



# HEALTH & SAFETY GUIDELINES

Full Service Hotels

**Version 4**  
**06/09/2020**

Marriott: "Commitment to Clean Plan"

The Grand Hotel Golf Resort & Spa, Autograph Collection  
Montgomery Marriott Prattville Hotel & Conference Center @ Capitol Hill  
Auburn Marriott Opelika Resort & Spa @ Grand National  
Marriott Shoals Hotel & Spa  
Renaissance Mobile Riverview Plaza Hotel  
The Battle House Renaissance Mobile Hotel & Spa  
Renaissance Birmingham Ross Bridge Golf Resort & Spa  
Renaissance Montgomery Hotel & Spa @ the Convention Center

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# A. PCH Hotels & Resorts

## HEALTH & SAFETY GUIDELINES

### Overview

At PCH Hotels & Resorts we care deeply about our associates and guests. Our foundation is built upon the mission and values of ensuring trust and respect for our associates, guest and ownership are at the forefront of everything we do.

At this critical time, our associates and guests can trust PCH has actively taken steps, defined in this document, to protect their health and safety.

This has been a difficult time for everyone and building the faith that our hotels are a safe place to work and visit will require all of us.

### Responsibilities

- The General Manager is responsible to create an atmosphere in which the objectives and guidelines can be accomplished. It is also the General Manager's responsibility to be aware of all guidelines and to personally be sure they are being completed on an ongoing basis.
- All Executive Committee Members are responsible for their respective departmental operational guidelines.
- All Associates have a personal responsibility to know and take the appropriate actions to protect themselves, their co-workers, and provide for the health and safety of our guests.

### General Guidelines

- PCH will adhere to all government mandated protocols throughout the hotel (public space, guest rooms & F&B areas).
- If the products identified in the document are not available, the hotel is to find an alternative solution that meets the guidelines. When the product becomes available move to the designated product.
- Mask – All associates are required to wear a mask approved by the CDC while working in public view. Outlet servers & bartenders working outside must have the mask properly worn when engaging with a guest, where social distancing is restricted. There are additional requirements for wearing a mask based upon job function and task, see your individual section.

- All associates are capable of informing guests who inquire about hotel prevention measures established for COVID-19.
- We will continue to update this document with the latest direction from our brand partners; Marriott & IHG.

## B. ALL ASSOCIATES

This section outlines the measures and procedures that PCH has implemented and requires all associates to follow in order to prevent the outbreak of an infectious disease among our workforce, mitigate the spread of disease, and to promote the safest and healthiest work environment.

### ***Promoting a Clean and Sanitary Work Environment***

The first step in preventing the spread of communicable diseases is to promote a clean and sanitary workplace by adhering to standard sanitization and hygiene practices. To that end, PCH expects all associates to take the following steps on a regular basis:

- Wash their hands throughout the day and always after using the restroom, each time for 20 seconds with warm water and antibacterial soap.
- Use hand sanitizers where available, with at least 60% alcohol.
- Avoid touching eyes, nose & mouth.
- Cover their mouths when they sneeze or cough, using a tissue and discard or into your elbow.
- Properly discard tissues and other personal hygiene materials immediately after use.
- Clean and sanitize tools and equipment after use.
- Clean, disinfect and sanitize common areas such as bathrooms, breakrooms, meeting rooms, door handles, stair railings, etc. in accordance with the schedule and protocols established for the particular location.
- Wear appropriate personal protective equipment when cleaning and as otherwise required by the Company's safety policies.
- Do not come to work if you do not feel well.

### ***Personal Protective Equipment (PPE)***

Appropriate PPE will be worn by associates based on their role and responsibilities and in adherence to state and federal regulations and PCH protocols. Training on how to properly use

and dispose of all PPE will be mandatory. Gloves and masks will be provided to associates whose responsibilities require them as determined by state regulations and PCH protocols.

### ***Health Monitoring***

In addition to practicing good sanitation, cleanliness and hygiene procedures, PCH expects all associates to act responsibly with regard to their own health. Many times, with the best of intentions and without considering the impact on others, associates report to work even though they feel ill. As a general rule, an associate who is sick should not come to work.

Associates should monitor themselves for symptoms commonly associated with the flu, severe colds, and respiratory illness, including, but not limited to, fever (at least 100.4 degrees Fahrenheit), excessive coughing and/or sneezing, sore throat, chills, fatigue, shortness of breath, difficulty breathing, loss of sensory abilities (taste, smell), vomiting, and diarrhea. If an associate is exhibiting any such symptoms, s/he should, pursuant to PCH 's normal call-in procedures, contact their supervisor to determine the most sensible course and if advised to do so, remain away from work and seek medical attention. If an associate reports to work and is exhibiting any of the above-listed symptoms or otherwise appears sick, s/he may be asked to leave work and return when s/he is no longer ill. In the event of an infectious disease outbreak, associates who exhibit symptoms may be required to submit to a health screening and satisfy additional conditions in order to return to work consistent with our policies and in consultation with healthcare providers and public health authorities.

In event of an infectious disease outbreak or when otherwise required by applicable law or public health orders, positions deemed as "Close Contact" will require daily temperature checks at the start of the workday; an associate with a temperature of at least 100.4 degrees Fahrenheit will not be permitted to work.

### ***Training***

PCH will provide training to associates on this Policy and the cleaning and hygiene protocols they are expected to follow. PCH will provide training to associates on "Acute Respiratory Illness Pandemics Prevention & Response", and more comprehensive training for associates with frequent guest contact including Housekeeping, Food & Beverage, Hotel Operations, Spa Operations and Loss Prevention. PCH will provide training to associates on "Bloodborne Pathogens". PCH will provide training to managers to oversee the implementation of this Policy and identify potential health risks.

# C. ROOMS OPERATIONS

## 1. Public Space/Back of House

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1. Install hands free hand Sanitizer stations throughout space, focus on choke points and high usage areas. IE: Near restrooms and elevators, and front desk and valet/bell.
  - *Ecolab – Hands Free Sanitizer*
2. Increase frequency of cleaning and disinfecting in common areas every 2 hours for high touch areas. Minimum of 3 times a day for Furniture. Minimum once a day for carpets and floors.
  - *Ecolab - Peroxide Multi Surface Cleaner and Disinfectant.*
    - Focus high touch items:
      - Escalator and Stair Handrails
      - Doorknobs
      - Elevators/Buttons
      - Water Fountains
      - Entrances/Exits (Self opening doors)
      - Front Desk Counters
      - Public space tables
      - Business Centers
      - Gift/Sundry Shop
3. Restrooms/Associate Restrooms/Associate Locker Rooms
  - Servicing should occur every 2 hours
  - Where applicable, prop restroom doors open to avoid touching. If not, install garbage can outside to discard paper towels.
  - Spread out associate locker room assignments where feasible
  - Focus high touch items:
    - Non-hands-free sinks and auto flush toilets
    - Sinks
    - Soap dispensers
    - Kleenex containers
    - Door knobs
    - Stall closures
    - Door handles
4. Install hands free soap dispensers and hands-free paper towel dispensers in public restrooms.
  - *Ecolab - Advanced Antibacterial Foam Soap*

5. Remove all collateral & newspapers in public space.
6. Reconfigure business center to allow proper social distancing
7. Reconfigure public space furniture to allow social distancing
8. Signage: Social Distancing signage in main elevator landings and public space

## 2 Fitness Centers

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1. Disinfect all equipment 3 times per day. Focus on disinfecting at the conclusion of peak times. (cardio, weight machines, free weights, balls, etc.)
2. Place every other cardio machine out of order to promote social distancing.
3. Rotate cardio machines in use each day to help extend life of the equipment.
4. Ensure disinfecting of water dispensers during cleaning
5. Remove all collateral on shelves and or machines
6. Remove fruit/treat offerings
7. Ensure proper antibacterial gym wipes are being utilized
  - *Clorox Hydrogen Peroxide Cleaner Disinfectant Wipes (Available thru Dade)*
8. Signage: Separate signage package promoting social distancing and maximum occupancy of Fitness Centers.
9. Occupancy limited to 50% of normal capacity
10. Prohibit patrons and guests from accessing showers, hot tubs, steam rooms, lockers, saunas and other recreational water or spa facilities.
11. Associates are to wear mask and gloves.

## 3. Pools

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1. Remove or space lounge seating to promote social distancing.
2. Pool furniture to be sanitized after each use. Completed by pool attendant or guest self-service option. (sanitization wipes or other self-cleaning station provided)
3. Pool slides to be staffed when open to maintain social distancing.
4. Associates are to wear a mask. When working outside must have the mask properly worn when engaging with a guest, where social distancing is restricted.
5. Associates are to wear gloves
6. Signage: Separate signage package to promote social distancing.

## 4. Front Office

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1. Front office associates are to wear mask. Hand washing should be done every 20 minutes for 20 seconds. Where this is not possible hand sanitizer should be used between transactions. (removing the requirement to wear gloves)
2. Sanitizing wipes or hand sanitizer pumps at front desk.
3. Credit card readers to be guest facing, wipe down after every transaction. (*disinfect via directions in section I - IT*)



- 4 Associates should stagger work stations to promote social distancing.
- 5 Separate bin for discarded keys to be disinfected. Gloves to be used when disinfecting keys.
  - *Ecolab - Peroxide Multi Surface Cleaner and Disinfectant.*  
(same hard surface cleaner for guest rooms)
- 6 Disinfect counter service between customers
- 7 Disinfect all equipment, PMS, Phones, key makers while leaving station. (*disinfect via directions in section I – IT*)
- 8 Consider electronic breakfast voucher LSOP for Marriott Bonvoy Elite members to eliminate the need for physical passes.
- 9 Ensure proper disinfecting of headsets at the conclusion of each shift (*disinfect via directions in section I – IT*)
- 10 GM arrival letter selling/educating guests on measure taken to provide a safe, comfortable environment to our guests. Could also consider doing this in a pre-arrival email.
- 11 Peak check-in time period queuing procedures established, including lobby greeter to control lobby capacity, as needed.
- 12 A table (or other barrier) placed in front of the front desk, encouraging social distancing.
- 13 Signage: Separate signage package to promote social distancing in the lobby and elevator landings

## 5. Bell Service/Valet

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1. Hand Sanitizer Station: A minimum of one Hand Sanitizer Station will be installed at the valet stand within reach so that guests and associates may use with ease
2. Latex or Nitrile Gloves: Valet and Bell Associates will be required to wear gloves while assisting a guest
3. Disinfecting Wipes: These wipes will be used for wiping down cars handles, car keys, steering wheel, gear shifter, and e-brake lever. The wipes will also be used to wipe down high-volume touch points located around the valet drive as well as the valet areas
  - *Ecolab Multi-Purpose Disinfecting Wipes – (6) 185 count \$51.68*
4. The associate is to wear a mask while performing valet duties in guest cars and while performing bell service to guests in their rooms

## 6. Transportation

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1. Drivers to gloves and wear masks while in the vehicle
2. For hotels that offer complimentary shuttles, consider temporarily discontinuing and having associates promote ride sharing service
3. Signage: limiting number of guests inside vehicles to promote social distancing.

## 7. Guest Rooms

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1. Housemen and housekeepers to wear gloves and masks
2. Marriott 'CleanMatters' training, is available via PCH University. The program is to be completed as soon as possible and passing the assessment within 60 days of hire.
3. Proper chemical usage, important that housekeepers/those using the product understand the Contact Time for the chemical being used. Safe rule of thumb is 10 minutes. Up to a 3-week lead time on some products.
  1. *Ecolab Peroxide Multi Surface Cleaner and Disinfectant*  
(same hard surface cleaner for public space/guest room key disinfectant)
  2. *Ecolab*
    - *Oasis 73 (sink/toilets/showers/tubs) or*
    - *"Scrub Free Bathroom Cleaner & Disinfectant."*
  3. *Ecolab air freshener scent of your choosing*
4. Additional 5 minutes per room for extra disinfectant on high touch areas
  1. Remote control
  2. Coffee pots & coffee station
  3. Pull rods for window coverings
  4. All light switches and lamp controls
  5. Iron, Ironing board, caddy and hangers.
  6. Safe controls
  7. Drawer pulls
  8. All doorknobs and bathroom hardware
  9. Hairdryers
  10. Ice buckets
  11. Temp controls
  12. Alarm clocks
  13. Make-up mirrors
  14. Shower curtain
  15. Pens disinfected at time of checkout.

### **Other**

- Remove collateral – magazines / books / Trail Guide / etc.
- Sanitizing wipes as new amenity (TBD – pending Marriott vendor & product)
- New paper pad placed in each room after checkout, whether used or not
- Pull duvet cover and pillow cases on Double queens, even if bed is not used.
  - *Slight increase in laundry costs*
- Replace bulk coffee condiments (individual sugars, creams, stir sticks) with wrapped condiment packets.
- Add liners to all guest room trashcans.

- Laundry Company to disinfect bins before placing clean linen. Also ask laundry company to cover each bin with plastic wrapping for protection.
  - Replace - Hotel Guide with a product that is laminated that can be disinfected, or single use item or QR code.
  - Replace - Room Service Menu with a product that is laminated that can be disinfected, or single use item or QR code.
  - All unused amenities need to be disinfected.
  - Sanitation of housekeeping carts on 3<sup>rd</sup> shift
  - Club Lounge - closed
5. Limit associate accessing the room – only clean the room upon check-out. (unless requested by the guest).
  6. Provide amenity requests via knock and step back service (extra towels, water, etc.)
  7. All terry is to be changed upon check-out.
  8. COVID-19 Case Approach + Room Recovery
    1. Guest Communication
      - Guests who experience COVID-19 symptoms should be asked to stay in their rooms and encouraged to seek medical attention and hotel must notify the local health department.
      - For guests who are self-isolating, inform guest that: The hotel will not provide cleaning and housekeeping services. The guest is expected to stay confined to their guestroom during the entire stay. Requests for service or assistance should be made through AYS, mobile chat, or the hotel operator instead of doorknob menus or other in-room collateral. The guest may contact the hotel leaders via their mobile phones. The guest should limit or avoid any outside visitors coming in and out of the guest room out of an abundance of caution for other customers and associates. The guest must contact hotel management prior to checking out / departure from the hotel to provide an update on their condition. ▪ CLEANING AND ROOM DISINFECTION UPON GUEST CHECKOUT
    2. Room Recovery
      - If there was a confirmed or suspected case of COVID-19 in a guestroom a certified third-party remediation company should be called in. Responders must wear disposable gloves, mask and foot coverings.
      - In addition to general cleaning standard operating procedures:
        - All bedding (including comforter, duvet, etc.) must be taken out of the room and cleaned/laundered; soiled bedding is to be handled with gloves.
        - All towels are to be removed from the infected guest room and laundered; this includes washcloths and all hand towels; soiled towels are to be handled with gloves.
        - All guest room glasses, coffee cups, mugs, etc. should be machine washed; no glasses or coffee cups should be washed in the guest room sink.
        - All Public Areas adjacent to the effected guest room must be disinfected; this includes but is not limited to elevator landing area,

- all buttons and door handles, and public bathrooms in close proximity to the guest room.
- All touch points must be wiped down using the recommended disinfectant with the correct concentration and contact times.
- Clean and disinfect flooring, ensuring sanitizing solution is used according to label direction

## 8. Retail

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- 1 Signage posted denoting social distancing and restrictions on capacity in the store.
- 2 Disinfect main touch points every 2 hours.
- 3 Retail associates are to wear mask. Hand washing should be done every 20 minutes for 20 seconds. Where this is not possible hand sanitizer should be used between transactions. (removing the requirement to wear gloves.)
- 4 Retail associates are to disinfect their work station at the beginning and end of their shift, as well as, frequently during the shift. (*disinfect via directions provided in section I – IT*)
- 5 Have extra gloves on hand; offering gloves to the guest prior to touching merchandise.
- 6 Retail associates are to disinfect items and areas that are touched by guests.

## 9. Engineering

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1. Engineer to wear mask and gloves while in the guest room.
2. Disinfect area worked on when complete.
3. Suggest a MERV 8 or above air filter if not using already.
4. Clean and sanitize all engineering storage and electrical doors after each use.

## 10. Messaging

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1. GM Arrival Letter – denoting procedures

## 11. Example of New Operating Procedure for Valet/Bell

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### *Guest Arrival to Property:*

- Guest arrives to the property on the valet ramp
- Valet Associate puts on a new pair of Latex or Nitrile Gloves and greets the guest while maintaining a six-foot separation from the guest
- Valet Associate parks vehicle in its designated space
- Valet associate wipes down keys and high touch areas of vehicle

### *Luggage Handling From the Valet Drive to the Guest Room:*

- When a guest request for luggage assistance, the Bell Associate while wearing Latex or Nitrile Gloves.
- Social distancing of six feet must be maintained.
- It is required that only one person touch the luggage, unless the luggage has to be stored.
- The luggage is loaded onto the luggage cart and escorts the guest to the front desk
- The Bell Associate is to use the Service Elevator, where applicable, to transport the luggage to the guest's room (if there is no other elevator, associate to ride separate from the guest); promoting social distancing.
- The Bell Associate will knock on the guest's door and announce himself, when entering the room the associate is to wear a mask.
- The Bell Associate will use the luggage rack in the room to place the guest's luggage
- The Bell Associate without touching any of the amenities in the room will orient the guest with the room, i.e. remote for TV, room service menus, safe, refrigerator, thermostat, coffee maker as well as informs the guest about the hotel food offerings and hotel specific items, and lastly before departing the guest's room explains to the guest about the fire procedures. After asking the guest if further assistance is needed the bell associate will give directions to the vending machines and the ice machine; the Bell Associate will not offer to fill the guest's ice bucket but will only if the guest requests it to be filled.
- Once at the valet drive, the Bell Associate will use a Ecolab Disinfectant Wipe to disinfect the luggage cart by wiping down the rails, handrails and the hanger bar

*Luggage Handling from the Guest Room to the Valet Drive:*

- When the guest calls down for luggage assistance, the Bell Associate will wear Latex or Nitrile Gloves
- The Bell Associate follows procedure of knocking on guest's room door, introducing themselves, and asking for permission to enter the room, the associate is to wear a mask.
- If the guest is comfortable with the Bell Associate to load the luggage, the Bell Associate will locate the guest's luggage and load the luggage onto the luggage cart
- The Bell Associate will let the guest know that they will meet the guest at the Valet Drive with their luggage
- The Bell Associate will use the Service Elevator, where applicable, (if not, Bell Associate will use the guest elevator but ride separate from the guest) to transport the luggage from the guest's room to the front drive to meet the guest.

- The Bell Associate, while at the vehicle with the guest, will ask the guest for permission to load the luggage into their vehicle and ask where the guest would like their luggage to be placed
- After closing the door or trunk of the vehicle the Bell Associate will use a Ecolab Disinfectant Wipes to disinfect the handle of the door or trunk
- Once completed the Bell Associate will park the luggage cart in its designated area and will use a Lysol Wipe to disinfect the luggage cart by wiping down the rails, handrails and the hanger bar

*Guest Requesting Vehicle:*

- When the guest requests for their vehicle, the Valet Associate will wear Latex or Nitrile Gloves to retrieve the guest's vehicle
- The vehicle is returned to the valet drive for the guest
- Upon arrival, the Valet Associate will use an Ecolab Disinfectant Wipes to wipe the steering wheel, gear shift, e-brake lever, opens the door and wipes down the door handle of the interior and exterior of the vehicle

*Standard Safety Measures:*

- At the end of each shift, all luggage carts will be sanitized by using the Ecolab Disinfectant Wipes
- The valet drive is to be kept neat, clean and free of debris at the start of each shift and during any idle time on all shifts
- At the end of each shift and during any idle time on all shifts, the high touch areas of the valet drive and valet waiting area will be disinfected by using Ecolab Disinfectant Wipes
- At all times Small and Large Latex or Nitrile Glove boxes (one each) will be readily available for the Valet and Bell Associates at the valet stand
- At all times Ecolab Disinfectant Wipes will be readily available for the Valet and Bell Associates at the valet stand
- Luggage Carts will be disinfected after each use.

# D. F&B OPERATIONS

## 1. Introduction

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Food and Beverage Operations are an integral part of the PCH Hotel portfolio. It is an essential function to our associates and guests alike. Due to the recent Covid-19 Pandemic, Food and Beverage Operations around the world will have to adjust and change to the new normal. Research shows that limiting interactions between employees and customers, as well as customers with other customers, will be critical in our industry. Another unique measure in this industry will be eliminating or vigorously sanitizing all frequently contacted items, such as saltshakers and menus. Communicating and providing oversight of the measures relating to employees and customers will be critical in their effectiveness.

Recommendations and protocols included in this Food and Beverage overview will set the tone for the future of safely providing these services by our associates, to our guests, going forward. The recommended measures include, but are not limited to...

- monitoring the health of employees and excluding any employee who displays symptoms of COVID-19
- increasing the frequency of all sanitizing and cleaning measures and requiring additional sanitizing measures for certain areas or circumstances
- enforcing social distancing in all areas where Food and Beverage service happens including but not limited to...
  - between tables or booths as well as outside of the establishment or in general foyers or public areas where people gather or wait
  - limiting the number of people allowed inside our restaurants, and meeting space at one time
  - eliminating opportunities of interaction among customers with frequently contacted items

Outlined in this document, are the recommendations for our hotels to utilize in all Food and Beverage areas during Phase 1. With the anticipated progression through the next phases, all hotels should refer to any future guidelines set forth by local or state health department and/or government mandates

## 2. General Associate

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1. F&B Associates may additionally be required to take further online classes or training per any health department or PCH requirements (i.e. serve safe).
2. All F&B associates to wear the appropriate PPE per the position requirements (i.e. gloves when preparing any ready to eat foods, adding garnishes to beverages, when handling CGSL, etc.).
3. High customer contact areas (i.e. door entrances) will be cleaned and sanitized every 2 hours. All areas of F&B to identify and routinely clean and sanitize high risk locations and develop an SOP to assure that these locations are cleaned and sanitized. These areas include but are not limited to:
  - a. Light switches
  - b. Door, Door handles
4. All areas of F&B to use current guidelines regarding cleaning tables, chairs, linen and carpet which include the proper sanitizing of these items before and after guest use.
5. Hold initial staff meetings on COVID-19 control strategies (obey social distancing during these meetings, train in small groups and maintain a distance of > 6ft between people) and regularly update and remind staff on COVID-19 control strategies. Use the meetings to enforce and reinforce strategy.
6. Associates are encouraged to take ServSafe Food Handler class to learn more about food safety as it relates to COVID-19.
7. Our safety committees should elevate discussions regarding cleanliness standards surrounding this pandemic.
8. Prior to reopening experienced hourly staff (1 from each position) should be brought in and analyze every step in our sequence of service in each position to highlight health safety precautions that need to be implemented. These steps will be added to each positions sequence of service and added to the 10-day training plans.

## 3. General Guest

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1. Each hotel to develop informational handouts for guests which highlights our cleaning and sanitation procedures.
2. In general, our guests will have a heightened sensitivity to cleaning practices. Our teams must be trained well in order to handle this. Our teams should also be prepared for guests to have increased social anxiety and we must market our product for this with pictures of open spaces, tranquility, relaxation. It is important that we are cleaning in plain view of the guest so that they can see the standards we have in place.



3. All linen bins must be sanitized prior to placing clean linen in the bins. A request should be made to all linen companies to provide us with their sanitizing procedures. Consider linen-less tables and disposable napkins where appropriate.
4. Public spaces need to be cleaned frequently. If possible, provide disposable disinfectant wipes to front-of-house staff to disinfect surfaces between guests. High touch areas in public spaces include tables in the common areas (pre-function spaces, restaurant waiting areas, etc.), buttons on elevators, water fountains and ice and vending machines. Pens at greeter stands, business centers, etc. should also be sanitized.
5. Tables and seating will be sanitized after each guest.
6. High customer contact areas (e.g. door entrances) will be cleaned every two hours.

## 4. General Food & Beverage Guidelines

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1. The National Restaurant Association has made its ServSafe Food Handler Program available to all restaurants free of charge through April 30. We will continue to monitor these dates as they may be extended. All restaurants are encouraged to have their employees complete this training. Proper hygiene, disease prevention and sanitation are an ordinary part of the restaurant business. The restaurants in Alabama are required to have someone on property at all operational times who is a certified food protection manager. They are trained in the prevention of foodborne disease as well as the appropriate personal hygiene to ensure the safety of their employees and customers. Since the Executive Order, restaurants have already adapted to employee safe practices for pick-up and curbside services.
2. Remove all shared condiments from all table settings.
  - a. Condiments to be presented upon request and should be sanitized before and after every use. Disposable one-use condiments are also acceptable.
3. Drink refills shall be in clean, unused glasses or cups.
4. Phase 1 – no buffets.
5. Rolled silverware is suggested in all areas of Food and Beverage. Associate rolling silverware must wear gloves. One-use, wrapped silverware is also acceptable.
6. On coffee breaks, coffee counters, etc., no bulk items are allowed (i.e. coffee stirrers, sugar packets, jams/jellies, napkins, straws, etc.). Consider using napkin, cup, straw dispensers to prevent contamination.
7. Consider all food presented tableside to be delivered with a covering (i.e. wrap, plate lid) which would be removed once delivered.
8. All straws to be wrapped.
9. No lapping of napkins.

10. When removing dirty linen from tables, gloves should be worn. In a banquet setting, linen should be bagged or put into dirty bins immediately and carried out of the room.
11. Any shared equipment, should be sanitized before and after use (i.e. phones, keyboards, computer mouse, radios, micro screens, etc.) Consider issuing each associate a “soft-touch” stylus for touch screens or assigning one terminal per server/bartender when applicable (*disinfect via directions provided in section I-IT*)
12. Menus & Food Costs - Menus in all areas of F&B should be analyzed with the following in mind:
  - a. Reopening menus should be designed to limit the number of line cooks on the line in order to aid in social distancing in the kitchen as well as assist with labor controls.
  - b. Expanding menus should be done in phases and should change as occupancy increases.
  - c. Potential food shortages. Buying product now that may be plentiful and less expensive if the product can be canned, frozen, cryovac, etc.
  - d. Consider a-la-minute cooking when applicable in order to prevent waste.
  - e. Cross-utilization of product in order to reduce waste.
  - f. Continuing with farm-to-table trend with focus on locally grown ingredients (less human contact).
  - g. Menus, if laminated, should be cleaned after each usage or paper menus shall be designed for single use and disposed of. Other options could include digital menus. Guests can also be given the option to pull up menus from their own devices which can be done through a link, website or through a QR code.
  - h. If “bulk buying” of some products is not possible, anticipate an increase in cost
  - i. Anticipate a less formal approach to food in outlets that are typically more upscale in order to increase capture, due to the high number of people who have been unemployed for an extended period of time. Be creative as our guests may be more cost conscious.
  - j. Look at food item that travel well as our guests will still be ordering to-go food.
  - k. All food should be from approved sources with thoughtful consideration towards traceability from this country.
13. Labor Costs - In order to properly sanitize in between each guest and ensure proper social distancing, anticipate an increase in labor and a potential decrease in average covers.
  - a. Wiping guest contact surfaces every two hours, will increase labor and productivity in certain areas of F&B.
  - b. Increase of servers in order to cover more square footage (complying with social distancing in catering and restaurants).
14. Heightened review on associate beverage standards. Lid/straw, not near/above food prep, beverage stations or ice wells.

15. Use disinfectant products that have been pre-approved by the U.S. Environmental Protection Agency (EPA) for use against emerging viral pathogens. Disinfectants should be applied during routine cleaning of guestrooms, public spaces, health club areas and meeting rooms. The current list of disinfectants with EPA pre-approval is available at <https://www.americanchemistry.com/Novel-Coronavirus-Fighting-Products-List.pdf>.
16. Prohibit interaction with delivery drivers and limit their movement in the facility.
17. Cleaning of a credit card when handed to an employee and the cleaning of it upon return.
18. Cleaning of a POS terminal between transactions or when a different employee uses it. (*disinfect via directions in section I – IT*)
19. Changing of gloves between customers or the regular use of hand sanitizer between customers.
20. Servers must do hand washing every 20 minutes for 20 seconds.
21. Greater access (and visibility) or hygienic products such as wipes and sanitizers on tables and in public areas. Installing more hand sanitizer stations in public areas and corridors as well as performing refills or inspections of these units during times when guests are around to see you do it. Hand sanitizer stations at beginning/end of buffet lines in bqts. Outlets located at buffet entrance/exit.
22. Auto opening/closing doors
23. Move kitchen stations (if at all possible) to create more space.

## 5. Catering & Event Operations

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### A. Meeting & Events

#### Sincere Collaboration

Collaboration is one of our core values. *We are stronger together and our shared goals lead us to continued success.*

Other organizations and industries embrace this same philosophy; collaborating during meetings and events, using our beautiful properties to accomplish their goals.

As a member of our PCH Hotels & Resorts Catering, Meetings and Events team, this guide will teach you the standards for superior operations.

#### Site Inspection

- Offer prerecorded or live virtual site tour/inspection.
  - Communicate local/state requirements for social distancing.
  - Educate and communicate with group leads/attendees on cleanliness processes
  - Follow public space protocols for frequency, process, and methods of cleaning for all M+E areas.

- Heavy focus on high-touch items and ongoing disinfecting/cleaning presence throughout spaces (pre-function, in-room, breakout, restrooms, etc.) for guest and associates
- Follow all local, state, or other guidance on social distancing, room occupancy, and spacing of M+E guests for both set up and ongoing execution of event similar to other areas of hotel. Utilize floor markings, signage, and furniture placement to ensure compliance.

Includes all business or social events (weddings, religious celebrations, etc.)

## **Meeting Service Apps - Technology for Contactless Meetings**

### Meeting Service App (MSA)

- MSA places contactless meetings management at the fingertips of meeting planners
- Encourage use of MSA in all the hotels in order to improve meeting planner communication and safety

### Mobile Check In & Key

- Allows loyalty members to use their smartphone as a room key to access guestrooms and common areas
- Highlight use in the proposal and offer to event/meeting planners to reduce contact and improve efficiencies
- Meeting attendees are highly encouraged to use this functionality, if your hotel has installed Mobile Key functionality.

## **SERVICE**

### **Associates setting up and refreshing event space always follow hygiene/PPE protocols:**

- Wear a mask
- Wash hands every 20 minutes for 20 seconds; or if hands become contaminated.
- Execute cleaning and sanitizing during breaks or other event points to inspire customer confidence

### **When to wash hands / wear disposable gloves:**

- Wash hands before wrapping utensils
- Wash hands before setting up for an event
- Wash hands before serving plated food
- Wash hands and wear gloves when handling ready-to-eat foods

- Wash hands and wear gloves if attending action stations
- Wash hands and wear gloves when breaking down after an event
- Wash hands and wear gloves when refreshing meeting space after a break
  - Where possible, prop doors open and 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.
  - Help guests adhere to distancing protocols for restroom occupancy

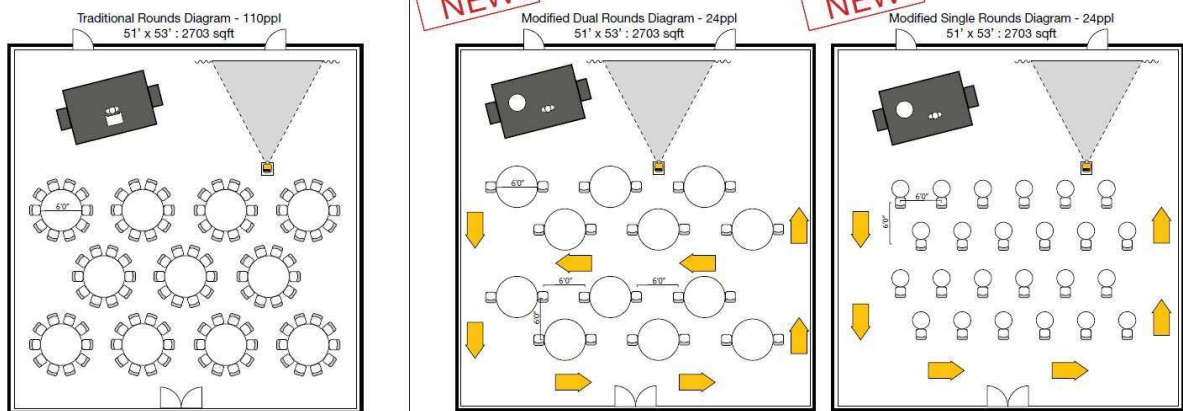
## B. Meeting Set-up

Meeting capacities must be reduced to align with social distancing guidelines and discussed with group customers

- Extra distance 3-6 feet, (1-2 meters) will be placed between tables at all times by conference attendees inside the meeting room.
- No community items will be set out; including candy, and writing pads.
  - Pens and single-sheet note pads available only upon request.
  - Sanitize pens before and after each meeting; dispose of unused single-sheet notepads.
- Ensure to follow local regulations.
  - Cocktail tables (receptions & cocktails) to be set up 6 feet (2 meters) apart
  - 60" inch round table – 4 guests
  - 72" inch round table – 6 guests
  - 6' foot schoolroom table – 1 guest
  - 8' foot schoolroom table – 2 guests
  - Theatre style: minimum three feet (one meter) between chairs (on all sides)

## Examples of Modified Room Set Ups

Floor Plan Option - 25 ppl Single Chair



Modified 10 ppl U shape  
Modified Classroom 10 ppl  
Modified Classroom  
Modified Rounds  
Marriott Set up / Appendix 1  
Marriott Set up / Appendix 2

## **Tradeshows and Table-top Exhibits**

- Tradeshows and table-top exhibits should have proper distancing between booths/tables and floor slicks to denote safe spacing
- No high-touch “communal” stations (water, charging, snacks, office supplies, etc.)
- Eliminate all promotional items to be shared by sponsors and exhibitors
- Sanitize all shared equipment and meeting amenities before and after each use or be single use if not able to be sanitized
- Discontinue use of all table décor and tablescaping.
- Each seat placement should have a one page note card, an individual bottle of water and a pre-packaged snack (to replace pads, pens, water pitchers and candy).
- No community items will be set out; including candy, and writing pads.
  - Pens and writing pads available only upon request.
  - Sanitize pens before and after each meeting.
- Sanitize tables & chairs prior to each set up.
- All carts or items used from transport must be sanitized prior to each use, and every 60 minutes while in use.
- Set up sanitizing stations in pre-function areas that are easily accessible to guests.
- Linens, if used, must be replaced (including underlays) after each use.

## **Signage**

- Use signage (lobby, meeting spaces) to show social distancing guidelines
- Ensure there is proper signage in meeting and pre-function spaces communicating social distancing and PPE guidelines.
- Provide clear marking for social distancing at during all coffee breaks, buffets, bars and registration areas

## **Audio Visual**

- Sanitize all equipment before, during breaks and after each event using proper cleaning protocols.
- Provide interchangeable microphone covers to be replaced during the meeting/event.
- Work with Meeting Planner to insert a slide in presentations reminding participants about physical distancing and other guidelines during the meeting.

### **Live Streaming - Provide Capability to:**

- Ensure privacy and security in a dedicated line and bandwidth.
- Connect to multiple platforms (i.e. Teams, Zoom, Skype).
- Stream content – e.g. presentations/videos from a separate source• Use high quality streaming available for interactive meetings.
- Use multiple video cameras with professional equipment.
- Connect multiple microphones to ensure individual voice streaming (up to 30 individual microphones).
- Have a digital moderator/facilitator to feed in questions from digital participants to the physical discussion.

### **Third Parties**

Third party vendors/contractors must receive and are expected to comply with PCH Health and Safety Guidelines.

Examples of third-party vendors include, but are not limited to:

- Entertainment Vendors
- Florists
- Props / Decorators
- A/V Production Companies
- Musicians / Bands

## **C. Food & Beverage**

### **Banquet Menus**

- Create temporary banquet menus to limit available offerings and increase as demand returns.
- Modify menus to showcase styles of service and items currently available.
- Offer customizable/personalized menu options
- Limit food and beverage offerings to items purchased from previously approved vendors with well documented food safety and hygiene protocol (Avendra vendors preferred).

## Sample Menu:

Morning Break	Lunch	Afternoon Break
<p><b>Server Attended Station</b> Freshly Brewed Coffee and Selection of Teas</p> <p><b>Individually Bottled</b> Flat and Sparkling Water Bottled Juices: Cranberry, Orange, Apple, Grapefruit La Colombe Draft Ice Latte Flavored Iced Teas</p> <p><b>Individually Jarred, Served on Ice</b> Raspberry and Blueberry Greek Yogurt Parfait Fresh Fruit Salad, Poppy Seed-Honey Yogurt</p> <p><b>Individually Wrapped Cookies</b> Oatmeal Raisin Peanut Butter Double Chocolate Chunk Chocolate Chip</p> <p><b>Chef Attended Station</b> Warm Cinnamon-Raisins Rolls Buttermilk Sugar Glaze</p>	<p><b>Server Attended Station</b> Kale-Minestrone Soup, Basil Pesto</p> <p><b>Individually Packaged</b> Roasted Beet Salad, Arugula Leaves, Goat Cheese, Citrus Vinaigrette</p> <p><b>Server Attended Salad Station</b> Cherry Tomato, Hardboiled Egg, Bacon, Gorgonzola, Onion, Ham, Turkey, Chicken,</p> <p><b>Individually Wrapped Under Headlamp</b> Pastrami Sandwich, Thousand Island Chicken Fram Sandwich, Provolone Cheese Vegan Grilled Cheese Sandwich</p> <p><b>Chef Attended Station</b> Beef and Fresh Ricotta Lasagna Roasted Tomato Coulis</p> <p>Charred Broccolini, Lemon Zest</p> <p><b>Jarred Desserts</b> Tiramisu Strawberry Shortcake Panna-Cotta</p>	<p><b>Server Attended Station</b> Freshly Brewed Coffee and Selection of Teas</p> <p><b>Individually Bottled</b> Flat and Sparkling Water Bottled Juices La Colombe Draft Ice Latte Flavored Iced Teas</p> <p><b>Individually Wrapped Whole Fruit</b> Tangerine, Bananas, Apples</p> <p><b>Individually Wrapped Tea Sandwiches</b> Ham, Aged Cheddar Spread Cucumber, Cream Cheese</p> <p><b>Individually Wrapped Donuts</b> Sugar-Cinnamon Maple-Pecan Chocolate Glazed Matcha Green Tea Espresso Coffee</p> <p><b>Chef Attended Station</b> Individually Wrapped Miniature Hot Dogs Ketchup, Mustard</p>

## Plated Events

- Guide Planners to the preferred plated service.
- Associates participating in plate-up and service must adhere to all required PPE guidelines.
- All plating equipment, including hot plates, cold plates, and belts should be washed and sanitized before and after use.
- They should remain covered and protected from contamination until ready for use.
- Discontinue pre-setting food on tables.

## BREAKS

- Discontinue communal coffee breaks
- Place coffee breaks in inside the meeting room maintaining a safe distance of more than 6 feet between stations (when possible)
- Multiple coffee/tea stations to be set up to avoid queuing (1 for every 25 guests)
- Coffee and other break items to be served by an attendant, with individually wrapped condiments available
- Beverages should be served to the guest (self-service is discouraged)
- Provide rolled or disposable flatware



- Encourage the use of individually served or wrapped menu
- No high-risk perishable food to be displayed for more than 2 hours

## **WATER**

- Opt for single service water – consider glass or cardboard containers when possible for a *Green*
- Eliminate the use of fountains or self-serve options
- Discontinue the use of sliced lemons/limes.

## **D. Buffets**

**Due to current state food service operational compliance standards, buffets are unavailable at this time. However, we want our associates to understand how to manage safe, sanitary buffet service as restrictions are lifted.**

## **Buffet Guidelines**

Once restrictions are lifted, buffet guidelines are provided below:

- Extra distance 3-6 feet (1-2 meters) will be placed between buffet tables
- Sneeze guards to be used when mandated by local authorities.
  - Recommend attendants wearing masks and other proper PPE equipment at buffets and/or action stations (removes the need for sneeze guards).
- Sanitizing stations placed at the front of the buffet line
- Buffet service attendants must wear masks and appropriate PPE (masks at all times, wash hands and wear gloves when attending buffet food service)
- Increase the number of action stations staffed with associates wearing PPE behind sneeze guards
- Buffets to include a reduced/limited number of menu items and can include:
  - Individually packaged items, such as pastries, yogurts, bottled juice
  - Live action stations where culinary staff plate individual portions ready for guests to pick up
  - Individual portioned and plated items
  - Lunches, or grab and go options are encouraged
- Buffets, utensils and equipment must be sanitized before, during (every 20 minutes) and after service, to include carts, hot boxes and any other items used for transport

## BANQUET MENUS

- Create temporary Banquet menus to limit the available offerings
- Modify menus to showcase styles of service and items available
- Offer customizable/personalized menu options
- Limit food and beverage offerings to items purchased from previously approved vendors

## MANAGING BUFFET AREAS

- When displaying food: hot food must be above 140F degrees and cold food below 41F degrees.
  - All food temps logged when placed on the buffet.
- Associates are to wear gloves (wash hands first), especially while replenishing food) and service to reduce cross-contamination.
- No re-used plates, utensils, or cups.
- HACCP Log A1 (see attached below) must accompany all buffet items and monitoring procedures must comply with standards.
- Disinfect all buffet line areas nightly.
- Coffee and Condiment Station
  - Disinfect area including equipment every 20 minutes.
  - Consider using single-serve creamers, half & half, etc.
  - Carafes, air pots are washed, rinsed and sanitized between uses.

## E. Bars

**All bars are to have a bartender – no self-service options. All Bars are to be hosted to eliminate the need for cash transactions where possible.**

- Bar/Alcoholic Beverages are served by using canned and bottled wines and beers in accordance with Alabama ABC liquor laws
- All bars set with associate sanitizing station (all bartenders trained how to use sanitizer properly), gloves available, trash receptacle behind bar, ample dry paper towels to accompany anti-bacterial gel.  
All bars set with associate sanitizing station (all bartenders trained how to use sanitizer properly), gloves available, trash receptacle behind bar, ample dry paper towels to accompany anti-bacterial gel.
- Where bars are equipped with sinks, associates should wash their hands after each prepared beverage,  
Where bars are equipped with sinks, associates should wash their hands after each prepared beverage,
- Line from bar to form 3-6 feet (1 - 2 meters) away from the front of the bar. Place bars at distances in accordance with CDC/WHO guidelines.

Line from bar to form 3-6 feet (1 - 2 meters) away from the front of the bar. Place bars at distances in accordance with CDC/WHO guidelines.

- Provide packaged sustainable straws and stir sticks as needed Social distancing signage reminders and line designations to be at all bars.

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- No monetary transactions, no tip jar. Use host bars whenever possible.  
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- Tear down should be done in the heart of the house whenever possible.  
Tear down should be done in the heart of the house whenever possible.
- No pre-sliced bar fruit/garnishes to be displayed. Have garnishes cut, wrapped and and stored for convenient access. Dispose of any remaining unpackaged food & beverage items.

No pre-sliced bar fruit/garnishes to be displayed. Have garnishes cut, wrapped and and stored for convenient access. Dispose of any remaining unpackaged food & beverage items.

### **Low - Medium Effort Bar**

To provide guest with a memorable and tasty beverage, while minimizing human contact with the drink as much as possible.

- Purchase canned wine and beer - the availability will vary by state and distributors.
- Display canned wine and beer in mini fridge or on ice.
- Bartender stationed by drinks with gloves and mask.
- The guests stay 6 feet (2 meters) apart and select a beverage.
- The bartender is supplied with sanitizing wipes to clean can before placing on the table near station.
- Bartender will provide ice and a glass upon request

### **High Effort Bars**

Provides guests with a memorable and tasty beverage, while minimizing human contact with the drink as much as possible

- Display drinks on ice or in windowed mini-fridge.
- Guest selects beverage, the bartender opens the can, garnish, adds ice and straw.
- The bartender is supplied with sanitizing wipes to clean can before placing on table near station – the guest picks up beverage from the table.
- Bartender will provide a glass and ice upon request

## **F. Post Event Procedures**

### **Post Event Tear Down**

Plan event tear down in a way that maximizes space for meeting planners/vendors - adhering to social distance of 6 feet.

During tear down, Associates and 3rd party vendors must wear appropriate PPE and follow hygiene practices.

Dispose of any remaining unpackaged food and beverage items.

Shared equipment and meeting amenities to be sanitized before and after each use, or be single-use, if not able to be sanitized.

All linen, including underlays, to be replaced after each use. Soiled linens to be transported in sealed single-use plastic bags into and out of the meeting rooms.

Following these procedures will help to ensure the safety of our Associates, guests and 3rd party vendors.

### **Billing**

- Educate and encourage Meeting Planners to use paperless billing.
- Sanitize pens and bill holders, if used.

## **6. General Outlet Guidelines**

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1. Revised hours of operation during reopening period to match occupancy and guest demands.
2. Any indoor or outdoor waiting area must be marked so that social distancing standards are met. One member of a party may be allowed in waiting area while other members of their party wait in their car.
3. Private dining spaces to become a premium and should be marketed – any outside private dining that can be imagined should be thought through—dining on the beach, picnic on the grounds, private dining rooms, chef's tables. Poolside cabana rentals may also see a surge in popularity as well.
4. Redraw all floor plans so that all dining tables can be spread out with 6 ft of distance from each seat. All bar stools should be marked with 6 ft of distance in between each stool. Bar stools can also be removed completely if needed to maintain 6 ft distance.

5. Wipe down (sanitize) menus, check presenters & pens after each seating including digital menus. Menus should be single use, laminated or digital. Discontinue use of coasters that are reused.
6. Existing porous placemats (including Chilewich style) to be replaced with single use disposable or non-porous placemats that can be machine washed and sanitized after each use. Or, removal of porous placements after each use and sanitized after the end of each shift. The par levels may need to increase on placemats in order to ensure proper sanitization of the mats in between use.
7. Rolled or one-use silverware to be used in all outlets. When silverware is rolled, gloves must be used during rolling.
8. If unopened individual condiments are re-used, they must be sanitized.
9. Hand sanitizer stations should be placed in suitable locations.
10. Do not re-use plates, utensils, or cups.
11. Outlet - Servers & Bartenders are to wear mask. Hand washing should be done every 20 minutes for 20 seconds. Where this is not possible hand sanitizer should be use between transaction. (removing the requirement to wear gloves)

Outlet – Servers & Bartenders working outside must have the mask properly worn when engaging with a guest, where social distancing is restricted.

12. Associate beverages should be covered with a straw and not kept near any food preparation area.
13. PR/Marketing
  - a. All social media sites to be updated frequently with current menus, operating hours, cleanliness & sanitation information.
  - b. OpenTable to update to reflect current offerings.
14. Social Distancing Guidelines Phase 1
  - a. Re-draw floor plans so that there is a minimum of 6 feet between tables. Break up larger rooms into smaller sections.
  - b. Bar chairs- Mark their positions on the floor
  - c. It is suggested that there is no more than 6 people at a table.

## 7. Outlet Operations

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1. Quick Service - Coffee Kiosk, Market, To-Go
  - a. Signage: Well-defined (signage) for to-go ordering & pick up areas are imperative.
  - b. To-go sequence of service to be established – curbside, dining on property.
  - c. To-go packaging must be durable and attractive.
  - d. Food presentation must look as good as it does on the plate.

- e. System of checking all bags & boxes to ensure all items are present (to-go silverware, appropriate condiments and quantity of condiments, etc).
  - f. Disinfect area including equipment every 20 minutes.
  - g. Consider using single serve creamers, half & half, etc.
  - h. Carafes, air pots should be washed, rinsed and sanitized between each use.
  - i. Servers / attendants are to wear gloves.
2. Breakfast/Buffer - Phase 1 is no breakfast buffet. A la carte or to-go only.
3. Full Service Restaurant
- a. Crayons for kids should come prepackaged and should not be reused.
  - b. Furniture to be sanitized after every meal period; tables to be sanitized before turning the table.
  - c. Phase 1, states tables no larger than **8 people** and social distancing of 6 ft.
  - d. A la carte, boxed breakfast/lunches, or grab and go options should be encouraged.
  - e. Bussing of tables when completed to dish line, DRA or person clearing must wash hands (20 seconds minimum).
  - f. Servers must hand sanitize with each CC and check presenter.
  - g. Server must wipe down check presenter and pen before giving to guests.
  - h. Server-side stations must be cleaned every 20 minutes.
  - i. Outlet - Servers & Bartenders are to wear mask. Hand washing should be done every 20 minutes for 20 seconds. Where this is not possible hand sanitizer should be use between transaction. (removing the requirement to wear gloves)  
Outlet – Servers & Bartenders working outside must have the mask properly worn when engaging with a guest, where social distancing is restricted.
4. Bars
- a. Assure no bare hand contact with ready to eat food (garnishes) for bartenders. Gloves should be used when touching glassware or ready to eat foods. Tongs can also be used to place condiments.
  - b. Disinfect area including equipment every 20 minutes. (*disinfect IT equipment via directions in section I - IT*)
  - c. Do not display open garnish jars. Drink garnishes should not be displayed.
  - d. Equipment including shakers, spoon, ice scoops, etc. should be washed, rinsed and sanitized every 20 minutes.
  - e. Evaluate placing a barrier over wells and stations.
  - f. No bar snacks to be used unless they are individually portioned out.
  - g. Outlet - Servers & Bartenders are to wear mask. Hand washing should be done every 20 minutes for 20 seconds. Where this is not possible hand sanitizer should be use between transaction. (removing the requirement to wear gloves)  
Outlet – Servers & Bartenders working outside must have the mask properly worn when engaging with a guest, where social distancing is restricted.

5. Concierge Lounge - Closed
6. In Room Dining
  - a. To-go packaging and delivery ends at the door. Please refer to the Marriott document on the global source.
  - b. Disinfect food carts after every use.
  - c. If using golf carts to deliver food, golf carts should be preassigned out to associates prior to the shift if possible.
  - d. In room dining menu to be laminated and wiped down by housekeeping when cleaning the room. Also considering adding a QR code to menu so the guest can download the menu to their phones instead of touching the menu.
  - e. Outlet - Servers & Bartenders are to wear mask. Hand washing should be done every 20 minutes for 20 seconds. Where this is not possible hand sanitizer should be use between transaction. (removing the requirement to wear gloves)
7. Pool
  - a. Phase 1 - to go packaging to limit contact with guest and food
  - b. 6-foot social distancing
  - c. Outlet - Servers & Bartenders are to wear mask. Hand washing should be done every 20 minutes for 20 seconds. Where this is not possible hand sanitizer should be use between transaction. (removing the requirement to wear gloves)  
Outlet – Servers & Bartenders working outside must have the mask properly worn when engaging with a guest, where social distancing is restricted.
8. Beverage Cart
  - a. 6-foot distance to customer
  - b. All products wrapped or pre-packaged
  - c. Gloves should be used by Beverage Cart Attendant
  - d. Mini liquor bottles or use of gloves when handling larger liquor bottles
  - e. Consider stationary beverage carts on course if needed
  - f. prewrapped cocktail garnishes to limit associate contact with ready-to-eat foods

## 8. Culinary, Stewarding & Purchasing

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1. Check all high temperature dishwashers every two hours to ensure final rinse is 180°F (82° C.) degrees.
2. Disinfect all buffet line areas nightly. View Buffet Operating procedures.
3. Sanitize all food preparation tables every 2 hours or between each task.
4. All work stations are to be cleaned and disinfected before and after each shift.
5. Disinfect all handles including cooler, ovens and sinks before and after each shift.
6. All culinary & stewarding associates are to wear gloves during hot and cold food preparation. Change gloves between each task and for final plating.

7. Cooking utensils and tools are to be cleaned and sanitized every 20 minutes or stored in a sanitizer solution when not in use.
8. Disposable tasting spoons should be available in every kitchen for single use.
9. All culinary managers, supervisors/lead cooks to be ServSafe Certified (or comparable) within the first six months of employment.
10. Reposition work stations to allow six feet of social distancing.
11. Evaluate re-opening menus to ensure they can be safely executed on a high level with minimal staffing.
12. Culinary managers to conduct GFSA monthly and report findings to EC member with action plans.
13. 3 compartment sinks should be maintained and sanitizer sink changed every 2 hours.
14. Any transporting of food, equipment and service wear throughout the hotel must be properly covered to avoid potential cross contamination.
15. All bins, racks and transportation wheels should be cleaned and sanitized after every use.
16. Fresh produce received should be checked and removed for its original container and stored in a washable bin (preferably clear).
17. Collaborate with vendors to ensure they are following sanitation protocols that are aligned with our standards.
18. Any deliveries made from a driver that is displaying symptoms may be rejected.

## 9. Associate Cafeteria

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1. Associates must wash hands prior to entering and upon exiting the associate cafeteria.
2. If there are social distancing concerns due to number of associates in the cafeteria at one time, a secondary space should be identified.
3. Tables and furniture to be sanitized every 20 minutes and/or after every meal.
4. Tables and furniture should be placed six feet apart to allow for proper social distancing.
5. Associates must have access to self-table sanitation stations. These must be set up in the dining area, 1 per 20 seats and refreshed hourly.
6. Unopened individual condiments to be used. Salt and pepper shakers should be removed and offered in packets. If not, they need to be sanitized after each use.
7. Coffee, tea and beverage stations to be serviced by an associate wearing mask & gloves.
8. Individually packaged food “grab and go” is recommended. If not, food should be served by an associate wearing gloves to reduce the risk of cross contamination. Do not overstock food display.
9. Serving utensils should be kept in sanitizer solution when not in use.
10. Food service area should be sanitized every 20 minutes.



11. If individual food service is available, food should remain covered and only opened from the attendant side when items are being served.
12. All food items temperatures must be checked and logged in the A1 HACCP form.
13. If an associate sneezes or coughs over the food service area, all food items must be discarded and the area sanitized.

## 10. Miscellaneous

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1. Required and suggested signage - should be consistent across PCH portfolio
  - a. Signage: each restaurant/store must have posted at the entrance, a sign with the following verbiage...
    - i. Individuals who have a fever, cough or any sign of sickness should not enter
    - ii. or Post sign on door that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant
  - b. Social Distancing signs - suggested verbiage
    - i. On doors - "Please maintain a minimum 6-foot distance to comply with social distancing standards. Thank you for your cooperation."
    - ii. On tables - "For public safety, please sit at least 6 feet from other guests. Thank you".
  - c. "For your safety we have increased our normal cleaning procedures with a focus on high contact surfaces."
  - d. Handwashing signage to be present in all restrooms that explains the importance of proper hand washing including the use of a paper towel to open the exit door of the restroom.

# E. SPA OPERATIONS

## 1. Signage

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- Covid-19 sign at the spa points of entry (provided) stating that any customer who has fever or other Covid-19 symptoms must reschedule their appointment. \*
- Room Sanitized Sign- for Spa Treatment Rooms (recommendation)
- Tools Sanitized Sign- for Salon Stations (manicure/pedicure/hair stations)
- Social Distancing Sign- in Spa Lobby; place in spa lounges when cleared to re-open.

## 2. Spa Appointment Confirmations

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1. Text/Email confirmations to include a covid-19 disclaimer, created by PCH Corporate Spa Dir, to include information on the facility usage closed until further notice. If guest is experiencing covid-19 symptoms to reschedule their appointment by contacting the spa.
2. Spa Reservation Protocol:
  - All appointments (including OBE) to be confirmed, at latest, 1 day prior to appointment.
  - Advise guest of appointment procedures and the spa facilities/lounge unavailable until further notice.
    - Guest will be made aware that they will leave the spa facility after their appointment concludes after the checkout process.
  - Advise the guest that they will be provided a consent form upon arrival to confirm there are no symptoms related to Covid-19.
  - Advising Guest of Arrival Time:
    - Salon Appointments: with spa facilities/waiting areas being closed until further notice, guest will be advised to arrive at the exact time of their salon appointment.
    - Massage/Facial/Body Appointments: guest is advised to arrive 10min before the appointment begins to give time to change for the service inside the treatment room.
      - Add additional 15min clean up time to massage/body services to flip the treatment room and properly sanitize.

### 3. Spa Consent Form

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1. Spa Consent Form to be completed by each guest prior to appointment and returned to spa front desk to keep on file until further notice: Have you been exposed? Have you traveled recently? Have you had a fever? Agree to voluntary consent for services? Etc. \* (To be designed/provided to spa locations by PCH Corporate)
  - All guests must consent to being symptom free to receive any spa/salon services.
  - Refusal Due to Symptomatic Consent: "For the safety of our guests and associates, following the State of AL guidelines, we are unable to render any spa/salon services to guests that are experiencing symptoms related to Covid-19. We will waive any cancellation fees for your reservation due to your symptoms and would be delighted to schedule your reservation for another date."
    - **Service must be deferred for 10-14 days.\***
  - Keep consent forms on file until further notice.
    - **Best practice would be to file by date. Staple all consent forms daily and drop into designated storage container.**
  - Guest will need to complete a consent form each time they visit the spa. The consent form will only be valid for the date submitted.
  - Spa Guests **not required** temperature check
    - If the spa guest is unsure if they have a temperature, the touchless temperature check can be offered as a courtesy.
    - Verbiage for presenting the consent form:
      - "To begin your spa/salon journey, please complete the spa consent form verifying you are not experiencing any Covid-19 related symptoms. If you are unsure if you have a fever, we are able to offer you a contact-free temperature check for your convenience"

SPA CONSENT FORM - COVID-19

**SPA Trail**  
ON THE ROBERT TRENT JONES GOLF TRAIL

Guest Name: \_\_\_\_\_

Date of Service: \_\_\_\_\_

Have you traveled to any country deemed "high risk?" YES ☐ NO ☐

To your knowledge, have you been exposed to COVID-19 within the last 14 days? YES ☐ NO ☐

Have you experienced any of the below symptoms within the past 7 days?

Fever:	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Cough:	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Shortness of breath or difficulty breathing:	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Chills:	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Muscle pain/weakness:	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Headache:	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Sore throat:	YES <input type="checkbox"/>	NO <input type="checkbox"/>
New loss of taste and/or smell:	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Signature to receive spa/salon service: \_\_\_\_\_

\*By signing this form, you are voluntarily consenting to receive a spa/salon service.

#### 4. Clock in Procedure (Spa Providers):

1. All Spa **Providers** to have temperature taken upon beginning work each day (before their 1st client). \*
  - Symptomatic Temperature: 100.4 F and above
  - Temperature tool to be supplied to the spa.

#### 5. Spa Lobby/Retail/Front Desk

1. Remove any retail product testers that are not in a pump container and store until further notice.
  - Staff to assist a guest with testers and use disposables to prevent any contamination.
2. Hand Sanitizer/wipes to be available to guest upon arrival in the spa lobby. \*
3. Clean computer station/POS at the beginning and end of each shift. \* (*disinfect via direction in section I – IT*)
4. Sanitize entry door handles 3x per day. \*

5. Space computer workstations/employee terminals 6ft. Apart. \*
6. Customers can insert their own card into payment terminal; however, not mandatory. \*
7. Sanitize pen after receipt is signed; receipt to be left on counter after guest signs. \*
8. All associates are required to wear a mask when in guest areas.

## 6. Spa Common Areas

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1. Steam Rooms, Whirlpools, Saunas, Waiting Areas will be closed until further notice. \*
2. Guest will be escorted directly to treatment room for treatment until spa facilities are re-opened.
  - If lockers are used for changing:
    - Locker will need to be sanitized after each use, including the key pad of the locker.
    - To maintain social distancing, lockers will need to be assigned 6ft distance.
3. Guest are not allowed to sit in the waiting area per re-opening guidelines\*
4. Spas will not offer F&B, including complimentary beverages, until further notice.
  - When lounge/spa common areas are re-opened, F&B offerings will be reviewed.

## 7. All Spa Staff

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1. All associates are required to wear a mask when in guest areas.
2. Staff will not be allowed to congregate in break room.\* Discuss property specific procedure on break room and social distancing.

## 8. All Spa Service Providers

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1. Spa services by appointment only. \*
2. Spa Service Providers to wear face mask during spa service. One facemask can be used per day. \*
3. Spa Service Providers to wear gloves during spa service. Gloves will be disposed of and changed after each client. \*
  - Massage Therapist: **not required** to wear gloves during massage/body treatments. \*
  - Hair Stylists: **not required** to wear gloves while cutting hair. Stylist will wear gloves while rendering all other treatments. \*

4. Require guest to wash hands and sanitize prior to receiving massage (Ask guest to sanitize their hands in the spa lobby or locker area before being escorted to service provider). \*
5. Facility Passes: not-available until further notice, facilities unavailable; spa services by appointment only. \*
6. # of guests allowed in spa facility: 8 people per 1,000 sq. ft. or 50% of Fire Marshall capacity. \*
7. Refrain from shaking hands with guests upon greeting.
8. Couples Massage Services
  - Effective 6/3/20, couples massages services are now allowed.
  - Providers will maintain 6ft social distancing throughout the duration of the massage service being rendered.
    - Based on the treatment room set/up and square footage, if unable to maintain 6ft. social distancing between providers at all times, couples massage will not be able to be offered at the location.
  - If Spa Provider is uncomfortable rendering the couples service, not mandatory for the specific provider and allow to opt out.
  - Couples are considered to be from same household, so there is no violation of guidelines set forth by state/AL Board of Massage Therapy.
    - If the two individuals receiving the side-by-side massages are not from the same household (friends), due to state guidelines and social distancing directives, these guests will receive individual massages in separate treatment rooms.
    - Verbiage for reservation process: "In order to book the side-by-side massages, please confirm both individuals are from the same household."
9. Prior to Spa Service: Wash hands with soap & water upon entering the treatment room or beginning the treatment. \*
  - Communicate to the guest that you have sanitized your hands before you begin the service.
10. After the Spa Service: Wash hands with soap & water at close of spa service. \*
11. After each service, sanitize all equipment, chairs, tables. This will include manicure stations, pedicure stations, massage tables, face cradles, hair capes, etc. with approved Ecolab Disinfectant Wipes. \*
12. Spa Providers to review AL Board of Massage Therapy & AL Board of Cosmetology by Laws. Spa providers are to abide by these rules in everyday operation and asked to review the rules/regulations. \*
13. Any spa equipment/items used on a client's face will need to be either properly sanitized or disposed of after use.
14. Refrain from using Eye pillows unless protective disposable covering is used.

## 9. Hair

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1. Salon with 4 or fewer stylists may resume operation and follow social distancing. Salon with 4 or more stylists' schedules will need to be staggered so no more than 50% of stylists will be in the salon at one time. \*
2. Styling stations to be separated 6ft distancing. \*
3. Sanitize all equipment including capes and chairs after each client and at end of shift. \*
4. Salon to not provide any books, magazines, reading material to clients. \*

## 10. Nails

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1. Salon with 3 or fewer technicians may resume operation and follow social distancing. Salons with 4 or more technicians must stagger work schedule so that no more than 50% of the normal number of technicians will be in the salon at one time. \*
2. Technician stations will need to be spaced 6 ft. apart. \*
  - Pedicure Chairs: if chairs are not 6 ft. apart, space accordingly or eliminate side-by-side pedicures. \*
  - Manicure Stations: Stations are mobile and move to abide with 6ft. Distance. \*
3. Sanitize all equipment after each client to include manicure station, pedicure chairs, and all tools using the AL Board of Cosmetology by laws. \*
4. Salon will not provide books, magazines, or any reading material to clients. \*
5. Guest is required to wash or sanitize hands prior to nail service. \*

## 11. Fitness Center

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1. Disinfect all equipment 3 times per day. Focus on disinfecting at the conclusion of peak times. (cardio, weight machines, free weights, balls, etc.)
2. Place every other cardio machine out of order to promote social distancing.
3. Rotate cardio machines in use each day to help extend life of the equipment.
4. Ensure disinfecting of water dispensers during cleaning
5. Remove all collateral on shelves and or machines
6. Remove fruit/treat offerings
7. Ensure proper antibacterial gym wipes are being utilized
  - *Clorox Hydrogen Peroxide Cleaner Disinfectant Wipes (Available thru Dade)*
8. Signage: Separate signage package promoting social distancing and maximum occupancy of Fitness Centers.
9. Occupancy limited to 50% of normal capacity

10. Prohibit patrons and guests from accessing showers, hot tubs, steam rooms, lockers, saunas and other recreational water or spa facilities.
11. Associates are to wear mask and gloves.

\*Denotes Alabama Phase 1 Re-Opening Guidelines

## 12. Supplies Needed

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1. Hand Sanitizer Stations (some already in place in public areas)
2. Ecolab Disinfectant Wipes
3. Gloves
4. Masks

### **FAQ:**

#### **What measures have the PCH Spas put in place to ensure safety during the covid-19 pandemic?**

- Following the State of AL & CDC Guidelines for operation
- All spa providers have their temperature checked before beginning their shift
- Each guest consents to no covid-19 symptoms before having a spa/salon service
- Treatment Rooms/Work Stations are thoroughly sanitized after each treatment.
- All Spa Providers wear masks.
- Cleanliness/Sanitation by the AL Board of Cosmetology/Massage Board Standards are all upheld on daily basis.

#### **Are guests allowed to wear PPE to their appointment?**

Yes, guests are allowed to wear PPE including gloves and masks to their appointment; however, this is not a requirement.

#### **If a guest requests a mask from the spa for their service, are we required to provide?**

Guest will be encouraged to bring their own PPE. If a guest specifically requests the spa to provide them with a mask for their appointment, based on the supply at your property, we will allow the guest one mask during their spa visit. This will not be an item that is offered to each guest as they visit your spa location.

#### **When are these guidelines in effect until?**

The Phase 1 guidelines are in effect until further notice. We will then enter Phase 2 based upon state and national guidelines.

#### **What if a client consents to any of the symptoms listed on the consent form?**

Due to the risk of exposure and following the state guidelines, we will not be able to render the guest's spa services on that day. The guest will be offered two options: to either re-schedule their appointment or cancel the reservation, all fees waived.



# F. TENNIS

## Protocols

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1. Single / Doubles play allowed – please adhere to the 6 feet social distancing rule
2. Wear Gloves on the non-dominant hand (touches Tennis Ball)
3. When switching sides, only on opposite side of net post (we prefer no change overs)
4. Clinics are limited to (4) players per court

# G. GOLF

## 1. Golf Re-opening Procedures

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1. Continuous cleaning and sanitizing of pro shop area per the PCH guidelines.
2. All staff to where approved PPE while servicing guest areas. Staff will wash and sanitize hands after touching any guest equipment including, clubs, bags and shoes.
3. Suspension of shuttle service due to placing customers and staff within close proximity to each other. Shuttle service will return as the state loosens distancing guidelines.
4. Check-in as many members and guests outside as possible. Limit the number of people gathering in the pro shop to eight at one time. This will be managed by radio communication.
5. Trying on of merchandise in the change room is suspended until distancing guidelines change.
6. Move to a no cash facility.
7. Carts will be thoroughly sanitized before and after cart usage and will be sanitized throughout the day before being re-used. Notice stating, "THIS CART HAS BEEN THOROUGHLY SANITIZED FOR YOUR SAFETY" will be placed on the steering wheel of each cart to ensure the guest they are using a sanitized cart.
8. Carts are limited to one player and one bag per cart unless the riders are family members (family members riding together will happen upon the Governor opening the state). This is a phase one item.
9. Rental and demo equipment will be sanitized before and after each use.
10. Towel service is suspended until further notice.

11. Rakes have been removed from bunkers on both courses. Players are advised to improve their lie in bunkers if ball comes to rest in a foot print.
12. Sand scoops have been removed from sand boxes, staff to fill divots.
13. Players are advised to leave the flag in the hole while putting. This is in accordance with the new USGA rules of golf.
14. Spacer will be placed in cups to eliminate the ball touching the bottom of the cup, thus making it safe for players to get the balls out of the cup.
15. Sanitizing dispensers are placed at all drinking water stations on the course and all touch points around the clubhouse.
16. No shot gun starts, tee times only.
17. Gathering upon completion of round will follow guidelines set out by the Governors re-opening plan. Social distancing will be strictly enforced in the clubhouse area.

## 2. Practice Facility

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1. Practice facility to operate normal business hours 7:00am – half hour before dark.
2. Caddyshack area to be continuously sanitized each day. Bathrooms to be sanitized every two hours per PCH guidelines.
3. Beverage service to resume upon the Governor opening the state.
4. Seating in and around the Caddyshack to follow social distancing guidelines set by the state.
5. Loaner clubs to be sanitized before and after each use.
6. Practice balls to be washed with acceptable soap and bleach to ensure proper sanitizing.
7. Spacing of hitting areas will be 24 feet to ensure social distancing guidelines are followed.
8. The short game balls will be in shag bags behind the counter in the Caddyshack where they can be signed out for use. The bags will be sanitized each time they are used, players will be asked to bring the shag bag back **full** of balls after each practice session. This will ensure that the player is the only person to touch the bag before being sanitized for the next practice session.

## 3. Golf Maintenance

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1. Maintenance staff is to follow all cleaning protocols set forth by PCH guidelines
2. Two associates will be assigned to sanitizing all equipment used each day. This will assure consistency in proper cleaning of equipment. Equipment operators will be encouraged to wipe down equipment before its daily use.

- 3 Maintenance work schedule has been changed to two eight-hour days (Monday & Tuesday) and four six-hour days to control gathering for lunch. On Monday's and Tuesday's additional bistro tables will be set up so staff can spread out while breaking for lunch.
- 4 Admin Assistant to send out a daily report of staffing numbers as the golf maintenance department is permitted to be fully staff. Report will help in managing staff recruiting as conditions improve and operations return to normal.

## H. KIDS CAMP / PLAYGROUND

1. Disinfect furniture and hard services based upon volume of use
2. Place hand sanitizer stations in suitable locations
3. Disinfect toys, books, kid's equipment after use
4. Remove toys that cannot be disinfected
5. Signage denoting social distancing

## I. LOSS PREVENTION

### 1. Additional LP Office Duties/Procedures

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1. Disinfect all Key Sets and Radios upon return. (*disinfect via directions in section I – IT*)
2. Disinfect work station every two hours, during rotation. This is to include: desk, phone, keyboard, door handles, etc. (*disinfect via directions in section I-IT*)
3. Wear gloves during the dispensing/receiving of keys and radios.

### 2. Additional LP Patrol Duties

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1. Disinfect/clean all entrance/exit door handles ie; vending room doors, common access doors. Meeting rooms doors. (Evening and Overnight shifts)
2. Disinfect/clean all door handles to back of the house areas.
3. Disinfect/clean elevator panels in guest elevators. (overnight)
4. Disinfect Elevator call buttons on floors. During each floor check.

5. Disinfect/clean high touch areas in company vehicles. (overnight)
6. Disinfect/clean railings in stairwells.
7. Disinfect/clean fitness center equipment including door handles. (Overnight)
8. Deliver guest amenities as needed.
9. Disinfect/clean game rooms each patrol. (If applicable)
10. Disinfect /clean golf cart after use. (If applicable)
11. Disinfect/clean pool gates.

### 3. Additional Practice

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1. Face mask and gloves to be worn when providing medical assistance to guest or associate.
2. Gloves to be worn when handling all lost and found items.
3. Continually wash hands and practice social distancing guidelines.
4. Temperature Checks Staff – per PCH Infectious Disease Prevention & Mitigation Policy.

## J. INFORMATION TECHNOLOGY

### 1. IT – Equipment Disinfecting

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1. All electronic equipment – PCs, Micros workstations, etc. are to be disinfected at the beginning of the shift, during the shift every 2 hours, or prior to another associate using the equipment, and at the end of the shift.
  - a. Administrative equipment – disinfecting should take place at the beginning of your shift and after anyone else has used the equipment.
2. Disinfecting is to be done by wiping down with a microfiber cotton cloth dampened with an alcohol based cleaner (70% isopropyl alcohol). While wearing gloves gentle wipe the keyboard, mouse, screen, key encoding machines, credit card machines, and all surfaces that have been touched. The computer should be locked (using CTRL + ALT + DELETE) prior to wiping down keyboard, mice, and then login/unlock again afterwards to prevent unwanted keystrokes/mouse clicks.

\*\*\* Do not spray liquid directly on any electronics.

## 2. IT – Additional Procedures

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1. IT personnel should always attempt to provide remote assistance to associates via our currently established tools first to avoid visiting an associate's work space.
2. If physical presence is required to observe/troubleshoot, IT should attempt to verbally guide associate through troubleshooting steps if feasible, while maintaining as much distance as possible.
3. In the event the first 2 options are not able to resolve the issue, IT will put on gloves when physically interacting with an associate's workstation equipment in the normal course of duties and dispose of them when leaving that workspace.

# K. THIRD PARTY VENDORS/CONTRACTORS

1. Third Party Vendors / Contractors are expected to comply with standards. Notification of standards will be provided. (IE. JCI, Ecolab, Jesco, Doster, PSAV, etc.)