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) Advice 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
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 cutlery and crockeries in soapy 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.