Sheraton New Orleans

COMMITMENT TO CLEAN

UPDATED:
August 6, 2020
A standard that all properties must comply with is to create a hotel-specific Commitment to Clean plan. The plan should outline specific guidance and steps to ensure associate hygiene and cleanliness and guest safety regarding COVID-19 are accounted for throughout the hotel. All associates must familiar with the hotel’s plan and be able to communicate it to guests as needed.

Use this template to create your hotel’s plan. In the left-hand column, are the standard/protocols for each of the required elements. In the right-hand column, enter the details of your plan and how you will communicate it to associates. Use the Operations Protocols & Cleanliness Practices document for ideas and actions to include in the hotel plan.

**ASSOCIATE PROTOCOLS**

**HOTEL PLAN**

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Cleanliness Champion: Curtis Franklin, Director of Event Management
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**TRAINING**

- Hotel Cleanliness Champions coordinate efforts with Human Resources and department leaders on conducting and promoting COVID-19 training for all associates
- CleanMatters Covid-19 training to be completed by all incumbent associates and all new hire associates during on-boarding orientation
- Training program includes:
  - Detailed cleaning processed and approved Covid-19 disinfectants
  - Tools for managing day to day operations including checklists
  - Process differences between occupied and vacant guest room cleaning
  - Descriptions of proper tools
  - Guidelines for ensuring the safety and security of our associates and guests
- CleanMatters Covid-19 daily basics reviewed with all associates daily during department shift meetings
- Proper hand washing, mask and glove procedures, cough/sneeze etiquette is reviewed with all associates and during on-boarding orientation. WHO and CDC videos to be used for training assistance

**HAND HYGIENE AND ETIQUETTE**

- Hotel displays posters/signage for proper handwashing, sneezing, and coughing protocols by each timeclock and in associate locker rooms in multiple languages
- Associates will wash hands frequently, using antibacterial soap and warm water (100F/38C)
- Associates who are unable to wash their hands every 20 minutes will be provided at least 60% ethyl alcohol based hand sanitizer
- Hand sanitizing stations are placed throughout the heart of the house using at least 60% ethyl alcohol
- Hand sanitizer stations are placed throughout the hotel at high guest touch point areas including entry/exit, lobby, elevators, escalators, food and beverage outlets, meeting space, fitness center and other high traffic areas using at least 60% ethyl alcohol.
- Monthly inventory and record of the hotel sanitizing products, front and back of the house, and immediate disposal of expire items, using “First in, Last out”
## ASSOCIATE PROTOCOLS

### CLEANING PRODUCTS
- Hotel is using EPA approved Ecolab cleaning and disinfecting agents that kill the Covid-19 virus
- Hotel will provide each guestroom with an amenity pack of sanitizing/disinfecting wipes

### PERSONAL PROTECTION EQUIPMENT
- All associates are required to wear face coverings as recommended by the CDC as part of their uniform. Hotel is responsible for providing PPE to associates based on job needs
- Temperature checks completed daily upon arrival of associates and vendors. All associates and vendors to report via associate entrance on Magazine street and report to Loss Prevention. Associates and vendors with temperature of 100.3 or below will be given a rotating color wrist band for single day use
- PPE masks and gloves are available at the loss prevention office. Gloves to be available in housekeeping office and kitchen area
- Gloves are worn by all associates preparing or serving food. Gloves must be replaced every two hours when preforming the same task. Additionally, gloves must be immediately replaced should they become damaged, ripped, torn, or soiled. Associates to change gloves when moving from one task to another
- PPE masks are available for guests upon request at Front Desk.
- Housekeeping gloves usage is mandatory and to be replaced following the instruction of Clean Matters

### COVID-19 CASE APPROACH & ROOM RECOVERY
- Hotel will provide training for all departments on proper handling of presumed positive cases using guidelines on Marriott’s Global Source and in accordance with local Health Authority guidelines and CDC and WHO guidelines
- Hotel has established a plan for handling presumed positive Covid-19 cases during a guest stay and cleaning protocols and room recovery following checkout that is aligned with Marriott International’s Cleanliness Council and the CDC guidelines. This includes but not limited to self-quarantine and notifying local authorities
- Hotel will use certified remediation partner for recovery of any room and other spaces that may have been occupied by a confirmed Covid-19 guest

### SIGNAGE
- Hotel has established signage in guest facing areas and heart of house, clearly identifying expectations for associate and guest actions and requirements for social distancing.
- Signage created and displaying in heart of house posters/signage for proper handwashing, sneezing, and coughing protocols by each time clock and in associate locker rooms in multiple languages
- Created and displaying signage in heart of house as well as guest facing in queuing areas as well as high traffic areas notifying guests of social distancing requirements including elevator occupancies based on state/local jurisdictions
- Created and displaying guest facing signage in Fitness center requiring guests to wipe down equipment before and after use
- Created and displaying signage in heart of house requiring associates to wipe down shared equipment before and after use
• Created and displaying floor decals/stickers in queuing areas to denote safe distances for waiting
• Created and provided to each associate a pocket sized CleanMatters Basics Card. CleanMatters Basics Card is a required part of uniform and must always be carried by all associates
• All signs and displays will be included in the on-boarding orientation. Daily department shift meetings will mention these signs in order to have reinforce information
• Signs and displays will be created in different languages for back of house areas

ASSOCIATE & GUEST PROTOCOLS

SOCIAL & PHYSICAL DISTANCING

• Hotel has identified and implemented actions to promote social distancing in public spaces (lobby, elevator, restrooms, pool etc.), meetings and events (room sets, layouts, guest flow, etc.), food and beverage outlets (seating, queueing, etc.) and fitness center as well as heart of house areas (associate cafeteria, time clocks, etc.)
• To encourage contactless arrival experience, hotel will promote use of Marriott’s Bonvoy App MOBILE KEY to all arriving guests in pre-arrival email communication
• Hotel has re-designed lobby, food and beverage, pre-function and seating that adheres to social distancing requirements
• Plastic Barriers are in place for guest transaction areas (Front Desk and F&B Outlets)
• Operating Fitness equipment has been spaced a minimum of 6 feet apart
• Created and displaying signage in heart of house as well as guest facing in queuing areas as well as high traffic areas notifying guests of social distancing requirements including elevator occupancies based on state/local jurisdictions.
• Created and displaying floor decals/stickers in queuing areas to denote safe distances for waiting
• Hotel has implemented peak period queueing procedures, including Lobby Greeter, to control lobby and elevator capacity
• All credit card terminals are customer facing

GUEST ROOM ENTRY

• Hotel has developed steps to limit guest room entry during guest stay. Additionally, hotel has defined procedures for food and beverage deliveries (as they are available) as well as guest amenity drops limiting entry into guest’s room
• Hotel offers personalized amenity delivery times / trash and linen removal in place of daily housekeeping stayover service. Upon request an additional bag to be provided for soiled towel/linen use
• All room deliveries are bagged and left outside the guestroom door. Associates will use a knock and step back protocol
• Hotel has developed protocols for emergency entry into occupied rooms. This includes requirement for the guest not to be present while associate is in the room. Associate must wear mask and gloves during any emergency entry into guest occupied room
**FOOD & BEVERAGE AND MEETINGS & EVENTS EXECUTION**

- Hotel has defined execution of F+B offerings aligned with social distancing and cleanliness protocols for guest stay, meetings and events execution
- Hotel has removed shared-use items throughout the hotel that cannot be cleaned after guest use
- Digital menu provided with a posted QR code at all restaurant tables
- Mobile dining will be made available and will be promoted to all arriving guests for contactless execution.
- Restaurant menus and banquet menus will be revised to offer only those items that maintain quality and presentation standards when served in to-go packaging or as individual grab-and-go
- All pre-set items will be removed to include china, glass, menus and condiments
- Meetings & Events
  - Marriott’s Meetings Services App allows for contactless meetings management
  - Hotel has developed updated capacities for all sets and all meeting spaces, accounting for social distancing requirements
  - Hotel has developed and offers enhanced virtual site inspection tool, allowing customers to tour and experience hotel without additional travel.
  - Hotel will utilize digital signage to promote social distancing guidelines.
  - Sanitizing stations placed throughout meetings space
  - Associates setting up and refreshing event space always wear mask and gloves and follow hygiene protocols
  - During sales and event planning phases, request all groups provide for min 30 minute breaks between all sessions, to allow time for proper cleaning and sanitization.
  - Execute enhanced cleaning and sanitization of all meetings and events items, linen-less tables, frequent changing of linens, and chairs during breaks or other event points.
  - Require in-house partner PSAV as well as any outside production companies to execute enhanced cleaning protocols of their equipment
  - Banquet and service staff to strictly adhere to always wearing masks and gloves, when setting up tables and preparing all guest touching/eating surfaced (e.g. glasses, rollups, etc.)
  - Whenever possible, staff will prop doors open to reduce frequent touch interactions
  - Adjust protocols for cleaning and spacing of guests for meeting space restrooms. Clean a minimum of once per hour and following heavy break use
  - Plated food service and attendant served buffets are available in banquets
  - Pre-setting courses is not available for plated meal service
  - Banquet manager to coordinate placement of buffets, and floor markings to promote social distancing during food service
  - All food and beverage stations require attendants to assist with service
  - Sanitizing stations placed at all food stations
  - All food preparation tables sanitized frequently and in accordance with Marriott’s food safety standards
  - All food to be covered when leaving kitchen
HOTEL PLAN: ADDITIONAL ITEMS

- Front Office
  - Front Desk pods/agents spaced to allow social distancing
  - Plastic/glass barrier is in place at each front desk pod.
  - All returned guestroom keys are sanitized after each use using EPA approved sanitizing chemicals
  - At guest arrival, housekeeping service will be defined according to each guest request.
  - Front Desk Agents sanitize their workstation every 30 minutes
  - AYS implementing knock and step back protocol for all guest requests
  - Express check out key drop box positioned in lobby and bell desk will be encouraged by lobby ambassador
  - Bell Service has been suspended

- Valet
  - Valet Attendants wipe down doorknob, steering wheel and gear shifts upon entry / exit
  - Plastic/glass barrier is in place at the cashier’s booth
  - Created and displaying floor decals/stickers in the queuing area at the cashier’s booth
  - Associates using appropriate PPE
  - Disinfecting wipes available at Valet area

- Bell Desk
  - Bell carts will be sanitized after each guest use
  - Disinfect all guest luggage/golf clubs prior to placing in storage or deliver
  - Disinfect luggage storage rooms and mop floors every 2 hours and in between shifts
  - All guest items stored will be sanitized before and after using appropriate disinfectant spray

- Lobby
  - Increase frequency of cleaning and sanitizing in all public spaces to a minimum of hourly and as needed based upon guest use with an emphasis on frequent contact surfaces

- Guest Rooms
  - Hotel will provide for longer cleaning times for each departed room
  - Hotel will limit any non-emergency entry into guest rooms during stay
  - Each arriving guestroom will be provided an amenity pack of sanitizing wipes
  - Decorative pillows have been removed
  - Hotel revamped guest amenity program to offer pre-packaged items that can be delivered with no-contact
  - Magazines, local area books, soft printed collateral, pads, pens and any other items to be considered high touch have been removed
  - Coffee condiments (e.g. sugars, creams, stir sticks) have been replaced with wrapped, single use condiment packets
  - Disinfect all housekeeping, engineering, or other service tools utilized to clean guest rooms, minimally, at the end of each shift
  - All associates must use appropriate PPE when entering and servicing guest rooms

- Fitness Center
  - Sanitizing wipes dispensers installed
  - Hand Sanitizing stations installed
  - Signs installed advising guests to wipe equipment before and after use
  - When hotel occupancy surpasses 30% attendant scheduled

- Restrooms
  - Touchless faucets are available in all public restrooms
  - Cleaning protocol is every 2 hours