



Safe, Clean & Legal™
Hotel Guidelines including updated
COVID-19 Cleaning Protocols



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COVID-19 means a new much more in-depth process of cleaning is required. You should consider how much time teams have to clean, occupancy levels and ensure you have a strict protocol / routine in place to protect your guests, your team and yourself.

General Information

A robust policy and operations procedure must be produced and implemented before opening. A detailed Risk Assessment should be returned to Quality in Tourism, including the below points:

- Communication to customers.
- Social distancing: How / when in restaurants, conference rooms, cafes and public areas (see notes on current advice).
- What food offering would be safe and business viable?
- What conferencing offers would be safe and business viable?
- Supply for PPE equipment for teams, with regular changes to prevent cross-contamination.
- Visible evidence of cleaning regimes to restore customer confidence and keep team and customers safe.
- Cleaning room options (suggest no stop over cleans/turndown).
- Consider 24 hr gap between use of rooms.
- Robust reporting guidelines if guests and team members become ill including post a visit.
- How deliveries into the business will be effective and managed.
- Social Distancing in small places e.g. corridors and kitchens.
- Offices and lockers / changing rooms.
- Uniform, where and when staff change, washing of uniform.
- Develop a lost property procedure.
- Do not offer to store luggage.

How would the hotel teams work? And what happens should a team member become ill on shift / post shift?

- Reception.
- Housekeeping / maintenance.
- Restaurant.
- Cafes.
- Kitchen.
- Sales team.

Reception

Are your public areas adhering to the social distancing guidelines of one metre plus?

Task	✓	Completed By	Comments
Set up for social distancing to protect both customers and staff.			
Hand sanitiser available to all guests and staff members.			
Staff to wear appropriate PPE.			
Minimise contact by:			
Emailing receipts.			
Express checkout only.			
Pay by card.			
Having keys / key cards in rooms ready for the guest.			
Dedicated phone line for guest queries to stop visits to reception.			
One way entry and exit if possible.			
Place a screen in between guests and staff if possible.			
Stagger check in time / check out times if possible.			
Regular cleaning of screens / monitors and telephones / all recorded.			

Reception Area

Currently, the advice is to close communal areas. If your reception has a lounge area, how will you prevent guests from using this space?

Task	✓	Completed By	Comments
Use a cleaning checklist.			
Use cleaning coded cloths and equipment.			
All internal doors cleaned and sanitised (remember small children will be touching all surfaces and furniture at different heights).			
High level surfaces / high level dusting (spores of dust accumulate in these areas).			
All light switches / power switches wiped and sanitised.			
All high volume surfaces wiped and sanitised.			
Floor vacuumed (to clear carpet debris and avoid carpet moths) and if hard surface floor mopped with disinfectant.			
Mirrors cleaned and dust free (close face contact).			
Coat racks clean and sanitised.			
Windows clean and cobweb free.			
Reception to be deep cleaned overnight.			

Public Areas

Are your public areas adhering to the social distancing guidelines of one metre plus?

Task	✓	Completed By	Comments
Use a cleaning checklist.			
Staff to wear appropriate PPE.			
High level surfaces / high level dusting (spores of dust accumulate in these areas).			
All internal doors cleaned and sanitised (remember small children will be touching all surfaces and furniture at different heights).			
All light switches / power switches wiped and sanitised.			
TV and electrical appliances dusted and in working order.			
All remote controls wiped and sanitised.			
WiFi hub wiped and sanitised.			
All surfaces wiped and sanitised including skirting boards / coffee tables.			
Lamp switches clean and sanitised.			
Mirrors cleaned and dust free (close face contact).			
Windows clean and cobweb free.			
Curtains / blinds clean and suitable for use.			
Sofas clean and stain free.			
All rugs are secure (slips, trips and falls).			
Floor vacuumed (to clear carpet debris and avoid carpet moths) and if hard surface floor mopped with disinfectant.			
Empty bins wipe / sanitise.			
All public areas to be deep cleaned overnight.			

Lifts

Task	✓	Completed By	Comments
Use a cleaning checklist.			
Use cleaning coded cloths and equipment.			
All surfaces clean and sanitised.			
All buttons cleaned and sanitised.			
Mirrored surface clean and sanitised.			
Minimise the amount of people in the lift.			
Set up a hand sanitiser station on each floor next to the lifts.			
All lifts to be deep cleaned overnight.			
One family / social distance group per journey.			

Stairs and Landing Areas

Task	✓	Completed By	Comments
Use a cleaning checklist.			
Staff to wear appropriate PPE.			
Use cleaning coded cloths and equipment.			
High level surfaces / high level dusting (spores of dust accumulate in these areas).			
Bannisters wiped on a regular basis and cleaned with sanitiser.			
All internal doors cleaned and sanitised (remember small children will be touching all surfaces and furniture at different heights).			
All light switches / power switches wiped and sanitised.			
Mirrors cleaned and dust free (close face contact).			
Floor vacuumed (to clear carpet debris and avoid carpet moths) and if hard surface floor mopped with disinfectant.			

Restaurants / Cafes

In accordance to the Government guidelines if two metre social distancing is not viable within a business premises then 1 metre plus is acceptable with Risk Assessment mitigations these may include:

- *Increased frequency of handwashing of staff.*
- *Increased frequency of cleaning regimes.*
- *Face to face activity to be kept as short as possible.*
- *Use screens and barriers to separate staff members and the public.*
- *Fixed team working / partnering.*
- *Use back to back or side to side working whenever possible.*

Please note that, at this time, no live music is allowed in bars and restaurants in line with statutory regulations. Only soft background music should be played to avoid customers having to raise their voices to avoid aerosol transmission.

Task	✓	Completed By	Comments
Review the bar / restaurant. Can you offer excellent customer service and a quality product whilst ensuring that the Kitchen / Front of House Team / customers can all adhere to social distancing and will be safe at all times as per the one metre plus Government guidelines?			
Implement a 21 day track and trace information system suitable for your business for both customers and staff that can support the NHS track and trace if the information was required.			
Use of an app / contactless ordering system available for customers to order drinks and food from their smart phones to minimise staff / customer contact.			
Use an online booking tool for customers to stagger arrival time and minimise queuing inside and outside the bar / restaurant if possible.			
Ensure the entrance to the bar / restaurant adheres to social distancing guidelines.			
Place plexy screens at appropriate customer / staff interaction points.			
Have hand sanitiser at entry points and throughout the building for customers and staff.			
Floor social distancing messaging for both customers and staff to be clear and clean and not a trip hazard.			
Outdoor table service to be encouraged if appropriate in line with statutory regulations.			
Signage on entrance doors and walls reminding all customers of the importance of social distancing. Remind them that they are in charge of any children who must also adhere to social distancing.			

Remove all excess furniture from the area so customers are not tempted to move and use.			
Remove any furniture / fittings that will inhibit social distancing requirements.			
Simplify the menu offering in support of the kitchen team. Consider using a central chalk board or sign. Use only paper menus that can be discarded after each customer.			
Use table service policy only, to avoid customers wading through the bar / restaurant and limit person to person contact. If this is not possible, place a robust queuing system that adheres to social distancing guidelines of one metre plus. Use an ordering and collection point system to avoid customer waiting pinch point.			
Contactless or card payment only.			
Have a clear table system. Bring out cutlery, glass wear and single use condiment sachets with the meal.			
If the customer wants to tip for good service, encourage them to add to bill and pay on card. If the customer leaves cash, leave in a jar for 72 hours before distribution.			
Have a strong and robust cleaning schedule in place for table / chair clearing and cleaning after each guest has left the area.			
Have a robust cleaning protocol and schedule for cleaning bar areas.			
Have a robust cleaning protocol and schedule for cleaning all public areas within the bar and restaurant area including high touch points.			
Have a robust cleaning protocol, schedule and checklist for cleaning the public toilets.			
Keep staff teams working together on the same shifts in bubbles where possible.			
Review staff arrival and departure times. Can these be staggered? How do they enter the building?			
Prepare a policy on staff breaks and how these will be staggered and where they can take their break to adhere to the new Government social distancing guidelines of one metre plus.			

Prepare a policy regarding staff uniform. Ideally, staff should not wear uniform to work. Staff should change at work, uniforms should be placed in a bag after use and washed at 60 degrees plus between each shift, either on-site or at home, Are the staff changing facilities adhering to the Government social distancing guidelines? Are there lockers available for staff to secure their belongings?			
Prepare an updated accidents, security and other incident policy to reflect the social distancing guidelines and ensure that staff are trained on how to deal with social distancing and or manage security of that.			
Place a robust training program in for staff to include: <ul style="list-style-type: none"> • The new workplace environment and the changes implemented / induction. • Cleaning policies. • A communication strategy on Government guidance and business updates. • New arrival and departure to work policy / uniform requirement. • New working and shift patterns. • Wellbeing of staff members. 			
Use a cleaning checklist.			
Staff to wear appropriate PPE.			
High level surfaces / high level dusting (spores of dust accumulate in these areas).			
All internal doors cleaned and sanitised (remember small children will be touching all surfaces and furniture at different heights).			
All light switches / power switches wiped and sanitised.			
Windows clean and cobweb free.			
Curtains / blinds clean and suitable for use.			
Dining room table and chairs cleaned and sanitised.			
Operate a clear table policy with no cutlery, crockery, glass wear, condiments on the table (to be brought with the meal).			
Highchairs if applicable washed and sanitised / fit for purpose.			
Floor vacuumed (to clear carpet debris and avoid carpet moths) and if hard surface floor mopped with disinfectant.			
Wash and sanitise all surfaces including: tables / chairs / serving surfaces.			



Empty all condiments / wash through a dishwasher, dry refill and replace.			
Wash all cutlery, crockery and glasses through an industrial dish washer / glass washer.			
Clean all coffee machines as per the manufacturers' instructions.			
Wash and sanitise all the bar area including tills, card payment machines, front of bar / shelves and optics.			
Clean and sanitise glass washer.			
Clean through beer lines as per the manufacturers' instructions.			
Clean through post mix system.			
Clean and clear all cellar areas, adhering to all Health and Safety policies.			

Kitchens

Are all the HACCP requirements being met to safely open up the kitchen and comply with legislation and all Government guidelines?

Is your kitchen set up to adhere to social distancing guidelines of one metre plus for team all members with clear signage and instructions?

Do you have a clear Food Zone where kitchen staff can place food orders to minimize contact with the Front of House Team?

Are legionella risks being managed?

Are your ventilation systems clean and working?

Task	✓	Completed By	Comments
Use a cleaning checklist.			
Staff to wear appropriate PPE.			
Ventilate the area if possible.			
Use cleaning coded cloths and equipment.			
Sanitise all working areas and surfaces.			
Sanitise all chopping boards.			
Drain all fryers and clean / replace with clean fat.			
Deal with grease build up behind fryers, hobs, stoves with wiping and sanitise.			
Clean fat / grease traps.			
Empty freezers out and clean check end dates of food.			
Empty and sanitise walk in fridges check end dates of food.			
Check thermometers are calibrated.			
Clean ovens as per manufactures instructions clean and sanitise.			
Clean and clear hood filters.			
Ensure that dishwasher is free from food and run a cycle.			
Wash all cooking equipment through dishwasher.			
Wash and disinfect all floors.			
Empty and disinfect all bins.			
Ensure HACCP working documents are up to date and followed.			
Risk Assessments in place.			

Meeting Rooms

It is expected that conference / meeting rooms will remain closed for the time being. Consider how these areas might operate for staff and delegates adhering to social distancing guidelines in the short, medium and longer term, taking into account the two metre rule. Physical meetings should still be only held if absolutely necessary. Always adhere to the one metre plus social distancing Government Guidelines.

Task	✓	Completed By	Comments
Ensure that cleaning schedules are in place for all meeting / conference rooms.			
Ensure that all cleaning staff are fit and ready for their shift.			
Ensure all PPE is available to all the cleaning team members and they are trained on how to use the PPE.			
High level surfaces / high level dusting (spores of dust accumulate in these areas).			
All internal doors cleaned and sanitised (remember small children will be touching all surfaces and furniture at different heights).			
All light switches / power switches wiped and sanitised on a regular basis.			
Electrical appliances sanitised.			
WiFi hub wiped and sanitised.			
All surfaces wiped and sanitised including tables and chairs.			
Lamp switches clean and sanitised.			
Mirrors cleaned and dust free (close face contact).			
Windows clean and cobweb free.			
Curtains / blinds clean and suitable for use.			
All rugs are secure (slip trips and falls).			
Floor vacuumed (to clear carpet debris and avoid carpet moths) and if hard surface floor mopped with disinfectant.			
Empty bins wipe / sanitise.			
A deep clean of all meeting / conference rooms to be performed overnight to minimise guest interruption.			
All paperwork to be completed and placed into the Health & Safety file.			

Bedrooms

Task	✓	Completed By	Comments
Use a cleaning checklist.			
Staff to wear appropriate PPE.			
Ventilate the area if possible.			
Use cleaning coded cloths and equipment.			
High level surfaces / high level dusting (spores of dust accumulate in these areas).			
All internal doors cleaned and sanitised (remember small children will be touching all surfaces and furniture at different heights).			
All light switches / power switches wiped and sanitised.			
TV and electrical appliances wiped & sanitised and in working order.			
Remove any leaflets, paper, pens & guest directories (use digital alternatives).			
Remove unnecessary soft furnishings, cushions, throws.			
All remote controls wiped and sanitised.			
All surfaces wiped and sanitised, including bedside tables.			
Wardrobe clean and cobweb free (no personal items).			
Storage units all clean and sanitised.			
Lamp switches clean and sanitised.			
Wipe and sanitise room safe if applicable.			
Wipe and sanitise the iron and ironing board.			
Wipe and sanitise trouser press if applicable.			
Mirrors cleaned and dust free (close face contact).			
Windows clean and cobweb free.			
Curtains / blinds clean and suitable for use.			
Rubbish bin debris free and sanitised.			
Headboard clean and dust free.			
Mattress clean and stain free, bedbug free and fit for purpose.			
Protectors on pillows and mattress.			
Hypoallergenic duvet and pillows to be used.			
Bed linen to be 100% cotton so can be washed at 60 degrees.			

Ensure bunkbeds are secured and safe to use.			
Extra blankets / bedding stored correctly in sealed blanket bags.			
Floor vacuumed (to clear carpet debris and avoid carpet moths) and if hard surface floor mopped with disinfectant.			

Bedroom Tea Trays

Task	✓	Completed By	Comments
Mugs, not cups and saucers if possible.			
Mugs replaced and ran through a hot wash dishwasher.			
Cardboard cups can be used but can carry infection for longer than mugs.			
Clean and sanitise the tray.			
Clean and descale the kettle internal.			
Clean and sanitise the outside of the kettle on / off switch.			
Leave the lid of the kettle open.			
Ensure all condiments / tea / milk / biscuits are sealed in single packets (no jar of biscuits, etc).			

Bathrooms

Task	✓	Completed By	Comments
Use a cleaning checklist.			
Ventilate the area if possible.			
Use cleaning coded cloths and equipment.			
High level surfaces / high level dusting (spores of dust accumulate in these areas).			
All internal doors cleaned and sanitised (remember small children will be touching all surfaces and furniture at different heights).			
All light switches wiped and sanitised.			
Clean and sanitise all bathroom tiles ensuring that all grouting is smooth and not chipped.			
Clean and sanitise all bathroom 'furniture' ie toothbrush holders / soap dishes / toilet roll holders / towel rails / heated towel rails.			

Clean and sanitise the shower / shower cubicles ensuring the area is mould and mildew free.			
Empty the plughole of hair and debris. Pour some disinfectant down the drain to clean, ensuring it's limescale free and the screen is sanitised and wiped down, dry and buffed.			
Remove the shower head and thoroughly clean with a sanitiser / replace and buff clean.			
Inspect the shower hose to ensure no leaks / wipe over with sanitiser and buff.			
Sanitise the temperature control area of the shower.			
Wash and sanitise the bath and surrounding areas, wiping all taps and sanitise, and buff all taps. Leave all areas as dry as possible.			
Remove the shower curtain and wash or replace. Body fat and mould live on shower curtains .			
Empty the plughole of hair and debris. Pour some disinfectant down the drain to clean.			
Clean and sanitise the sink including underneath and down all the pedestal (again, children will be touching at different levels) including splashback.			
Clean and sanitise the plug.			
Empty the plughole of hair and debris. Pour some disinfectant down the drain to clean.			
Clean, sanitise and buff taps.			
Clean and sanitise the toilet bowl using a toilet brush to agitate the cleaning process and include under the toilet rim.			
Clean and sanitise all the outside of the toilet remembering the u-bend.			
Clean and sanitise the cistern area.			
Clean and sanitise toilet flush.			
Clean and sanitise toilet brush.			
Ensure the floor is debris free and mop and sanitise.			
Empty bin and sanitise.			
If using bathroom mat set ensure these are changed and washed once a week.			
Single use toiletries to prevent cross-contamination.			
Use toilet sanitised strips.			
Replace drinking glasses / place in a protective cover if possible.			

Public Toilets

Ensure that all public toilets are adhering to the one metre plus social distancing Government guidelines and this is clearly signposted by floor and explanation signage.

Signage is in place and clear to customers to remind of one metre plus rule and importance of hand washing.

Cleaning checklist in bathrooms for transparency.

Task	✓	Completed By	Comments
Use a cleaning checklist.			
Staff to wear appropriate PPE.			
Ventilate the area if possible.			
Use flow warning signage.			
Use cleaning coded cloths and equipment.			
Schedule in place, updated and displayed.			
All internal doors cleaned and sanitised (remember small children will be touching all surfaces and furniture at different heights).			
All light switches wiped and sanitised.			
Wipe and sanitise all sink areas and surroundings.			
Wipe and sanitise all soap dispensers (do not have bars of soap).			
Clean and sanitise the toilet bowl using a toilet brush to agitate the cleaning process and include under the toilet rim.			
Clean and sanitise all the outside of the toilet remembering the u-bend.			
Clean and sanitise the cistern area.			
Clean and sanitise toilet flush.			
Clean and sanitise toilet brush.			
Ensure the floor is debris free, mop and sanitise.			
Sani bins cleaned and empty.			
Lidded bin clean and cleared of debris.			
Place paper towels in all toilets.			
Baby changing unit cleaned and sanitised.			
Stop the use of air dryers.			
Deep clean of the area overnight.			