

OUR HOTEL PLAN:

# Renaissance Asheville

COMMITMENT TO CLEAN

**Marriott**  
INTERNATIONAL

COMMITMENT  
TO CLEAN

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# COMMITMENT TO CLEAN PLAN TEMPLATE

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

Each property required to have a Cleanliness Champion to help lead the hotel's efforts around guest/associate safety and stays up to date on changing cleanliness needs and protocols

1. Cleanliness Champion: **Rich Byrd**



## TRAINING

Associates will be required to take training on COVID-19, safety and sanitation protocols. Cleanliness Champion will lead efforts.

1. We will have a Covid-19 training topic each day in standup meeting. The standup topic will be specific top each department’s needs. Our COVID-19 Response, Signs & Symptoms of COVID-19, Daily Self-Screening for Symptoms, Isolation Protocol for Symptomatic Employees, Social Distancing Measures, Personal Hygiene, Disinfection Measures, Personal Protective Equipment (PPE)
2. Clean Matters COVID-19 Refresher Training completed for incumbent associates and all new hire associates. The Covid-19 materials and training will be part of all orientations for new hires.
3. Our COVID-19 Response: Signs & Symptoms of COVID-19, Daily Self-Screening for Symptoms, Isolation Protocol for Symptomatic Employees, Social Distancing Measures, Personal Hygiene, Disinfection Measures ‘Personal Protective Equipment (PPE)



## HAND HYGIENE AND ETIQUETTE

Provide guidance to associates on the steps, frequency, and requirements for hand sanitization. This includes use of proper soap and steps to wash hands or use of hand sanitizer.

Place hand sanitizer stations at high customer touch points (entry/exit, elevators, escalators, R+B outlets, meeting space, spa, fitness, etc.)

1. Add proper handwashing training/discussion to daily line up and have associates demonstrate daily. Inspect and follow-up to make sure the hand washing procedures are being followed. Every team member should wash their hands every hour, housekeeping after every guest rooms is completed
2. Add proper handwashing training/discussion to daily line up and have associates demonstrate daily. Complete demonstration singing happy birthday
3. Create and display posters/signage for proper handwashing, sneezing, and coughing protocols by each timeclock and in associate locker rooms in multiple languages

Display signage promoting social distancing, hand hygiene, and cleanliness in heart of house, front desk, and public spaces; view MGS for signage ideas

4. Wet hands with hot, running water (at least 100 degrees F/38 degrees C)
5. Apply hand soap
6. Scrub hands and arms at least 20 seconds. Clean under fingernails and between fingers
7. Rinse thoroughly under running water
8. Dry hands and arms with a single use paper towel
9. Turn off faucet using paper towel
10. Hand sanitizers in each department



## ASSOCIATE PROTOCOLS

## HOTEL PLAN



## CLEANING PRODUCTS

Hotels must list specific cleaning products that associates should use that are approved by EPA for killing COVID-19; Guidance forthcoming on new technologies like electrostatic sprayers and UV lighting

Safety procedures for proper cleaning product use, disposal, and required associate PPE should be included

Place hand sanitizing wipes in guest room (details forthcoming from Marriott procurement team on vendor and product options).

1. Displayed product lists to be used in each department along with directions/infographics, and MSDS product safety sheets
2. Provide specific labeled and located trash receptacles in each department for used PPE
3. Use Ecolab disinfectant cleaner upon entering guest room surfaces
4. Use Ecolab all-purpose cleaner when cleaning surfaces in rooms
5. Use Ecolab heavy duty cleaner for bathroom floors, wall and toilet
6. Use the all-purpose cleaner on guest room keys and ink pens



## PERSONAL PROTECTION EQUIPMENT

All associates are required to wear face coverings approved by the CDC (N95 masks, facemasks, professionally made cloth coverings provide by hotel, etc.) while working (re-evaluated every 30 days). Each hotel will be responsible for providing PPE to associates based upon job need.

PPE details must include proper use and disposal of equipment along with frequency in which PPE should be changed. Identify locations where PPE is available.

Conduct temperature checks for associates prior to work shift.

1. List of required PPE for each Associate based on their job duty, directions on proper use and disposal for them to sign with a copy for themselves
2. Identify areas in each department where Associates will pick-up/receive their PPE for the day. Each department will have an area with PPE that will be given out daily
3. PPE for housekeeping will be stored in the main linen room and will be assigned daily by the manager
4. The kitchen team will wear hair nets, gloves and masks while working and wash their hands every 30 minutes at a minimum
5. The breakroom will have shoe sanitizer walk off mat for the bottom of shoes



## COVID-19 CASE APPROACH &amp; ROOM RECOVERY

Hotels must document how they will handle presumed positive COVID-19 cases during stay and cleaning protocols and room recovery following checkout aligned with information posted on MGS.

1. All departments protocols for presumed positive cases and self-quarantine procedures
2. If a guest reports that they are positive or possibly infected, we will quarantine the room immediately for 72 hours and treat the room as Bio hazard and sanitize using electrostatic sprayer or appropriate Ecolab approved chemicals. This would be documented in MOD log and room put on VM status until cleared.
3. Provide training for all departments on proper handling of presumed positive cases using guidelines on MGS
4. Every associate of the hotel will undergo training for case approach and room recovery



## SIGNAGE

1. Heart of the house signage in place as well as in service elevators and in the respective departments
2. Guest signage in place throughout the hotel and at the entrances to the hotel and outlets as well as health club and pool area
3. Signage in place at each terminal at the front desk and the hostess stand
4. Monitors for events to have rotating instructions for guidance for social

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IMPORTANT NOTE: The information in this document was prepared for use by Marriott owned, leased and managed hotels. It is provided to Marriott franchised hotels for information only, unless otherwise noted. Franchisees and franchise management companies should consult with their own legal counsel and advisors to ensure implementation of reasonable protocols and communications at franchised hotels.

Hotels must provide communication on protocols in Front of House and Back of House, clearly identifying expectations for associate and guest actions and requirements.

Signage should include guidance on social distancing, associate PPE, associate

## ASSOCIATE & GUEST PROTOCOLS

## HOTEL PLAN



### SOCIAL & PHYSICAL DISTANCING

Hotels must identify and implement actions to promote social distancing in public spaces (lobby, elevator, restrooms, etc.), meetings and events (room sets, layouts, guest flow, etc.), and F&B outlets (seating, queueing, etc.)

Reconfiguration of furniture, guest markings, stanchions, and barriers may be utilized as needed (plexiglass barriers, etc.)

1. Signage in place on entry doors of lobby, concierge lounge, elevators, meeting rooms and outside the restaurant
2. Floor decal/stickers in place in the place of queuing areas to denote safe distances for waiting
3. Re-designed diagram for lobby/pre-function furniture and seating that encourages social distancing
4. Lobby Ambassador will help ensure social distancing practices are in place during peak hours in the lobby and restaurant



### GUEST ROOM ENTRY

Document steps to limit guest room entry during guest stay and align with Marriott International guidelines on housekeeping services

Define procedures for in-room dining and guest amenity drops without entry into guest room

1. All additional guest room amenities and requested items will be sanitized before delivery and left outside the door once the guest is notified that the items have been delivered
2. All housekeepers will have a "steps of cleaning card" that will be carried with them as "part of their uniform".
3. A step by step approach will be detailed for every housekeeper and supervisor and this will be reviewed weekly with all housekeepers as a reminder of how to clean safely
4. "In room dining" will continue to be dropped outside the door as "fresh bites" with disposable biodegradable cartons and utensils are used. The guest will be called prior to the food arriving outside the door and there will be no interaction face to face and the bill will be automatically added to their folio.



### FOOD & BEVERAGE AND MEETINGS & EVENTS EXECUTION

Hotels must define execution of F+B offerings aligned with social distancing and cleanliness protocols for guest stay and meetings and events execution

Options include Grab and Go, pre-packaged, and limited outlet or menu offerings based upon hotel occupancy and guest needs

Eliminate and offer alternative options for any shared use items that can't be cleaned after guest use (e.g., ice machine with bins and food displays)

1. We have already reviewed the restaurant menu and fresh bites menu and have a limited but sizable offering for our guests that allows use to be timely and safe. The menus will be evaluated at least quarterly.
2. IRD has been transitioned to "fresh bites" dining with limited menus, using the knock and step back method of delivery
3. Our hotel offers "grab and go" at the front desk area with a designated area for pickup using disposable biodegradable cartons and utensils
4. Any event that requires a buffet will have a designated hotel staff member assigned to serve what items the guest desires
5. Employees will use masks and gloves in all guest contact areas
6. We will clean touchable spaces frequently and between shifts and sanitizing stations will be present inside and outside of meeting rooms
7. All menus will either be disposable or laminated so they can be cleaned after use



## HOTEL PLAN: ADDITIONAL ITEMS

### 1. **Training** WCG training power point for all training of team members

### 2. **POOL and FITNESS CENTER**

- Pool will be checked every hour and wiped down with sanitizer on touch surfaces
- The fitness center will have every other machine not in use
- Sanitizer bottles provided for guest in fitness center
- Fitness center will be wiped down every hour

### 3. **ENGINEERING DEPARTMENT**

- Engineer must wear a masks and gloves
- Engineer cannot enter a guest room while a guest is in the room
- Use of sanitizer that is on CDC list on all high touch surfaces prior to working on a surface or item
- Hourly sanitizing station in maintenance office area
- Step in Sanitizing box for cleaning shoes every hour
- Social distancing and PP&E for team members

### 4. **MEETING/FUNCTION SPACE**

- Six people to 72" round, with each round 6' apart
- Buffets will have attendant with PP&E protective equipment and will serve food
- Each meeting room will have sanitizing solution at the door
- Coffee stations will have attendant with PPE protective equipment
- Plated items will be covered until placed on table
- All banquet table and chairs prior to meeting will be properly sanitized
- If required, table cloths and skirting will be sealed in plastic until placed on table prior to the meeting
- All silverware will only come in rollups
- Banquet restroom facilities will be sanitized prior and after break
- No pads or ink pens will be placed on tables
- No paper products
- All banquet servers will be in PP&E protective equipment
- All banquet servers will be required to step through a sanitizer box prior to entering the room
- All banquet staff will answer a brief questionnaire of any symptoms when employees arrive to work
- For attendees using elevator, two persons per elevator cab unless traveling together
- Social distancing and PP&E for team members

### 5. **PUBLIC AREAS**

- Sanitizer stations
- Social distancing markers and signs
- Hourly sanitizing schedule for all areas and high touch points
- Coffee attendant in morning to greet guests and serve coffee and grab and go breakfast
- Remove all brochures, collateral, newspapers
- Space business center properly to promote social distancing
- Monitoring of traffic and safe practices.
- Furniture removed in lobby/breakfast area – no guests allowed to congregate in the lobby

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- Lobby closed to anyone who is not an approved employee or guest with a valid reservation (no use of public restrooms etc. by others)
  - Develop elevator protocol; i.e. only 2 passengers per ride, unless with the same family or business unit
  - Bell Carts will be sanitized after each guest returns to desk
  - Social distancing and PP&E for all team members

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## 6. FRONT OFFICE

- Plexiglass dividers at desk
- Social distancing signage and markings for line
- Paperless check in and out
- Encourage the use of Mobile Key for guest rooms
- Encourage Mobile Check-in
- Mask worn
- Sanitizer station at check in with credit card machine
- Bell carts sanitized after each use (or taken out of service)
- Hourly sanitizing in front office area
- Individually wrapped pens for check-in and Spa waivers
- Sanitizing box for cleaning guest rooms key
- Sanitizing container for touched ink pens

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## 7. HOUSEKEEPING

- Use of sanitizer that is on CDC list on all high touch surfaces
  - Proper PP&E enforced
  - Remove all unnecessary loose collateral in guest rooms such as note pads, pens, laundry slips and have a sign listing these as call to request
  - Linen not shaken and placed in a vinyl bag to be transported to laundry
  - No glassware
  - Individually packed condiments
  - No decorative pillows or other décor on beds
  - Remove all linen whether used or not after every checkout
  - Reduced stayover requirements
  - Any concerns with any guest room is out of service for three days with no entry allowed by any team member and then cleaned
  - Room verification of cleanliness with no entry since housekeeping will be designated through a sticker on guest room door.
  - Enhanced training as provided by AHLA, NCRLA and brand specific guidelines
  - Designated "Champion of Employee/Guest Safety" with requirements for special inspections, training and assisting all managers in monitoring all situations and practices by our team and our guests.
  - Develop a handwashing system for guest room housekeepers not using the guest room sink
  - Each room equipped with their own PPE
  - Step in sanitizing box for cleaning bottom of shoes every hour
  - Housekeepers will wash hands with soap after cleaning each room
  - Social distancing and PP&E for team members
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