

Hotel Housekeeping in a **COVID-19 World**

During these challenging times, it is essential to retrain your housekeeping staff. Hotel housekeeping can often be fast-paced, and corners should never be cut in an effort to save time - especially now.



Here are a few measures to think about implementing

- Train your staff on 'Universal Precaution' methods
- Maid staff should wear disposable gloves at all times during cleaning, and wear a new pair for each room to avoid cross-contamination.
- Maid staff needs to be taught the proper method of removing gloves, and their proper disposal to avoid cross-contamination.
- Maid carts should either be assigned to Team members or sanitized before use each day.

Have the maid staff look at the guest rooms differently. Look at a room and clean all of the areas that are touched regularly at their homes like:

- Door jams, the sides of doors (just above the handle)
- Remote controls
- Sides of shower curtains
- Tops of headboards
- Electric sockets, & Around charging stations
- Chair frames
- Showerheads
- Shower valves – (even behind the valve handles)
- Hair dryers - the body, plug, and cord



It is important to clean the areas that most people touch without thought and out of habit.

- Disinfect in-room telephones.
- Master keys should be sanitized daily.
- Disinfect handles to mops, dusters, vacuums, toilet brushes, and spray bottles daily.
- Disinfect the staff break room and all appliances, handles, and tables.
- A staff member should attend the elevator to disinfect the call buttons as guests disembark.
- Bell truck and luggage cart handholds need to be disinfected after each use.
- Sanitize vending machines, guest laundry (machines, soap, and change dispensers, surfaces, door handles, door jams, and seats.) Remove pamphlets, maps, menus, and magazines from common areas.
- Disinfect seats, tables, lamps, and all areas that are commonly touched by guests in lobbies and common areas.

OTHER MEASURES CAN INCLUDE:

- Breakfasts should be staffed, and have only staff members serve breakfast foods.
- Spread breakfast tables so that they meet the safety distance standards that are currently in place.
- Have front desk staff wear disposable gloves.
- Remove containers of pens at the reservation counters.
- Install automated hands-free hand sanitizer stations throughout the lobby, by the elevators, and on all floors.
- Properties with saunas, hot tubs, and steam rooms should refer to CDC guidelines for proper protocols and precautions.
- Keep disinfectant wipes, and a waste pails beside public phones.
- Lock every other stall in public bathrooms to maintain the recommended distance protocols.
- Proper safety protocols need to be taken in regards to disinfecting fitness rooms, and equipment.