



**SVASTI**  
HOTELS & RESORTS

**COVID-19  
Guest Safety & Hotel Operation  
Procedures**

# Guest Safety & Hotel Operation Procedures



## Safety Measures for All Staff

- PPE Kit
  - Gown
  - Head Cover
  - Face Shield
  - Face mask
  - Hand Gloves
  - Shoe Cover
- Hand Sanitizer
- Regular Temperature Check





## Arogysetu Mobile Application

- All Guest & Staff are recommended to keep Arogyasetu application and update the same regularly.



Scan to Download



**Coronavirus  
Tracking  
App**

**Aarogya Setu**

में सुरक्षित | हम सुरक्षित | भारत सुरक्षित



## Check- In Procedure

1. Guest to maintain 2 meters distance in check-in queue.
2. Temperature check of every guest is a must.
3. Express Check-in to be initiated to avoid crowd.
4. Travel history, medical condition along with ID proof to be provided by Guest.
5. Very less interaction with Guest at reception.
6. Hand sanitizer to be used before and after filling any Forms/Register.
7. Proper records of any symptoms like Cough/Fever/Cold to be maintained.
8. Self-reporting form must be filled for International Guest.





## Check-in Procedure (Un-well Guest)

- Do not deny Check-In.
- Maintain a safe distance of 6 feet from the Guest.
- Encourage Guest to sanitize their hands/wash with soap.
- Do check-in as per the procedure.
- Offer medical assistance to the Guest.
- Keep a watch over the health condition of guest.
- Deep clean the reception area with a disinfectant.

## If illness Persist

- Room should be locked and the entire floor, reception and all common areas to be deep cleaned and fumigated.
- Linen and other items must be washed separately.
- Call the Corona helpline number **104**
- In case suspected guests flee / not traceable, inform the police immediately.



# Safety Measures for In-House Guest



- Hand sanitizer
- Daily temperature check
- Express Check-in to avoid crowd
- Digital payment methods
- Meals at room Service
- PPE kit availability

Dear Guest,

Please follow this for your Safety, if you are experiencing with Flu like Symptoms.

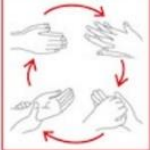
### STEP 1

Apply one squirt sanitizer



### STEP 2

Rub hands together



### STEP 3

Rub until dry



**"We cares for You  
when you are  
away from Home"**



## Do's & Don'ts for Guest



- Do not step-out the room unnecessarily. Wear a Mask, whenever outside the Room.
- Clothes should not be washed inside the room.
- Do not interact with other guests.
- No visitors allowed.
- Doors should be kept closed.
- Try to keep social distancing at every time.
- Wash/sanitize your hands frequently.
- Put all disposable plates/cups/bottles after use in the garbage bag.



# Food Service / Room Service



- All orders will be taken through intercom only.
- Food must be prepared inside the Hotel kitchen.
- Food orders to be delivered in the respective room.
- It is advised to use disposable plates and cutlery.
- Guest should put used disposable plates and cutlery in the garbage bag.
- In case of non-disposable plates and cutlery, guest is requested to kept out side the room and call for clearance.
- Always maintain social distancing, while serving the orders.
- Use trays to serve any order to avoid body touch with the guest.
- Avoid entering the room. Hand over the tray at the door.



# Check-out Procedures

- Guest Should inform the reception an hour before Check-out.
- Guest should come for check-out only after getting the confirmation from reception.
- Guest should be informed about the amount to be paid and initiate digital payment as much as possible.
- Management to inform the police station if it is a statutory requirement.
- Post check-out, Room to be cleaned, fresh Linen and other amenities to be placed.





## Do's & Don'ts for Staff



- Do not move around the guest rooms.
- Always maintain Social Distancing with Guests as well as Co-workers.
- Sanitize / wash hand on regular basis.
- Maintain zero touch policy as much as possible.
- Wear mask at all the times.



## Sanitizing the Public Area on regular interval

- Sanitizer Spraying on Corridors, Door Frames, Reception Area, Staff Rooms, Cafeteria, etc.
- Sanitizing of Touch points like telephone instrument, room furniture & fixtures, Lift Buttons, Door Handles etc.



- Guest Luggage Sanitation upon arrival.
- Sanitization of EDC machine, Pen, Folders etc. after every Use.

# Room & Common Area Cleaning



- Guest recommendations will be taken for cleaning. Daily cleaning with an option for the guest to opt out.
- Linen should be changed only on request by the existing guest.
- During the cleaning process, guests should stay in the lobby near the room without touching anything.
- Housekeeping Staff must wear masks or PPE (wherever applicable) while cleaning/deep cleaning the room.
- Room to be sanitized after every check-out, i.e. door knobs, lamps, lights, telephone, in-room accessories, faucets, mini-fridge, wardrobe, hangers, safe deposit box, etc.
- Staff must sanitize their hands or wash their hands with soap before & after the cleaning process.





## Maintenance Procedure for an Occupied Room



- Staff should get on a video call with the guest to better understand the issue or assist the guest. In case it is not possible because of any reason (guest does not have video phone or guest is not well enough) only then staff should go to room and check for the issue.
- Maintenance personnel to wear hand gloves and masks while doing the services inside the room. Guests are advised to stay outside the room.
- Staff should be trained again for troubleshooting regular issues like TV remote issues, geysers, etc. so that they can inform guests and solve accordingly on call.
- Rooms to be audited for Repair & Maintenance after every checkout.



**Thank You**

**SVASTI Hotels & Resorts**  
(A Unit of SVASTI Hospitality LLP)