



JW MARRIOTT
HANOI

OUR COMMITMENT TO CLEAN

A New Way of Looking at Cleanliness



Message from our *General Manager*

Xin chào,

Warmest greeting from JW Marriott Hanoi!

We are now living in a “new norm”, with COVID-19 front and center for our guests and associates. We want you, our beloved guests, to understand what we are doing today for your wellbeing. It is of the utmost importance to us and we have many preventative measures in place.

All guests and associates arrive into the hotel need to temperature screening and wearing masks all the time. We also are maintaining appropriate cleaning frequencies of kitchens, public areas and heart of house; Implementing strict food handling processes and tableware disinfection. And to provide more hand sanitizers and executing social distancing in all our restaurants, bars and meeting spaces.

We hope you are staying healthy and safe!

Mark Van Der Wielen - General Manager | JW Marriott Hanoi

TOTAL HOTEL

ARRIVAL
EXPERIENCE

RESTAURANTS
+ BARS

MEETING +
EVENTS

GUEST ROOMS

WELLBEING
ON 8

1. ENHANCED CLEANING

Protocols for every space of the hotel; especially for high-traffic spaces and high-touch surfaces.

2. HAND HYGIENE

Hand washing requirements for associates; sanitizer dispensers placed throughout the hotel.

3. LESS CONTACT, MORE CONNECTION

Utilization of the Marriott Bonvoy™ app: Mobile check in, Mobile check out and mobile request/chat.

4. SOCIAL DISTANCING

Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions.

5. EQUIPMENT

Innovative technologies like electrostatic spraying.

6. PERSONAL PROTECTIVE EQUIPMENT (PPE)

Face coverings required for all associates and appropriate PPE provided for associates to wear.

7. INDIVIDUAL HOTEL PLANS

Hotel-specific Commitment to Clean Plan that outlines how the hotel cleans, disinfects, and mitigates transmission. We also follow the latest local authorities' guideline related to COVID-19.



TOTAL HOTEL

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ON 8

PARKING: self-parking is recommended.

SHUTTLES + TRANSPORTATION: all transportation sanitized between trips.

TEMPERATURE SCREENING: all guests and associates need to check the temperature before arrive into the hotel.

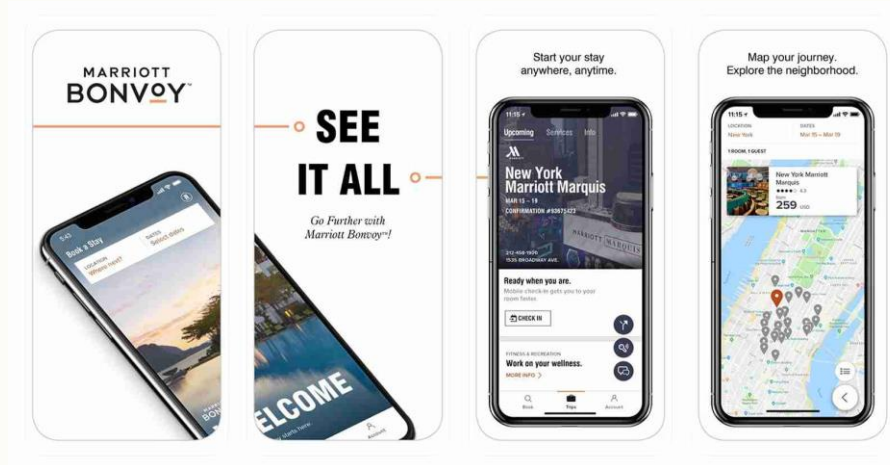
CLEANING + DISINFECTING: deeper, more frequent cleaning of high-traffic and high-touch areas.

HAND SANITIZER DISPENSERS: dispenser stationed throughout hotel, with focus in high-traffic areas.

BELL CARTS: luggage sanitized after associate touch; bell carts sanitized after each use.

MARRIOTT BONVOY: Mobile check in, Mobile check out and mobile request/chat.

DISINFECTING KEY CARDS: disinfected between stays; keys sanitized prior to distributing to guests.



Marriott Bonvoy™ app

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SOCIAL DISTANCING: we leave selected tables unoccupied for the safety of all our dining guests and associates.

DIGITAL MENU: electronic tablets as menus for your convenience and are sanitized after each use.

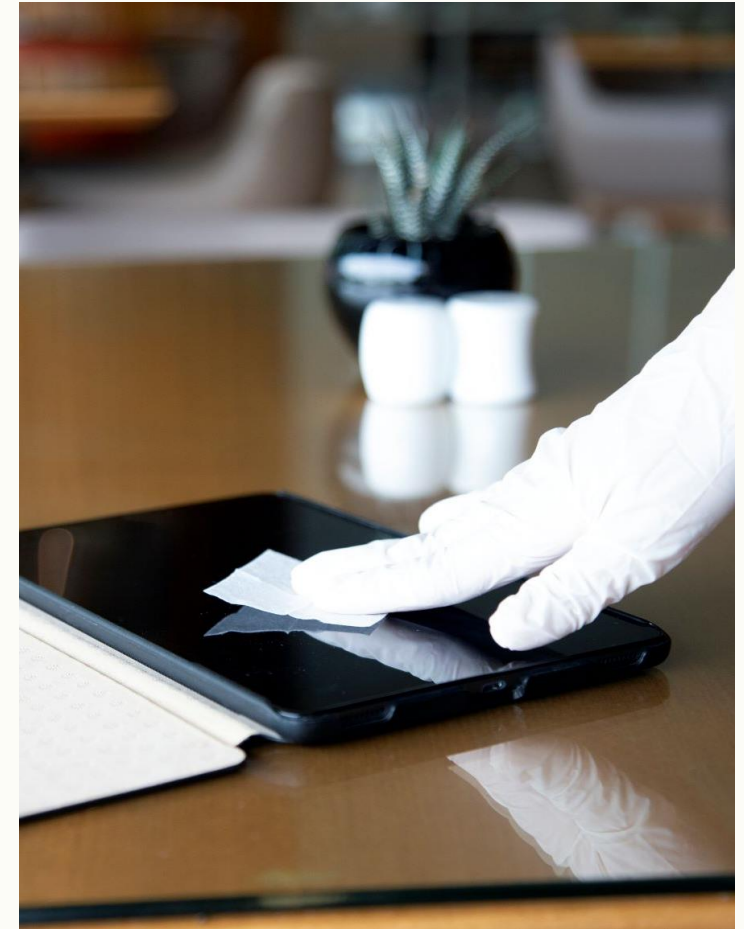
FOOD SAFETY: appropriate PPE use for food handling; compliance with all Marriott and industry food safety protocols.

SANITIZATION: disinfect furniture after every meal period; wipe down all tables and chairs with disinfectant between customers.

We follow strict adherence to sanitation of kitchen and food preparation areas.

SERVICE : all buffet stations and utensils are replaced every 20 minutes.

GRAB AND GO: modified food & beverage delivery including grab-and-go, pick-up stations, and ready-to-eat options.



Sanitized Electric Menu



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ARRIVAL: separate registration areas; options for signage and guest flow management.

SOCIAL DISTANCING: consulting with each meeting planner to review and align on expected social distancing practices.

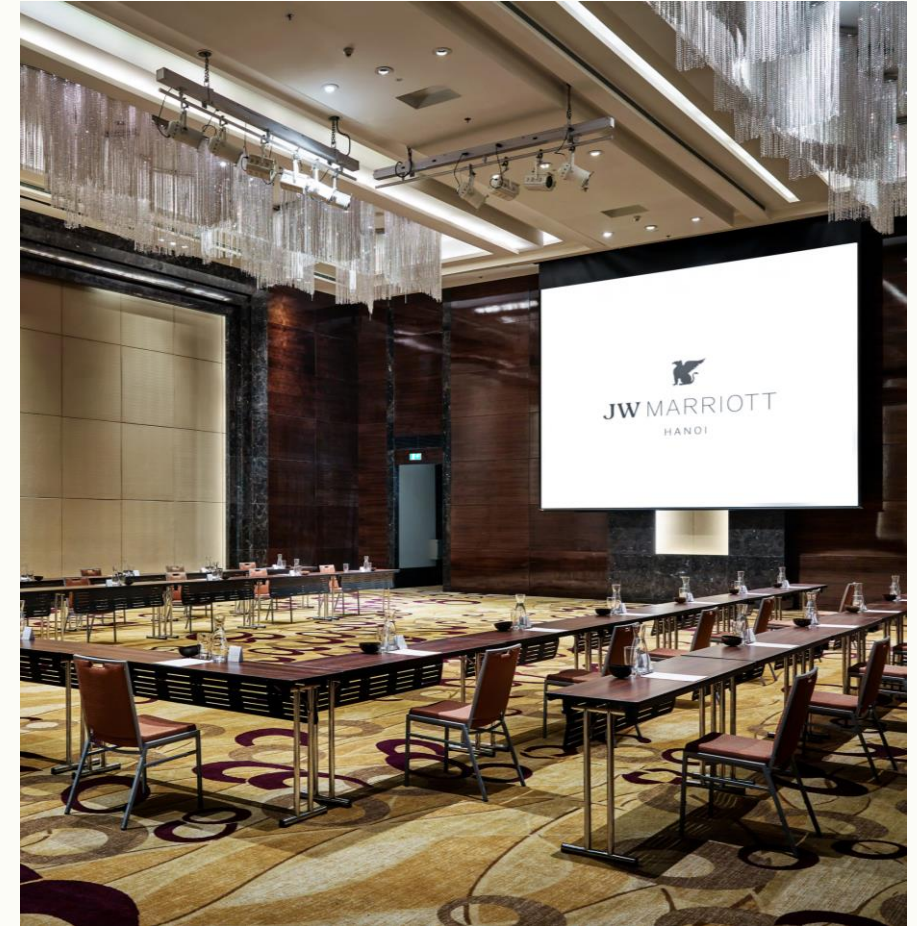
PERSONAL PROTECTIVE EQUIPMENT (PPE): all guests and associates are to wear masks in and around the hotel at all times.

LIVE/VIRTUAL HYBRID MEETINGS through live-streaming capabilities.

CLEANLINESS: more frequent cleaning in high traffic areas and during breaks; providing hand sanitizer stations throughout the meeting spaces.

BREAKS: single-serve and pre-packaged food & beverage condiments are available; breaks coordinated across groups to manage guest traffic.

OUTSIDE VENDORS: updated policies to include temperature checks, cleanliness, PPE, and sanitization requirements.



Social Distancing Practices

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ENHANCED CLEANING: deeper cleaning between guest stays; focused on using the right chemicals in every single part of the room; and on disinfection of all high-touch surfaces.

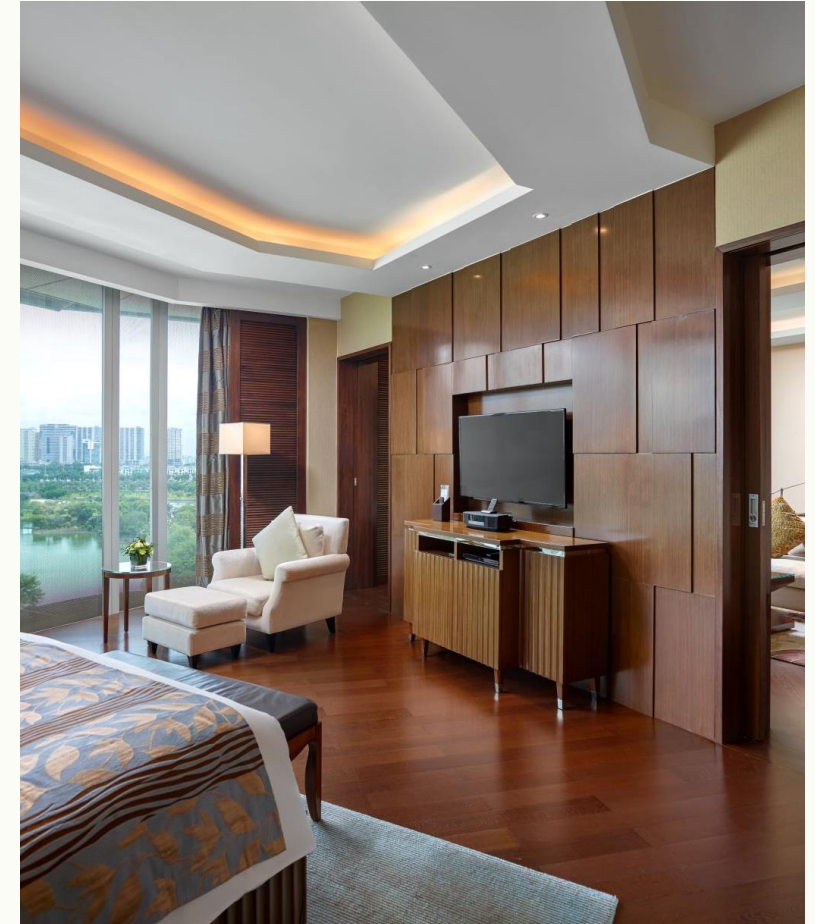
FURNITURE: deep cleaning and disinfection at all furniture, fixtures and surfaces (head boards, end tables, etc.)

ASSOCIATE PPE: associates must wear appropriate Personal Protective Equipment (PPE) when performing disinfecting, laundry and engineering activities.

AMENITY KIT: sanitization kits provided in guest rooms.

DELIVERY: promoting use of mobile chat and requests via Marriott Bonvoy™ app for additional amenities, with contactless delivery.

All the guests are asked to deliver the requested items into the room or just hang/place outside the door.



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ENHANCED CLEANING: disinfect equipment, hard surface, treatment rooms, and lounge areas base on volume of use; high-touch surfaces cleaned hourly.

DIGITAL MENU: electronic tablets as menus for your convenience and are sanitized after each use.

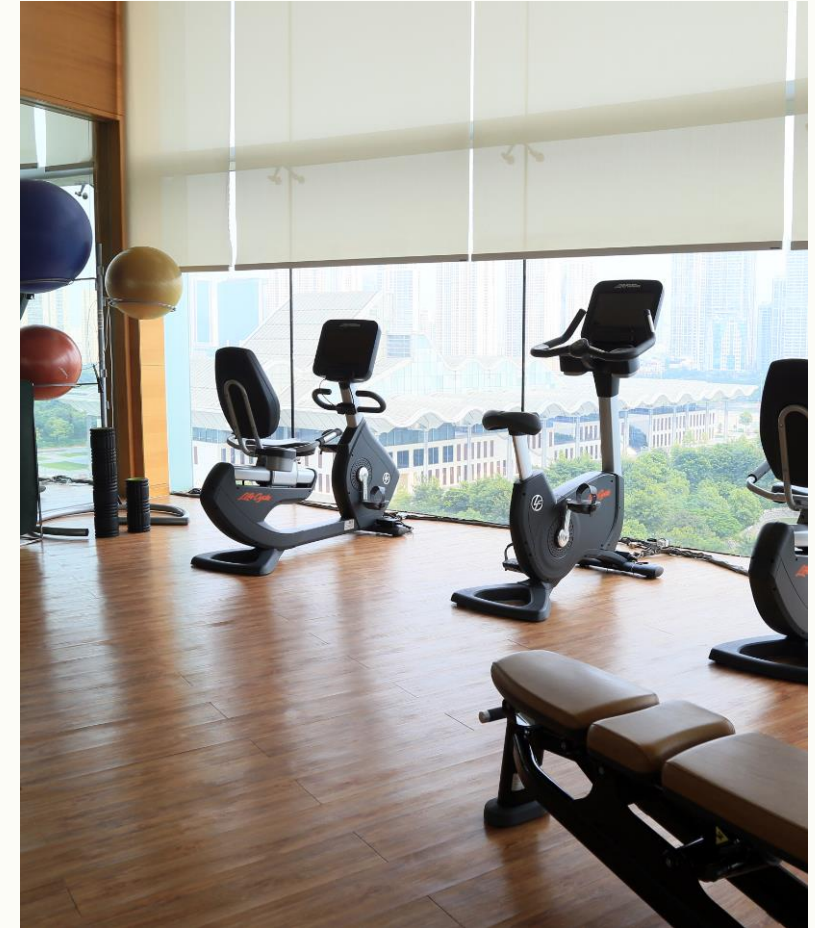
SANITATION STATIONS: hand washing and hand sanitizer stations placed in common areas.

SOCIAL DISTANCING: modified floor plans to increase space between equipment, furniture, etc.

PERSONAL PROTECTIVE EQUIPMENT: all therapists are to wear masks during treatments.

LOCKER ROOMS: lockers and keys sanitized between use; assigned lockers staggered to increase physical distancing

TOWEL STATIONS: towel desks, hutches, or stands should be sanitized at least every 2 hours



Social Distancing Practices

We believe that travel connects us to each other,
widens our perspective, enriches us and inspires us.

We will meet again soon.

And, when you and your guests are ready, we look
forward to welcoming you.



JW MARRIOTT