



Covid-19

SOP for Hotels/Restaurants and Resorts

Reservation

- 1) Check the nationality of the reserved guest to find whether they are from Covid -19 affected country.
- 2) Advise the guest in advance to stay back at their present station, if they are suspicious.
- 3) Contact the District medical control room immediately and inform the doubtful reservation.

Arrival/ Departure

- 1) Supply disinfectant solutions to all for every movement at entry door. (Guest and staff)
- 2) Confirm the guest's nationality and enquire whether they have any health problems.
- 3) Inform the Control room, if they show any symptom of Covid- 19.
- 4) No shake hands, Only NAMASTE
- 5) Do E-check-in/ check -out and avoid manual check-in/check-out procedures.
- 6) Use mobile scanner or camera to attach guest's ID proof.
- 7) Encourage online money transfer.
- 8) Spray disinfectant on luggage while unloading.
- 9) All the staffs should wear advised face mask and hand gloves while dealing with a guest.
- 10) Don't use single passenger lifts for different group of people at a time.
- 11) Sanitize the lift, lobby and lobby toilets after every use
- 12) Minimize the use of lobby toilets.

House keeping

- 1) Keep hand sanitizer/soap liquid in every room.
- 2) Don't reuse linen.
- 3) Clean intercom phones and remotes with Dettol while routine cleaning.
- 4) Clean the toilets and room floor with rich alkaline mixed liquids.
- 5) Manage separately, if you found any suspicious guest's laundry/room linen.

Restaurant/Room service

- 1) Don't reuse table linen.
- 2) Don't interact with guest in close distance. keep 1m distance minimum.
- 3) Keep away the menu cards. Order by mouth.
- 4) Sanitize the cover area after each food service.
- 5) Don't entertain room guest in Restaurants, Room service is advisable.
- 6) Wash all the cutleries and crockeries in soap water and sterilize after every use.
- 7) Avoid group reservations.
- 8) Don't entertain any parties/conferences/meeting in your premises.
- 9) No buffet services.

Kitchen

- 1) Verify sanitizer concentration for each meal period.
- 2) Wash and sanitize hands with disinfectant in fixed frequency. Bell or an alarm in every 30 min is advisable.
- 3) Clean raw materials thoroughly.
- 4) Wash, rinse and sanitize all food contact surfaces of all equipment.
- 5) Make sure that the food waste stored in rodent and insect proof containers.
- 6) Use hand gloves in dish washing section is mandatory.

Ayurveda Centre/ Spa

- 1) Clean and sanitize massage/ spa tables after each treatment procedure.
- 2) Follow the above said procedures in other departments.

Maintain separate log book for Covid -19 in every department and verify periodically.

