



OUR HOTEL PLAN:

Norfolk Waterside Marriott

COMMITMENT TO CLEAN

Marriott
INTERNATIONAL

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UPDATED:
9/14/2020

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The world is adjusting to the impacts that are continuing to unfold surrounding the COVID-19 pandemic. As a result, we wanted to inform you of the measures we are taking to provide you and your attendees with a safe experience.

Our plan is ever evolving, we will update our policies and procedures as new techniques and technologies are available. Your hotel contact will update you upon request to the newest procedure we are implementing to keep our staff and our guest safe and healthy.

ASSOCIATE PROTOCOLS



CLEANLINESS CHAMPION

The Cleanliness Champion helps lead the hotel's efforts around guest/associate safety and stays up to date on changing cleanliness needs and protocols

1. Cleanliness Champion: Samuel Parry, Director of Operations
2. Cleanliness Champion: Jesse Hemphill, General Manager

HOTEL PLAN



TRAINING

Associates are required to take training on COVID-19, safety and sanitation protocols. Cleanliness Champion will lead efforts.

All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security.



HAND HYGIENE AND ETIQUETTE

Provides guidance to associates on the steps, frequency, and requirements for hand sanitization. This includes use of proper soap and steps to wash hands or use of hand sanitizer.

Hand sanitizer stations are placed at high customer touch points (entry/exit, elevators, escalators, R+B outlets, meeting space, spa, fitness, etc.)

Signage promoting social distancing, hand hygiene, and cleanliness is located in heart of house, front desk, and public spaces.

1. Posters/signage for proper handwashing, sneezing, and coughing protocols are placed by each timeclock, restroom, department board and in associate locker rooms in multiple languages.
2. Posters/signage for proper handwashing, sneezing, and coughing protocols placed by the front desk and public restrooms.
3. Hand sanitizer dispensers, touchless whenever possible, are placed at key guest and overall high contact areas for guests and employees. Locations include reception areas, hotel lobbies, restaurant entrances, meeting and convention spaces, elevator landings, pool, fitness center, outside restrooms, kitchen, server stations, human resources, the timeclock, and multiple locations along the back aisle.
4. Hand sanitizer with at least 60% alcohol is available for all associates.

ASSOCIATE PROTOCOLS

HOTEL PLAN



CLEANING PRODUCTS

Hotel uses cleaning products that associates that are approved by EPA for killing COVID-19; Guidance forthcoming on new technologies like electrostatic sprayers and UV lighting

Safety procedures for proper cleaning product use, disposal, and required associate PPE.

Hand sanitizing wipes are placed in guest room.

1. The hotel uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.
2. Back of the House frequency of cleaning and sanitizing has been increased in high traffic areas.
3. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee.
4. Posted in each department; A product lists to be used in each department along with directions/infographics, and MSDS product safety sheets
5. High Touch and Shared use products are removed/reduced from guestroom and are available upon request.
6. UV wand is utilized hourly on business center computer and accessories.
7. Disinfect all returned guestroom keys after each use; all keys have proper sanitizing methods applied before re-using guestroom keys
8. Increase frequency of cleaning and sanitizing in all public spaces to a minimum of hourly and as needed based upon guest use. Emphasis on sanitizing frequent contact surfaces (handles, doors, elevator buttons, etc.).
9. Electro Statics sprayers are used in guest rooms and meeting space on a routine basis.



PERSONAL PROTECTION EQUIPMENT

All associates are required to wear face coverings approved by the CDC (N95 masks, facemasks, professionally made cloth coverings provided by hotel, etc.) while working (re-evaluated every 30 days). Each hotel will be responsible for providing PPE to associates based upon job need.

PPE details must include proper use and disposal of equipment along with frequency in which PPE should be changed. Identify locations where PPE is available.

Conduct temperature checks for associates prior to work shift.

1. All associates are required to wear face coverings.
2. Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance.
3. Each day employees are required to check-in with Loss Prevention, at this time, they will have their temperature taken by non-contact thermometer and will receive their facemask.
4. Employees will be asked a series of questions to determine if they have been in contact with person's infected or suspected of being infected.
5. Entry will be denied to those with a temperature of 100°F (38°C) or above.
6. Gloves must be replaced every two hours when performing the same task.
7. Fiberglass shields are in place at the front desk and at the café register.
8. Provide complimentary gloves, masks, sanitizing gels, sanitizing sprays, and sanitizing wipes upon guest request.



COVID-19 CASE APPROACH & ROOM RECOVERY

Hotel documents procedures in place to handle presumed positive COVID-19 cases during stay and cleaning protocols and room recovery following checkout aligned with information posted on MGS.

1. Employees are given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property.
2. Room Recovery Protocol. In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert.
3. Posted in all departments: Protocols for presumed positive cases and self-quarantine procedures



SIGNAGE

Hotel communication on protocols in Front of House and Back of House, clearly identifying expectations for associate and guest actions and requirements.

Signage includes guidance on social distancing and associate PPE

1. Front of the House Signage: There will be health and hygiene reminders throughout the property.
2. Back of the House Signage: Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves wash hands, and to avoid touching their faces.
3. Floor decals/stickers in place at queuing areas to denote safe distances for waiting; café, elevator, front desk, lounge, etc..
4. Use of digital signage (lobby, meeting spaces) to show social distancing guidelines.
5. Signage in meeting and pre-function spaces communicating social distancing and PPE guidelines.

6. Marriott approved signage on all outside entrances regarding warnings to guests to adhere to local laws and regulation as well as to not enter if showing symptoms.

ASSOCIATE & GUEST PROTOCOLS

HOTEL PLAN



SOCIAL & PHYSICAL DISTANCING

Hotel implements actions to promote social distancing in public spaces (lobby, elevator, restrooms, etc.), meetings and events (room sets, layouts, guest flow, etc.), and F&B outlets (seating, queuing, etc.)

Reconfiguration of furniture, guest markings, stanchions, and barriers may be utilized as needed (plexiglass barriers, etc.)



1. All guests and associates are required to wear face coverings.
2. Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators, or moving around the property.
3. Floor decals/stickers in place at queuing areas to denote safe distances for waiting
4. Eliminated seating and redesigned furniture floor plans to promote safe distancing in all public spaces and F&B outlets.
5. Physical Distancing throughout the hotel will meet or exceed state and local health authority guidelines on proper physical distancing.
6. Mobile Check-In is heavily encouraged. All Guests should be asked to join the loyalty program and use the mobile check-in and mobile key whenever possible. Associates should avoid handling guest ID's, or credit cards, but if required to do so, must wash, and/or sanitize their hands accordingly after each time.
7. Provide hand sanitizer and equipment sanitization equipment for guest use.
8. Self-service dining and buffets have been eliminated.
9. Implement single-use condiments and dispensing stations (straws, napkins)
10. Sealed packaged or single use silverware is available
11. Pools will be open pending guidance from local authorities and medical experts. Pool seating will be configured to allow for at least six feet of separation between groups of 10.
12. Limit pool seating comply with local/state social distancing guidelines.
13. Remove self-serve water stations.
14. Fitness Center will be open pending guidance from local authorities and medical experts and the ability to provide a minimum of six feet of distancing from other guests.
15. Re-position, or disconnect individual pieces of fitness equipment to ensure proper social distancing or disconnect.
16. Remove work out mats in fitness centers.
17. The valet service has been suspended until proper regulations and procedures are formed.
18. Utilize Marriot when possible to deliver items to guests.
19. Marriot to be sanitized after every delivery.



GUEST ROOM ENTRY

Steps taken to limit guest room entry during guest stay and align with Marriott International guidelines on housekeeping services

Procedures for in-room dining and guest amenity drops without entry into guest room

1. Employees are not to enter occupied rooms except for emergency calls (overflowing toilets, burst pipe, medical emergency etc.).
2. Stayover service is suspended. Guests requiring new linens will bag(provided) their old linens and place in the hall. Fresh linens will be bagged and left on guest's door handle.
3. Trash to be left outside for daily 10am pick-up.
4. Contactless In-Room Dining when available.
5. Deliveries to be "knock and drop" or implement all pickup/grab and go. All packaging/products are single-use and disposable.



FOOD & BEVERAGE AND MEETINGS & EVENTS EXECUTION

Execution of F+B offerings aligned with social distancing and cleanliness protocols for guest stay and meetings and events execution

Options include Grab and Go, pre-packaged, and limited outlet or menu offerings based upon hotel occupancy and guest needs

Eliminate all shared use items that can't be cleaned after guest use (e.g., ice machine with bins and food displays)



1. **STEAM LOBBY CAFE**
2. Elimination of buffet options
3. Limit access and traffic to both Kitchen and restaurant for non-F&B essential associates.
4. All associate to be properly trained how to appropriately handle and discard all PPEs.
5. Associates will also wash hands as frequently as possible for no less than 20 seconds.
6. Hand Sanitizer station positioned at the front Host/Hostess stand for both Guest and Associate use.
7. Service entrance to kitchen to be propped open, if possible, to avoid unnecessary touch points, only if the view inside the kitchen is impeded by a wall.
8. Twist off caps pcs of Bottled Water and Juices will be available for guest consumption to be utilized to meet guest needs.
9. Pens and check presenters to be cleaned and sanitized after each use.
10. **KITCHEN**
11. Correct hygiene and frequent handwashing with soap and using antibacterial soap and warm water (100F / 38C) is vital to help combat the spread of virus.
12. Sanitize all food preparation tables every 2 hours.
13. Disinfect all food preparation tables nightly and rinse in the morning.
14. Staff to strictly adhere to bare-hand contact protocol.
15. Gloves must be replaced every two hours when performing the same task.
16. Limit access and traffic to both Kitchen and restaurant for non-F&B essential associates.
17. Receiving packages are to be UV treated before being stored.
18. Frequent sanitization of high touch points throughout shift.
19. Dishwasher test strips conducted every 2 hours to ensure 180 degrees and above.
20. Clean plates and glassware limited inventory and covered.
21. Line cook stations designed to promote social distancing.
22. **SALES**
23. Drone virtual tour available.
24. Communicate all local/state requirements for social distancing and room occupancy to social event guests.
25. All group contacts will be pre-informed about social distancing guidelines
26. Promote contactless arrival in pre-arrival communications.
27. All 3rd party vendors must receive, and agree to, written communication detailing hotel access, hotel access, safety measures, social distancing and PPE guidelines.
28. **Registration**
29. Traditional Registration is not recommended. Tech-enabled registration is recommended to follow social distancing.
30. Tables should be in spaced out by 6 – 3 feet (1.5 -1.0m) distance.
31. Registration table should have 1 chair only if required.
32. Masks and sanitizers are available.
33. Planners can opt to manage the process and test attendees for COVID-19
34. **Function Execution**
35. Follow all local, state, or other guidance on social distancing, room occupancy, and spacing.
36. Utilize floor markings, signage, and furniture placement to ensure compliance.
37. Utilize disinfection products and tools.
38. Associates setting up and refreshing event space always wear gloves and follow hygiene protocols.
39. Where possible, prop doors open and reduce frequent touch interactions.
40. Where possible, entry and exit will be assigned to different doors.



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41. Restroom cleaning a minimum of once per hour and following heavy break use. Floor decals to help guests adhere to distancing protocols for restroom occupancy.
42. Tradeshow and table-top exhibits should have proper distancing between booths and floor decals to denote safe spacing.
43. No high-touch "communal" stations (water, charging, snacks, office supplies, etc.).
44. Sanitize all shared equipment and meeting amenities before and after each use.
45. Discontinue use of all table décor and tablescaping.
46. Pens and writing pads available upon request.
47. Sanitize pens before and after each meeting.
48. Sanitize tables & chairs prior to each set up.
49. Replace all linen, including underlays, after each use.
50. Set up in meeting rooms sanitizing stations that are easily accessible to guests.
51. Masks are available upon request for meeting guests.
52. Signage in meeting and pre-function spaces communicating social distancing and PPE guidelines.
53. Provide interchangeable microphone covers to be replaced during the meeting/event.
54. Electro Statics sprayers are used in guest rooms and meeting space on a routine basis.
55. **Audio Visual**
56. Transportation equipment (carts, dollies, road cases, etc) must be sanitized at the loading dock before entering the property.
57. Any additional equipment entering meeting spaces must be sanitized by the vendor, using approved methods/products.
58. **Food Service:**
59. Sneeze guards utilized at all food areas.
60. Self-serve buffet is eliminated and replaced with attendant served food items. Sneeze guards shielding the food and the attendant wearing proper PPE.
61. Offer Live action stations where culinary staff plate individual portions ready for guests to pick up.
62. Individually packaged items, such as pastries, yogurts, bottled juice
63. Offer customizable/personalized menu options.
64. Associates participating in plate-up and service must adhere to all required PPE guidelines.
65. All plating equipment, including hot plates, cold plates, and belts are washed and sanitized before and after use.
66. Discontinue pre-setting food on tables.
67. Place coffee breaks in inside the meeting room maintaining a safe distance
68. Multiple coffee/tea stations to be set up to avoid queuing (1 for every 25 guests).
69. **Full Bar Service:**
70. Bars encouraged to be Hosted as to eliminate the need for cash transactions.
71. Bar/Alcoholic Beverages are served by using bottled wines and cocktails in accordance with state/local liquor laws.
72. All bars set with associate sanitizing station.
73. Line from bar to form 3-6 feet (1.5 – 1.0 meter) away from the front of the bar. Place bars at distances in accordance with CDC/WHO guidelines.
74. Social distancing signage reminders and line designations to be at all bars. Floor decals in place for social distancing.
75. Prepared drinks should be placed on a separate surface from the bar and guests will pick up from there. Surface to be cleaned frequently.

