

PP PRINCESS RESORT

COVID – 19 GUEST HYGIENIC SAFETY PROCEDURES

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GUESTS PRE – CHECKIN PROCESS



Bell Boy wait for pick up customers from the pier to the hotel lobby with their luggage.



Temperature Check for Check-in & Facilities' Guests.



Provide Alcohol Dispenser units for guests to use.

Pre – Check in Procedure Staff at the Front on the Property are required to wear COVID – 19 Protective equipment at all times.

- **Sanitary / Cloth Mask** : Must be worn before entering the property.
- **Sanitary Gloves** : Must be worn when entering the Workstation.
- Staff must sanitize their hands with the gel alcohol dispenser before entering the hotel premises.
- All Staffs are required to do a body temperature and COVID – 19 symptoms check when entering the property.
- If a staff is showing COVID – 19 symptoms – the staff should be dismissed from the duty and required to visit a doctor and cannot resume work without a medical certificate.

Temperature Check Scaling for COVID-19 : $36 - 37^{\circ}\text{C}$ – Normal Body Temperature. Guests with high body temperatures above standards are asked to wait for rechecking at the Pre – Check in area.



Guest are asked to wait in the Reception Area While Check – In Staff prepare for Guest Registration Process.

And provided with 1 Set of COVID – 19 Preventive kit.
Consisting of 2 Face Masks and 1 Hand Gel.
(Instead of a Welcome Drink and Hand Towel)

Concierge is required to wear COVID – 19 Protective equipment at all time when ushering guests or carrying guests' luggages.

- **Sanitary / Cloth Mask** : Must before entering the property.
- **Sanitary Gloves** : Worn before entering the workstation.



- Common Areas with hard surfaces are cleaned with disinfectant liquids (ECOLAB). While Sofas or Facilities with soft surfaces are cleaned on a daily basis. The common areas are sanitized every 2 hours.
- (ECOLAB disinfectant liquid is certified by The U.S. Environmental Protection Agency. And is used by leading hotels worldwide.)
- Instant Hand Sanitizer Gel Shall be provided to guest, available
- each guest's contact outlet and public area.



Guests are welcomed at the Check – in Table, protected by a plastic/acrylic divider.



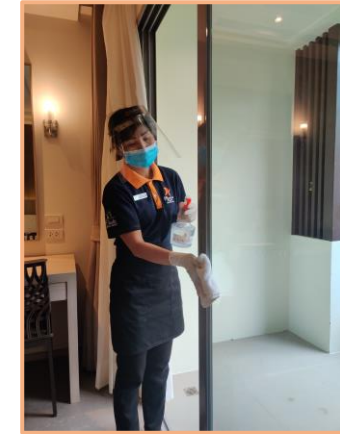
All equipments such as pens, key-card for Check – in procedure will be sanitized with 70% Alcohol before and after every use.



- A health assessment form is given to the guests to fill in and kept for Health & Safety check purposes
- Check – in, front Desk, Guest Relations Staff are trained to spot COVID-19 Symptoms.
- If the staff see any suspicious situation that is relevant to COVID-19 symptoms, She/he must inform to Manager immediately.
- If Guests had been recently from Chana (include Macau and Hong Kong), Iran South Korea, Italy in less than 14 days will not be allowed to enter the property until receiving official announcement from Ministry of Health Thailand.

Check – in Process Staff is required to wear COVID-19 Protective equipment at all times.

- **Sanitary / Cloth Mask** : Must be worn before entering the property.
- **Sanitary Gloves** : Worn before entering the Workstation.



- Hard surfaces such as Doorknobs, Bathtub, Faucets, Showers, Toilet Bowls, Counters and Tables are cleaned with disinfectant liquids through a deep clean check – list process. While Sofas or facilities with soft surfaces are cleaned daily.
- Emptied Trash are cleared into trash bags and sealed immediately.
- Daily floor sweeping and vacuuming.
- Daily change of pillowcases, bed sheets, curtains and used towels are placed in leak resistant laundry bags and sealed before sending to the laundry room for cleaning with disinfectant liquids and high temperature.(And also after check out)
- Air Conditioning is being cleaned once a week. Air Conditioning filter cleaned or changed regularly

Check – in Process Staff is required to wear COVID-19 Protective equipment at all times.

- **Sanitary / Cloth Mask** : Must be worn before entering the property.
- **Sanitary Gloves** : Worn before entering the Workstation, when cleaning guest's rooms.
- **Face Shield** : Worn before entering the workstation, when cleaning guests' rooms.

All the housekeeping staffs have proper training about COVID-19 and virus spread.



- All common areas will be cleaned with disinfectant liquids every 1 hour. High-use and high-touch areas, such as reception areas, public restrooms and door handles, handrails, staircases, lifts, lift buttons, light switches, taps, toilets, key cards, computers, pens and anything else that can be touched by hand will be cleaned every 15 minutes or after guests used.

- Disinfectant spray and ozone treatment to be used regularly along room corridors.
- Instant Hand Sanitizer Gel Shall be provided to guest, available at each guest's contact outlet and public area.

House Keeping is required to wear COVID – 19 Protective equipment at all time while on duty.

- **Sanitary / Cloth Mask** : Must be worn before entering the property.
- **Sanitary Gloves** : Worn before entering the workstation, when cleaning guests' rooms.

All the Housekeeping staffs have proper training about COVID-19 and virus spread.



Temperature Check for Restaurants' Guests.



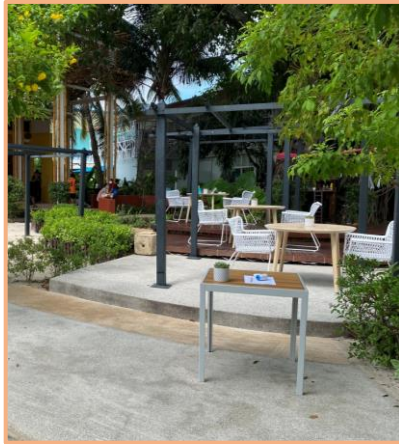
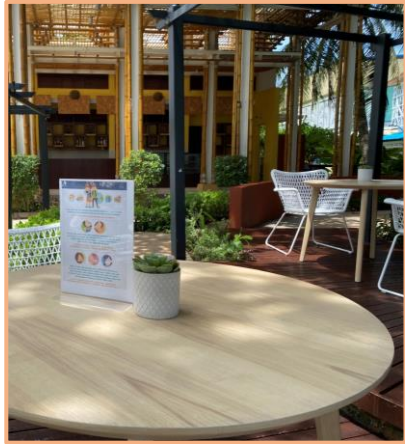
Provide Alcohol Dispenser for Guests to use.



F&B Staff at the Front of the Property are required to COVID-19 Protective equipment at all time.

- **Sanitary / Cloth Mask** : Must be worn before entering the property.
- **Sanitary Gloves** : Worn before entering the Workstation.
- Staffs must sanitize their hands with the gel alcohol dispenser before entering the hotel premises.
- All Staffs are required to do a body temperature and COVID-19 symptoms check when entering the property.
- If a staff is showing COVID-19 symptoms – the staff should be dismissed from the duty and required to visit a doctor and cannot resume work without a medical certificate.

Temperature Check Scaling for COVUD-19 : $36 - 37^{\circ}\text{C}$ – Normal Body Temperature. Guests with high body temperatures above standards are asked to wait for rechecking at the Pre – Check in area.



- Hard surfaces such as Counters, Tables, Chairs, Menus are cleaned with disinfectant liquids daily and after every use. Facilities and Equipment with soft surfaces are cleaned daily. (Menus are cleaned before and after guest use.)
- Each table will be set up with a preventive distance (social distancing) of 2 meters from one another.
- Cutleries and napkins will be provided in a sealed plastic bag with disinfectant. (Napkins are single use only.)
- The cutleries, plates and glasses are always washed in high temperature dishwashing machine.
- Acrylic Dividers are placed between tables for more than 1 person.(And sanitized daily.)

F&B is required to wear COVID-19 Protective equipment at all time while on duty.

- **Sanitary / Cloth Mask** : Must be worn before entering the property.
- **Sanitary Gloves** : Worn before entering the workstation.
- **Face Shield** : Worn before entering the workstation.

All the F&B staffs have proper training about COVID-19 and virus spread.



F&B Staffs taking orders are required to stand at least 1 meter away from guests (Contactless).

F&B staff is required to wear COVID-19 Protective equipment at all time while on duty.

- **Sanitary / Cloth Mask** : Must be worn before entering the property.
- **Sanitary Gloves** : Worn before entering the workstation.

All the F&B staffs have proper training about COVID-19 and virus spread.



- Display all details and steps of prevention COVID-19 in a language understood by all culinary team at the kitchen areas and at the stewarding areas.
- Separation of chopping boards for vegetables and meat. To prevent food contamination.
- Designated hand – washing sinks for hand wash only.
- Hard surfaces such as counters, Tables are cleaned with disinfectant liquids (ECOLAB) daily before and after every use. Wash utensils and cutting boards before use and sanitize before preparing food.

All Chefs are required to wear COVID-19 Protective equipment at all time while on duty.

- **Sanitary / Cloth Mask** : Must be worn before entering the property and preparing/making food.
- **Sanitary Gloves** : Worn before entering the workstation and while preparing/making food.

All Chefs have proper training about COVID-19 and virus spread.