

ARMANI

Hotel Milano

# THINKING FORWARD

HOTEL OPERATIONS IN THE COVID-19 ERA

## Our Partners



SafeGuard Assurance Program is a suite of solutions to meet the needs of all sectors of the economy as they reopen for business. It addresses the risks specific to all places where people live and work, by enforcing businesses to effectively maintain hygiene good practices and checking that protective measures are properly set up and implemented.

# Table of Contents

*(Linked to respective pages)*

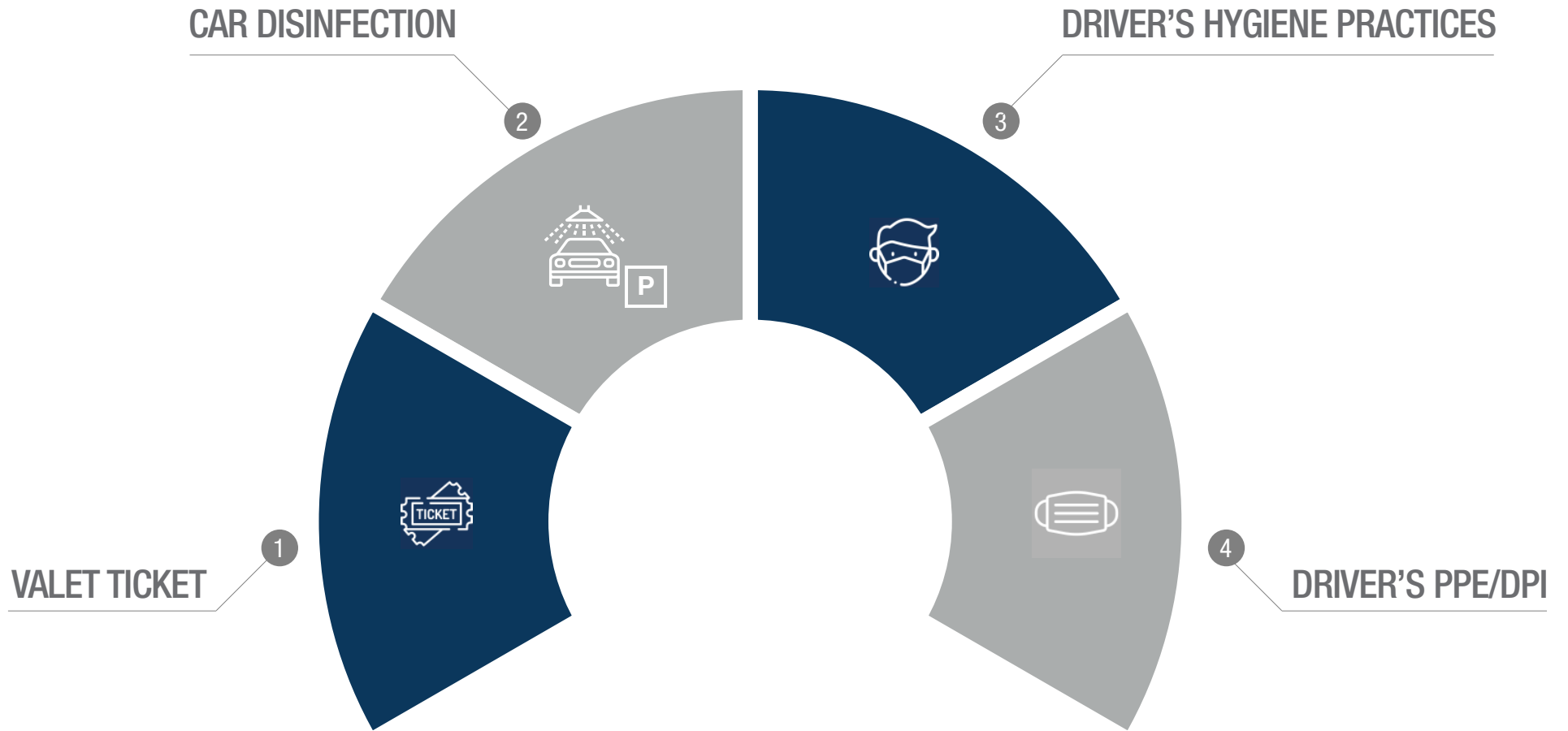
<b>ARRIVAL</b>	<b>05</b>
HOTEL ENTRANCE	08
RECEPTION	09
ELEVATORS	11
<b>GUEST ROOMS</b>	<b>14</b>
F&B	17
KITCHEN	23
LEISURE	25
BUSINESS	27
MEETING ROOMS	28
<b>DEPARTURE</b>	<b>31</b>
OTHER GUIDELINES	33
EQUIPMENT & AGENTS	35

# Guest Journey Roadmap

## 6 Main Touchpoints







# Guest Arrival *Valet Roadmap*



# Guest Arrival

## *Valet Roadmap 1/2*

VALET TICKET	CAR DISINFECTION	DRIVER'S HYGIENE	DRIVER'S PPE/DPI
 <p>The physical ticket valet card will be given to the guest. (Existing method)</p>	 <p>In case of request, the car can be sanitized by parking company, the disinfected by certified products on arrival physical valet ticket and departure will be followed. Steering wheel are sanitised after every use.</p>	 <p>Drivers to bathe at least once daily. Oral hygiene (brushing of teeth) is required. Use deodorant to minimise body odour, clean and trimmed fingernails at all times. Wash hands regularly and wear PPE/DPI while on duty.</p>	 <p>Gloves should be changed when contaminated or every 2 hours. Masks should be changed when contaminated or every 4 hours. The team is well trained on how to use PPE/DPI.</p>



# Guest Arrival

## *Hotel Entrance*

MANDATORY TEMPERATURE  
CHECKS AT ENTRANCE



REVOLVING DOORS  
WITH MOTION SENSORS



HOTEL DOOR OPENING



SANITISATION OF DOOR HANDLES,  
SURFACES AND BUTTONS



MINIMISED DEDICATED  
ENTRY POINTS



## TEMPERATURE CHECKS



Temperature checks at the entrance are mandatory (thermal camera). Guests with temperatures higher than 37.5 are taken to a dedicated room to be further checked by a nurse.

## DOOR OPENING



Dedicated associates open doors for guests.

## SURFACE SANITISATION



Dedicated housekeeping cleaners sanitise door handles, surfaces and buttons every 2 hours with Oasis Pro 20 sanitisation spray

## DEDICATED ENTRY POINTS

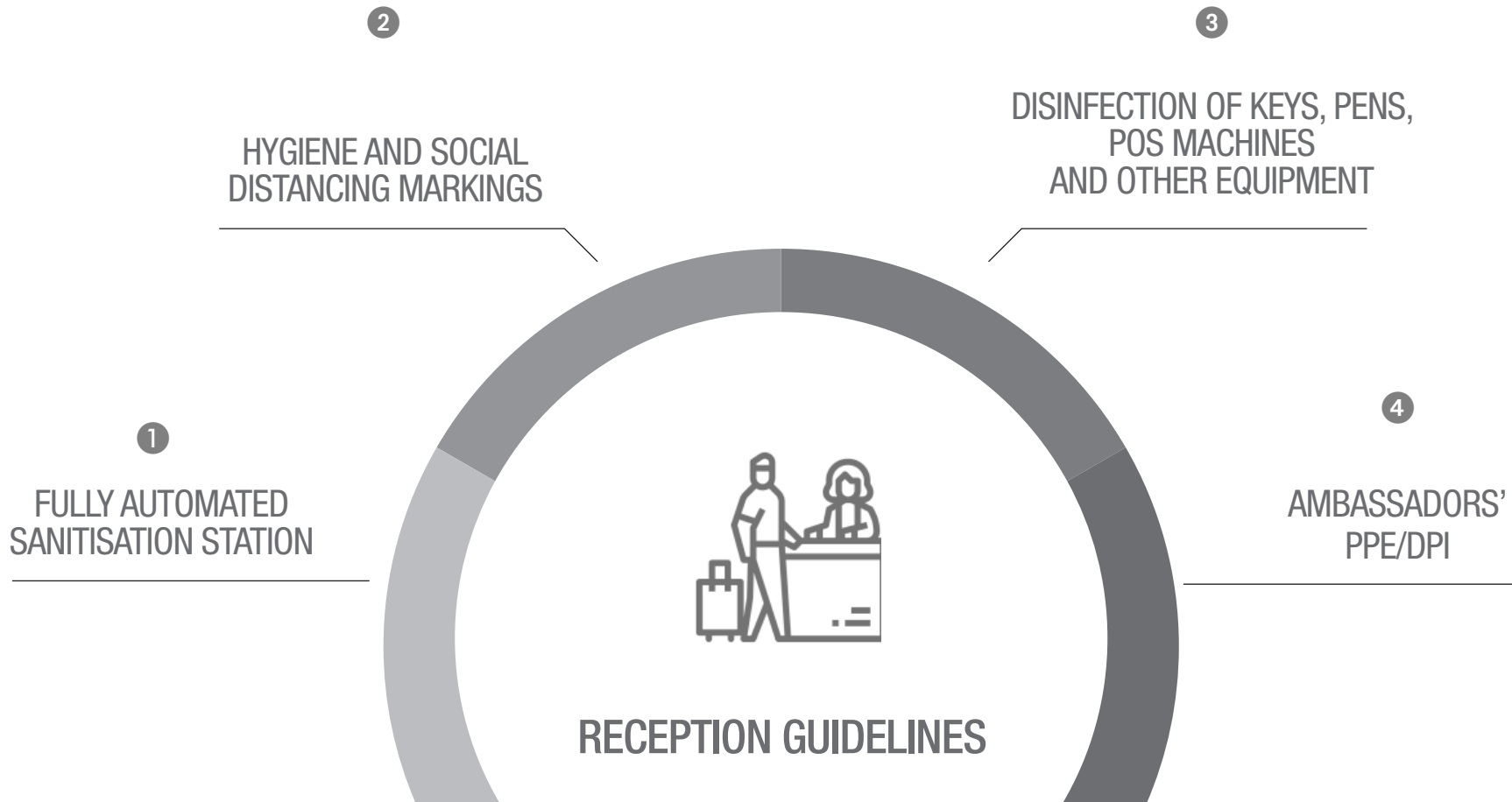


The entry points minimised for outside guest access to have more control over the microscopic hazard entry to the premise. It is ideal to have a single main access for the guests and one single entrance for the staff





# Guest Arrival *Reception*



## FULLY AUTOMATED SANITISATION STATION



Fully automated sanitisation station present at the reception for guest usage. The station to have sanitizing gel.

## HYGIENE AND SOCIAL DISTANCING MARKINGS



Safety, hygiene and other instructions are given to guests while signage stands at the reception are placed as marks to maintain social distancing.

## DISINFECTION OF KEYS, PENS AND MORE



Room keys are disinfected before being given to guests. Pens being used are sanitised. POS machines and all other equipment are disinfected before and after use.

## AMBASSADORS' PPE/DPI



All ambassadors wear masks and gloves, at all times. Gloves should be changed when contaminated or every 2 hours. Masks should be changed when contaminated or every 4 hours. The team is well trained on how to use PPE/DPI.



# Elevators

*Guidelines followed by guests  
and ambassadors at elevators*



① ELEVATOR MARKINGS AND SAFETY GUIDELINES



② ELEVATOR BUTTON DISINFECTION



## ELEVATOR MARKINGS AND SAFETY GUIDELINES



Safety instructions are placed outside the elevator limiting number of guests as per safety guidelines. Elevator are marked to ensure guests do not face each other.

## ELEVATOR BUTTON DISINFECTION

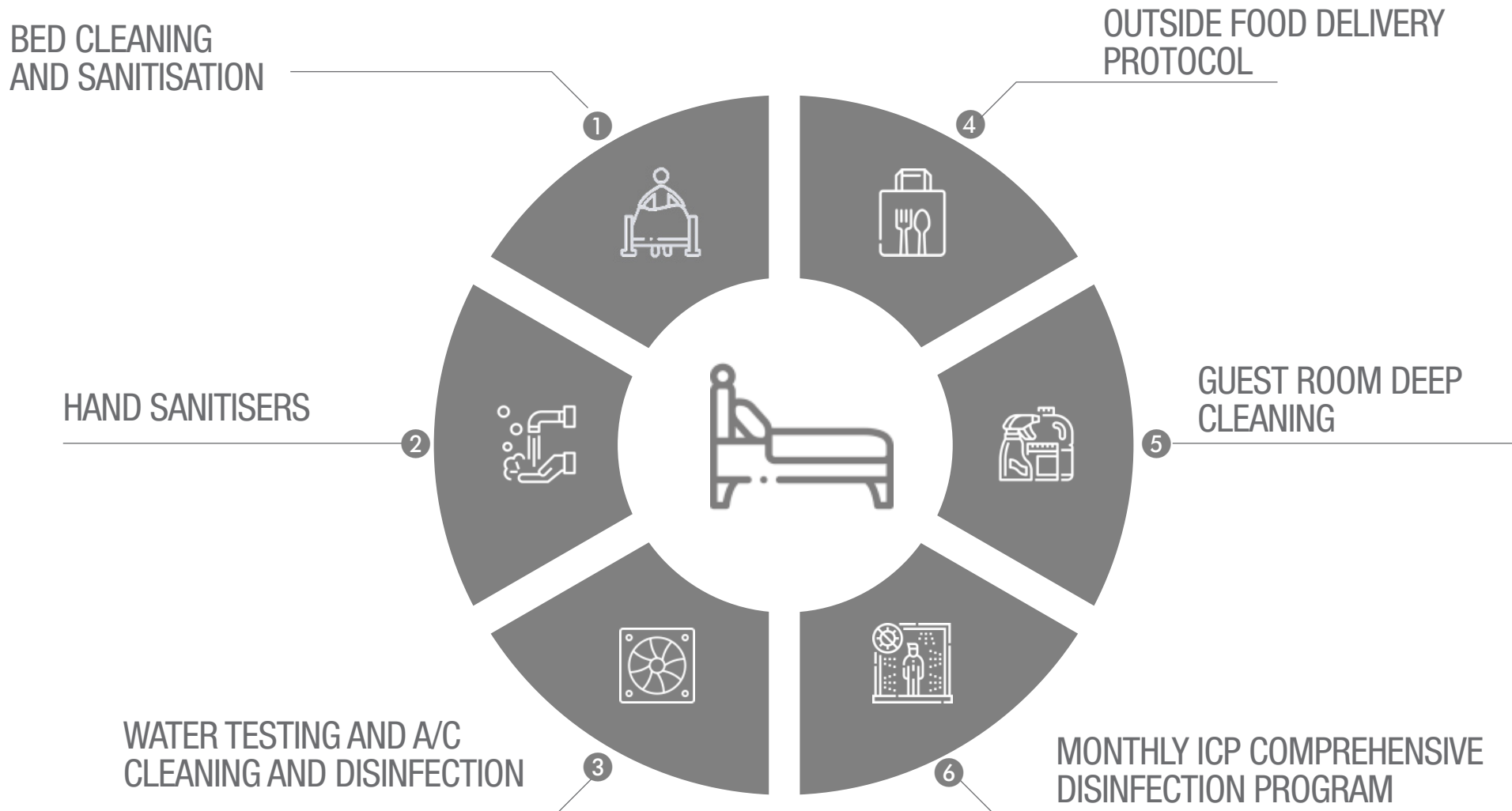


Buttons inside and outside the elevator along with floor and other areas sanitised by housekeeping every 2 hours. Hand sanitiser dispensers installed outside elevators on every floor.



# Guest Rooms

## *Measures to minimise risk in guest rooms*

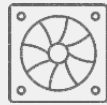


## BED CLEANING AND SANITISATION



Beds are cleaned every new guest stay, with steam vacuum cleaners and Mida San 316 FG Device is placed in the room after every checkout to disinfect the room. Hand sanitisers are placed at regular intervals on the floors.

## WATER TESTING AND A/C CLEANING AND DISINFECTION



Air and water testing is performed in rooms to maintain quality and avoid bacteria development and A/C ducts, filters and grills are cleaned and disinfected on a regular basis.

## OUTSIDE FOOD DELIVERY PROTOCOL



Food delivery drivers will have to use sanitisation station, get their temperature checked to be able to deliver food to in-house guests/residents.

## GUEST ROOM DEEP CLEANING



After checkout, deep cleaning of the room with Oasis Pro 20 on frequently touched areas such as telephone, remote control, chair and chair handles, table, toilet door handle, toilet seat, hand wash taps, shower taps, iron machine and electrical switches.

## ICP COMPREHENSIVE DISINFECTION PROGRAMME

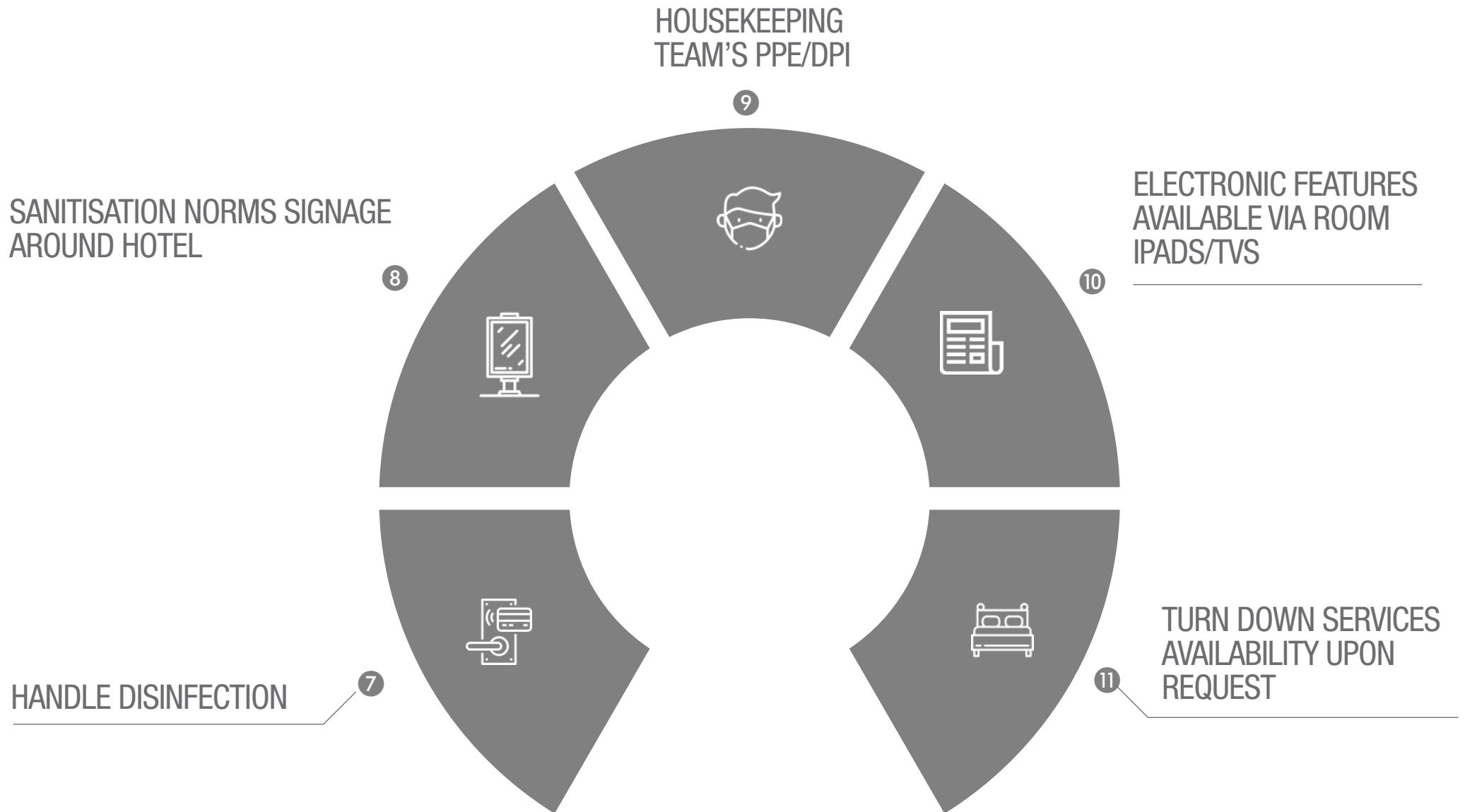






ICP comprehensive programme to disinfect the air and the surfaces on monthly basis in all the rooms and public areas.



# Guest Rooms

## *Measures to minimise risk in guest rooms*



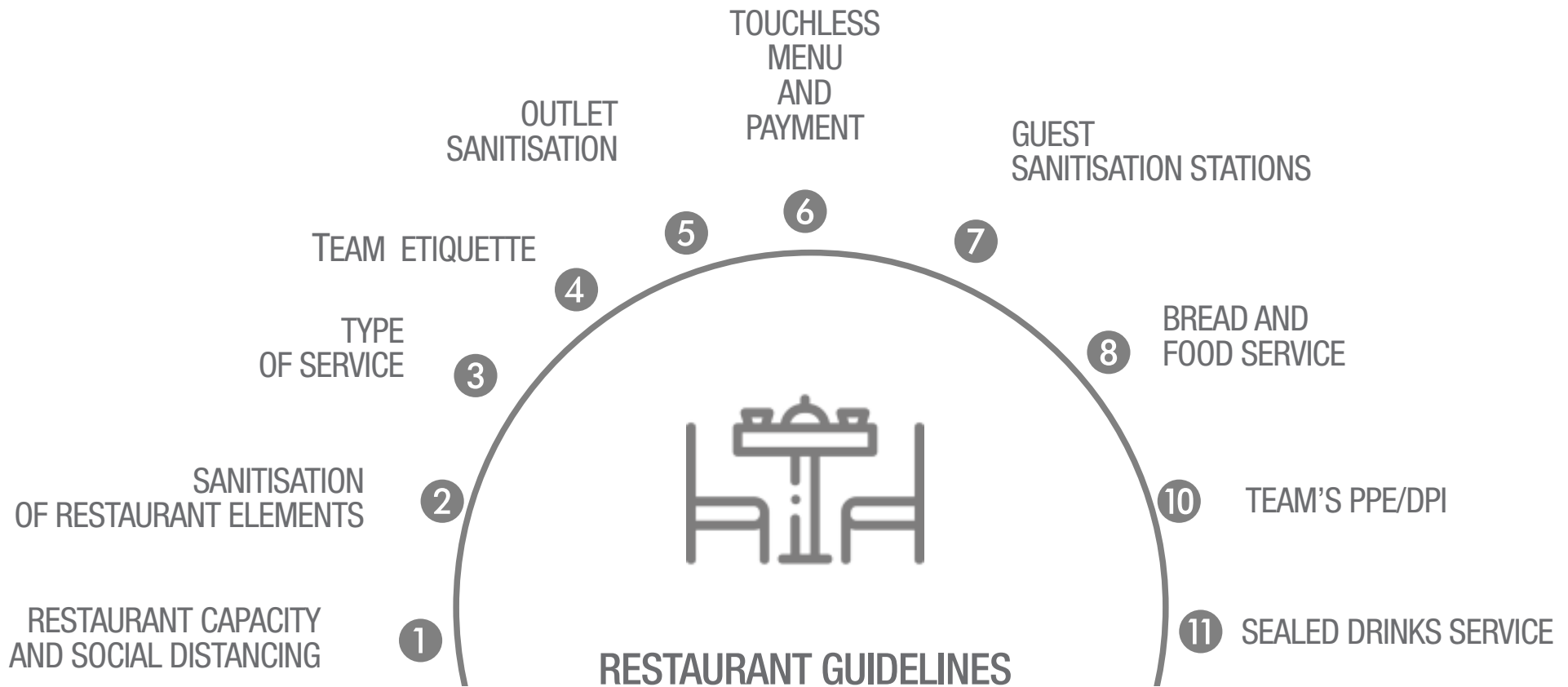
SANITIZATION NORMS SIGNAGE AROUND HOTEL	TURNDOWN SERVICES	ELECTRONIC FEATURES VIA ROOM IPADS/TVS	HOUSEKEEPING TEAM'S PPE/DPI
 <p>Signage highlighting sanitisation norms being followed placed around the hotel.</p>	 <p>Turndown service is available upon request to ensure minimal contact. Guests who require turndown service need to call our lifestyle team before 5PM to inform housekeeping accordingly.</p>	 <p>E-newspapers, Laundry, Room Service instructions and In-Room Dining are made available via iPads/TVs.</p>	 <p>All ambassadors wear masks and gloves, at all times. Gloves to be changed when contaminated or every 2 hours. Masks should be changed when contaminated or every 4 hours. The team is well trained on how to use PPE/DPI.</p>









# Food & Beverage

## *Measures to minimise risk in restaurant*



CAPACITY	DISTANCE	ARRIVAL	AMBASSADORS' PPE/DPI
 <p>Reduction of seating capacity.</p>	 <p>Maintaining a distance of 1 metres to provide safe distance between guests.</p>	 <p>Reservations for tables will be required in order to avoid crowding.</p>	 <p>All ambassadors wear masks. Masks should be changed when contaminated or every 4 hours. The team is well trained on how to use PPE/DPI.</p>



## CLEANING



All high-touch surfaces such as tables, chairs, condiments, door handles, etc. are frequently disinfected.

## SANITISERS



Hand sanitisation desk is allocated in all outlets for guests to use.

## PENS



Pens and other equipment are sanitised

## CASHIER







POS and PDQ machines are sanitised before and after usage.

## OUTLET



Machine used to sanitise the air and outlet twice, daily.



SEALED DRINKS	DISPOSABLE NAPKINS	MENU	FOOD SERVICE
 <p>All open glassware is covered. Service is performed in closed containers.</p>	 <p>Pre-packed disposable napkins along with disposable gloves for the staff are used.</p>	 <p>Menus will be available through QR code system. This will encourage no contact with physical menus.</p>	 <p>All food is served covered with cloches. Bread is served in disposable napkins or in a paper bag, if requested.</p>



## PPE/DPI



Proper PPE/DPI (gloves and masks) made available for all guests.

## GUEST ITEMS



Sanitisers and wet wipes are made available for guests to help sanitise and clean phones/credit cards.



# Kitchen

## *Measures to minimise risk in kitchen*



## LIMITED MANNING



Number of ambassadors required is limited to a minimum and ambassadors are organised into teams to reduce interactions between.

## DISPOSABLE



All ambassadors wear disposable masks, gloves, hair nets and all other safety gears when required.

## MINIMAL CONTACT



Workstations are placed in a way that ambassadors are not facing each other and can maintain appropriate social distancing.

## MENU



Run special menus and ramp-up in a phased manner.



## PRODUCTS



Proper cleaning of vegetables, meats and all other materials that are required in the kitchens.

## SANITISING AGENTS



Kitchens use approved sanitising agents to disinfect.

## KITCHEN TOOLS



All tools get sanitised after each use.





## Leisure

### *Measures to minimise risk at leisure facilities*

GYMS AND EQUIPMENT  
DISINFECTION AND  
EQUIPMENT ROUTINE





CLOSURE OF POOL AREA  
AND DISINFECTION  
PROTOCOL UPON OPENING



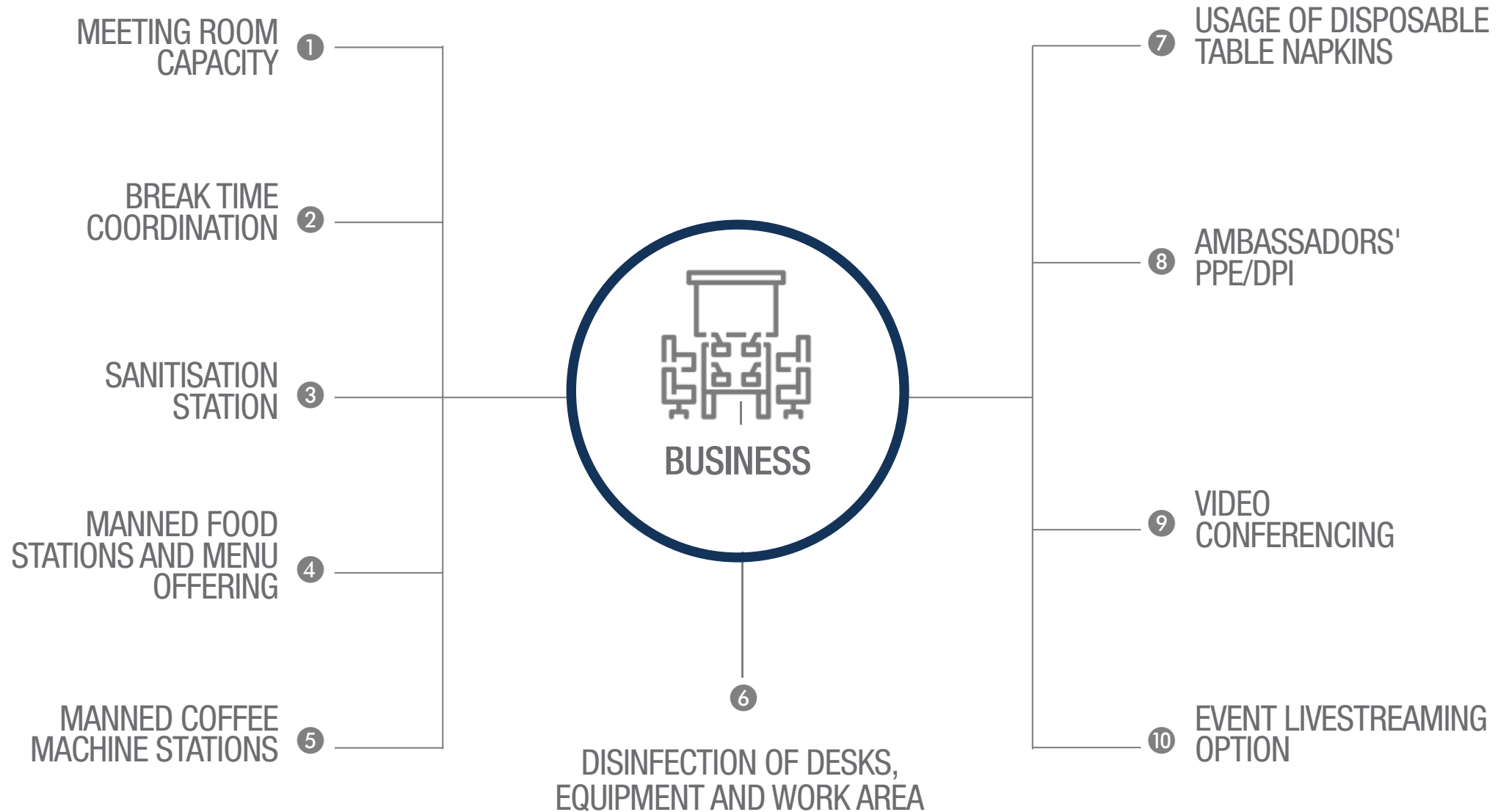
# Leisure

## *Measures to minimise risk at leisure facilities*

SANITISATION	GYM	OUTDOOR WORKOUT
 <p>The gym will disinfect the equipment after each use using the Mida San 316 FG Machine and Oasis Pro 20</p>	 <p>To limit the number of guests in the gym at the same time, pre-booking will be required to allow social distancing. Free weights and machines disinfection several times a day. Sanitisation stand available for guest usage.</p>	 <p>Alternate options of workouts such as walks in the park are suggested.</p>



# Business *Meeting Room*



# Meeting Room

## CAPACITY



Reduction in original capacity per venue ensuring no more than 50% occupancy, as outlined by authorities.

## SCHEDULES



Different break times are coordinated between different rooms being used at the same day.

## COFFEE



Coffee machines are manned by hotel ambassadors on duty.

## FOOD STATIONS






All food items on tables are covered. Individual portions are served rather than big chafing dish presentations. Food stations to be manned by chefs.

## CANAPÉS



Pass around canapés are suspended in order to avoid direct contact with food.



SANITISATION	DISINFECTION	WORK DESK
 <p>Hand sanitiser unit with sanitizing gel is made available.</p>	 <p>Each desk, equipment and work area is disinfected after guest usage.</p>	 <p>Adequate space between work desks is kept.</p>



# Meeting Rooms

## DISPOSABLE



Disposable paper napkins are used instead of linen.

## TECHNOLOGY



New technology to be made available in events using video conferencing.

## LIVESTREAM



Livestream options are made available for events to different locations and countries with highspeed broadband.

## MARKETING



EDMs/other marketing collateral to be designed highlighting the measures. Collateral to include videos.

## AMBASSADORS' PPE/DPI



All waiters, waitresses and other ambassadors on duty wear gloves and masks during set-up and service.



# Departure

## *Measures to minimise risk upon checkout*



## CROWD SURPLUS



Separate checkout area in case reception is overcrowded.

## E-CHECKOUT



Encouraged where possible by emailing the bill and accepting online payments.

## ADVANCE CHECKOUT



Guests are advised to inform the team about checkout plans in can be made ready.

## SOCIAL DISTANCING MARKS



Signage stands at the reception are placed as marks to maintain social distancing.

## SANITISERS



Fully automated sanitisation station present at the reception for guest usage. The station will have sanitizing gel and a disposal bin. Wet wipes are made available at the reception for guest usage.





# Other Guidelines

*Essential guidelines to be followed throughout the hotel*

DISINFECTION OF ALL INDOOR INDOOR AREAS



# Other Guidelines

## DISINFECTION OF ALL INDOOR AREAS



All indoor areas are mopped with a disinfectant using 1% sodium hypochlorite or phenolic disinfectants.

## DISINFECTION OF METALLIC SURFACES



For metallic surfaces like door handles, security locks, keys etc. 70% alcohol is used to wipe down surfaces where the use of bleach is not suitable.

## REFERRAL TO HEALTH AUTHORITIES' GUIDELINES



WHO or ISS guidelines are referred for additional information on appropriate disinfectants

## QUARTERLY WATER TESTING



Water testing is performed every quarter.

## SANITIZATION PROGRAM



Programme to disinfect the air and the surfaces by professional partner on monthly basis in all the rooms and the public areas.



# Equipment & Agents

*A list and description of all equipment used  
in the different touchpoints*

## EQUIPMENT



TERMOSCANNER

## AGENTS

OASIS PRO 20



SIRAFAN SPEED

DRYSAN OXY



MIDA SAN 316 FG

