health guidelines, colleagues will wear a face mask, gloves and face shields when required.

Changing of uniforms: Fresh/clean uniforms to be worn daily. Chef's jackets/aprons to be removed when leaving the kitchen.

Cleaning of shoes: Outer shoes used inside hotel will be cleaned every day. Sole of shoes will be cleaned and disinfected with anti-microbial cleaning agent as colleagues enter building; Top of shoes will be polished.

Hand washing & sanitisation: All our colleagues advised to enforce hand hygiene, coughing etiquette and respiratory hygiene; Workstations/offices thoroughly disinfected every day.

Alcohol hand-rub: Alcohol-rub will be affixed at strategic points.

Personal Hygiene Posters: We are displaying prominent signage, affixed in conspicuous areas including notice boards reminding colleagues to enforce strict cough etiquette, hand washing and hand sanitisation.

Key high-touch points: Frequently touched surfaces will be disinfected regularly, e.g. Tables and chairs, door handles, light switches, telephones, keyboard, mice, hot water kettle, printer/copier/scanner, etc.

BEST PRACTISE – BACK OF HOUSE (STAFF)

COVID-19 symptoms: Any colleague suffering from sore throat, dry cough, shortness of breath, fatigue, vomiting and / or diarrhoea will be asked to return home.

Temperature check: We will enforce mandatory temperature checks on colleagues & Staff. Temperatures running above 37.8 C, with/without symptoms will be sent home; we will record temperatures manually.

Hand sanitisation: Our colleagues will use hand sanitiser before and after clocking in to work, and continuously throughout shift.

Social distancing: Our colleagues will always be instructed not to engage in unnecessary conversations and apply social distancing regulations (mainly for when larger functions are taking place, day to day shifts handover can be noted on the computer or explained face to face behind reception screen).



Alexandra Court Hotel

BEST PRACTISES

DELIVERY & RECEIPT OF GOODS

Alcohol hand-rub: We provide alcohol-sanitisers in our loading bay for colleague and supplier use.

Cleaning and sanitation: Our goods receiving area will be cleaned and disinfected at regular intervals.

Chilled and frozen items: All food packaging items will be sanitised using appropriate cleaning agents, before taken into refrigerators and/or freezers, where possible outer packaging to be removed on unloading.

Waste collection or removal: Our waste collection is scheduled in order that it does not coincide with during linen and food deliveries or during service times (bins from the bar area will be disposed via the back office and not past guests or public areas).

KITCHEN

Sanitation: Our operational kitchen will continue to be sanitised at regular intervals as dictated by hotel cleaning schedules.

Social distancing: We will limit the number of colleagues to the minimum required; to reduce interactions between individual colleagues; Workstations will be placed in such a way that colleagues are not facing each other and can maintain appropriate social distance (if applicable).

PPE: All our colleagues wear disposable masks, gloves, hair nets and all other safety gear as dictated by H&S based Policies and cleaning chemicals. All items will be sanitised, cleaned and replaced as per local policies.

Menu planning: Initially we will run limited menus for quality assurance.

Menu Revisions: We will review the breakfast buffet menus and have an allocated station set up for individually package items such as: boxed cereal, bottles of juice, muffins, etc. Items such as sugar/salt/pepper and butter will be provided by waiting on staff.

Vegetable and fruit sanitisation: We ensure proper cleaning of vegetables using approved sanitising agents.

Disinfection of food equipment, utensils and tools: We continue to clean and disinfect key high-touch points e.g. food equipment and food contact surfaces including chopping boards as dictated by H&S policies.

Sterilisation of knives and utensils: These implements are either sterlised in a dishwasher or sterilised using Boiled water and non harmful chemical agents.



Alexandra Court Hotel

BEST PRACTISES

LAUNDRY & GUEST LAUNDRY SERVICE

Social distancing: Workstations to be used in a way that colleagues can maintain appropriate social distances (if applicable).

PPE: All our colleagues will wear disposable masks and gloves when processing soiled linen or guest laundry.

Bed Linen & Towels: Our linen will be handled with extreme care to prevent raising dust and potential contamination. Used linen will be washed externally by a commercial linen service. This company has put in place extensive risk assessments and operational protocols' for the safe & hygienic preparation & distribution of linen.

Delivery/Retrieval of Guest Items: We will minimise exposure in guest rooms as much as possible; all guest laundry items will be covered in transit in a bag provided in their room; When retrieving/delivering guest items, colleagues will wear PPE in public areas as required by local health guidelines.

Lost properly items: - items of non value & that could cause potential cross infection will be disposed of straight away, such as: toiletries, razors, make up and food. Items of value such as electronic, clothing or jewelry will be bagged and placed in storage for collection.

Legal Disclaimer: This document is intended for informational purposes only. As a business we are continuously monitoring and following the changes and recommendations and guidelines of the local governments and local health authorities. This will allow us to continue to working towards providing the best service possible, whilst safeguarding the safety of staff and guests, within the requirements issues by such local authorities.

