APRIL 2021

Guest Service: Health and Safety First

Though expectations are that hotels will return to some semblance of normalcy in 2021, their highest priority must continue to be the health and safety of guests and employees. To that end, hotels are training their guest service personnel in enhanced cleaning routines, which include the following practices - bathrooms, elevator buttons, remote controls and other high-touch items, are disinfected and cleaned with a higher frequency; all tables, chairs and menus in restaurants are cleaned at a much higher frequency, and after each seating; floor markers in public areas to remind guests and team members to maintain physical distance; hand alcohol stations and disposable gloves in lobbies and restaurants; loose items such as pens, note pads and information material removed from rooms and meeting rooms; limiting the number of seats in restaurants and public areas; and revised food & beverage offerings. The April issue of the Hotel Business Review will review how guest service personnel are being trained to maintain health and safety protocols in their operations.

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