



OUR HOTEL PLAN:

RENAISSANCE ORLANDO AT SEAWORLD

COMMITMENT TO CLEAN

Marriott
INTERNATIONAL

COMMITMENT
TO CLEAN

UPDATED:
5/29/20

HOTEL PLAN

CLEANLINESS
CHAMPION

James Williamson – Director Safety & Security



TRAINING

- Clean Matters COVID-19 Refresher Training completed by incumbent associates and all new hire associates within first 7 days of starting date. Trainings to include:
 - **All Associate Training**
 - Marriott – Foundations of Cleaning
 - Marriott – Cleaning Matters
 - Marriott – Leading The Guest Experience
 - Eco Lab – Reducing the Risk Of Infection
 - Eco Lab – Proper Hand Washing Technique
 - Eco Lab – Proper use of Hand Sanitizer
 - Eco Lab – Specific Cleaner & Chemicals Training
 - PPE Requirements – Specific to position/task
 - Where to retrieve items
 - Returning items
 - Disinfecting/Sanitizing of items between uses
 - **Area Specific**
 - **Housekeeping**
 - Eco Lab – Hallway Cleaning Procedures
 - Eco Lab – Guest Room Cleaning Procedures
 - Eco Lab – Handling Laundry Procedures
 - Eco Lab – Entrance Cleaning Procedures
 - Eco Lab – Public Space Cleaning Procedures
 - Eco Lab – Lobby Cleaning Procedures
 - Eco Lab – Restroom Cleaning Procedures
 - **Food & Beverage**
 - Eco Lab - Food Service FOH Procedures
 - Eco Lab - Food Service BOH Procedures
 - Eco Lab – Correct Cleaning Products
 - **Daily Standup Topics**
 - Hand Hygiene
 - Cleaning Tips & Tricks
 - Proper PPE Usage
 - Guest Talking Points



CLEANING PRODUCTS

- Print and display specific cleaning products to be used in each department along with directions/infographics, and safety data sheets.
- Sanitizing wipes will be provided in area such as: laundry room, fitness center and public restrooms.
- MSDS will be in a common binder accessible for everyone in LP and Housekeeping.
- Utilize HEPA (High-Efficiency Particulate Air devices for use throughout the hotel (guest rooms, R&B, public and event spaces, etc.)
- Establish cleaning logs for all public areas.



CLEANING PRODUCTS

- **All Area Disinfectant**
 - All areas will have on hand the following EPA certified disinfectant. Certified to effectively kill COVID-19 on all surfaces.
 - 14 Plus Antibacterial All Purpose Cleaner
 - 20 Neutral Disinfectant Cleaner
 - A-456 II Disinfectant Cleaner (QC)
 - Multi Purpose Disinfecting Wipes
 - Neutral Disinfectant Cleaner
 - Oasis 499 HBV Disinfectant
 - Peroxide Multi Surface Cleaner and Disinfectant
 - TB Disinfectant Cleaner RTU
- **Specific Areas requiring consistent Disinfecting**
 - Hard surfaces and shared equipment used by multiple associates or guests per shift based on volume of use (e.g. counters, door handles, keyboards, house and desk phones, lockers, tools, vacuums, back-of-house shared equipment, luggage carts, sanitizing stations (contactless, pump, wipes): between every associate and guest use or every 2 hours and At the beginning and end of each shift.
 - Registration, concierge, guest relations, business center, retail, lobby and elevator (handrails, tables, chairs, counters, buttons, entrances, water fountains, ATMs, hand sanitizing stations (contactless and pumps) areas based on volume of use with the recommended disinfectants.
 - Public restrooms (toilets, partitions, counters, faucets, dispensers, handles) every hour.
 - Guest-facing tracking form to show restroom cleanliness service
 - UV disinfecting boxes devices for: keys, mobile devices, pens etc.
 - Sanitizer wipes available In Fitness Center for guests to wipe down equipment before & after use.
 - Additional Staff in Front Entrance during peak times, when possible to control social distancing in lines and on elevators.
 - Clean/sanitize fitness center equipment, counters, handles, every hour.
 - PPE (Gloves & Mask) will be available at all entrances to the hotel
 - When available, strip guest room and leave unoccupied for 24/48/72 hours before cleaning and placing in VR status



PERSONAL PROTECTION EQUIPMENT

- All Associates are required to wear a CDC Approved mask/face covering that will be provided by the hotel.
 - Clean masks picked up daily from associate entrance on arrival to the hotel.
- All masks dropped off at associate entrance for cleaning at the end of each day.
 - Masks are to be worn at all times with the following exceptions:
 - When eating/drinking
 - When smoking
 - When in an office alone
- Gloves are to be worn in the following areas at all times:
 - Housekeeping
 - During Food & Beverage Service
 - Any contact with food or food preparation equipment
- Temperature check for all Ambassadors will be conducted by LP. Deny entry to those with a temperature of 100.4°F (38C) or above.
- In addition to gloves and masks, Housekeeping will be required to wear Goggles, and Disposable overalls.
- COVID-19 Presumed or Confirmed Case: Associates must wear goggles, disposable overalls, face shield, masks, gloves and shoe coverings.



COVID-19 CASE APPROACH & ROOM RECOVERY

- Produce and have available in all departments protocols for presumed positive cases and self-quarantine procedures
- Enhance the above to include cleaning protocols for Housekeeping, Loss Prevention and MOD logs
- Provide training for all departments on proper handling of presumed positive cases using guidelines on MGS
- Guidelines will be established for room entry by Style and Engineering
- Ask guest if immediate assistance is needed.
- Advise the guest to self-isolate (if staying on property not to leave the room)
- Contact LP immediately and notify departments heads
- Keep the room off inventory for at least 48 hrs.
- Follow the Clean Matters Housekeeping cleaning process.



SIGNAGE

- **Back Of House**
 - Effective Hand Hygiene
 - Physical Distancing Reminder Wall Signage
 - Physical Distancing Floor Clings
 - Restrooms
 - Cafeteria
 - Locker Rooms
 - Smoking Areas
 - Service Elevators
- **Front of House**
 - Effective Hand Hygiene
 - Physical Distancing Reminders Wall Signage
 - Hand Washing Public Restrooms
 - Elevator Capacity Restrictions
 - Physical Distancing Floor Clings
 - Traffic Flow Floor Arrows High capacity areas
 - Fitness Center Clean equipment signage
 - 6ft Distance Floor Clings



SOCIAL & PHYSICAL DISTANCING

- **Use of protective acrylic guards**
 - Front Desk Counters
 - Food Counters
 - Bar Tops
 - Registration Desks
 - Retail Counters
- **Redesign Floorplans**
 - food outlet floorplans to allow for appropriate distancing.
 - Removing chairs, tables, and other furniture as necessary.
- Leader in front office during peak times controlling traffic flow, physical distancing, cleaning protocols and elevator capacities.
- Rope & Stanchion used to control traffic flow.
- Utilize key stations
- Limit guest occupancy in retail spaces to allow for appropriate distancing
- Temporarily eliminate valet and offer self-parking.



GUEST ROOM ENTRY

- Evaluate the hotel's guest amenity program to offer pre-packaged items that can be delivered with no-contact.
- Create a "steps" of cleaning card for all housekeepers to carry, as part of their uniform using infographics along with text so that they may answer engage guest questions around cleaning processes
- In Room Dining orders dropped off at guest room door.
- Guests given option at check in got Make a Green Choice program limiting the entry of housekeeping services to every three days.



FOOD & BEVERAGE

- Transition to Bagged IRD platform.
- Transition Tradewinds restaurant to Market style grab and go/ to go order concept.
- One use printed menus, QR codes or digital screens.
- Disinfect furniture tables and chairs with disinfectant between customers.
- Culinary to sanitize all food preparation areas every 2 hours
- Hostesses, supervisors and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage).
- Remove all pre-set items to include china, glass, menus and condiments
- Implement single-use condiments
- Sanitize cocktail equipment and bar tools sanitized with soap/water after each use
- When handling cash, credit cards and identification, associates should sanitize their hands between guests
- Add sneeze guard in front of the hostess podium
- Remove 50% of seating capacity in restaurants to promote social distancing.



MEETINGS & EVENTS

- **Mobile Enhancements**
 - Encourage use of MSA for communication.
 - Encourage paperless billing
 - Encourage communication and participation in Mobile Key.
 - Encourage groups to utilize mobile registration for attendees.
- **Service**
 - Associates setting up and refreshing event space always wear gloves and follow hygiene protocols
 - Execute cleaning and sanitization during breaks or other event points to inspire customer confidence
 - Service staff to strictly adhere to **NO** bare-hand contact protocol when setting up tables and preparing all guest touching/eating surfaced
 - Where possible, prop doors open and increase air flow.
- **Physical Distancing**
 - Institute restroom capacity limits
 - Meeting capacities must be reduced to align with social distancing guidelines.
 - 6ft between tables & chairs
 - 4 people per round
 - 1 person per 6ft classroom table
 - 6ft between exhibits
- **Set-Up**
 - Discontinue use of all table décor and table scaping.
 - Eliminate pads, pens, water pitchers and candy
 - Recommend not using linens where possible
 - Replaced at the end of each day/each function.
 - Readily available sanitizing stations throughout meeting space.
 - 3rd party vendors must receive, and agree to, written communication detailing hotel access, safety measures, social distancing and PPE guidelines.

- **Cleaning**
 - Sanitize tables & chairs prior to each set up.
 - All carts must be sanitized prior to and after each use, and every 60 minutes accessible to guests.
- Masks are available upon request for meeting guests
- Signage to remind attendees of social distancing

- **Meeting Space Signage**
 - Utilize digital signage where possible
 - Distancing guidelines
 - Available PPE
 - Hand Hygiene
 - Restroom Capacity
 - Cleaning Protocols

- **Audio Visual**
 - Sanitize all equipment before, during breaks and after each event
 - Work with Meeting Planner to insert a slide in presentations reminding participants about physical distancing and PPE guidelines during the meeting
 - Live Streaming - Provide capability to:
 - Ensure privacy and security in a dedicated line and bandwidth
 - Connect to multiple platforms (i.e. Teams, Zoom, Skype)
 - Stream content – e.g. presentations/videos from a separate source

- **Breaks, Buffets, Food Displays**
 - Sanitizing stations placed at the front of the buffet line
 - Buffet attendants to serve all food behind acrylic barrier.
 - All attendants must wear mask and gloves at all times.
 - Buffets to include a reduced/limited number of menu items
 - Buffets and equipment must be sanitized before, during and after service, to include carts, hot boxes.
 - Multiple coffee/tea stations to be set up to avoid queuing (1 for every 25 guests)
 - Coffee and other break items to be served by an attendant, with individually wrapped condiments available
 - Beverages should be served to the guest (self-service is discouraged)
 - Provide rolled or disposable flatware
 - Encourage the use of individually served or wrapped menu items
 - Individual bottle of water instead of stations

- **Plated Events**
 - Associates participating in plate-up and service must adhere to all required PPE guidelines
 - All plating equipment, including hot plates, cold plates, and belts should be washed and sanitized before and after use.
 - Plates should remain covered and protected from contamination until ready for use
 - Discontinue pre-setting food on tables.
 - Plated items to remain covered while in both HOH and FOH
 - until guest service

- **Bars**
 - Encourage hosted bars to eliminate the need for cash transactions
 - All bars set with countertop hand sanitizer
 - Provide packaged sustainable straws
 - Social distancing signage reminders and line designations to be at all bars
 - Prepared drinks should be placed on a separate surface from the bar and guests will pick up from there.
 - Surfaces to be cleaned in between guests
 - No pre-sliced bar fruit/garnishes used
 - Bartenders to wear gloves and mask at all times



HAND HYGIENE AND ETIQUETTE

1. Proper handwashing/sanitizing training and demonstrations to take place at daily stand up's.
2. Display signage for proper handwashing, sneezing, and coughing protocols by each timeclock, associate locker rooms and public restrooms.
3. DC Proper Hand Washing video in addition to other collateral playing on front desk & BOH monitors.
4. Hand sanitizer stations installed throughout the hotel, specifically at high touch areas, check in, elevators, food counters, water fountains etc.
5. Physical distancing signage on floors where queues may form, wall signage to promote distancing.

1. All Ambassadors to be trained on the below and documented in personal file
 - a. Heightened Sanitation video
 - b. WHO "How to Hand wash" video
2. Add proper handwashing training/discussion to daily stand up and include in Daily packet. Have associates demonstrate daily
3. Create and display posters/signage for proper handwashing, sneezing, and coughing protocols by each time clock and in associate locker rooms in multiple languages (English/Spanish). Use WHO poster, MGS and CDC posters.
4. Hand sanitizer setup in all departments. Associates who are unable to wash their hands every 20 minutes should use hand sanitizer as an alternative. Hand sanitizer dispensers will be placed in the following areas:
 - ✓ Main Entry Doors
 - ✓ Breakfast Areas / Restaurants / Outlets
 - ✓ Lobby Areas
 - ✓ Fitness Center / Health Clubs
 - ✓ Elevator Floor Landings
 - ✓ Meeting Spaces / Pre-Function Spaces
 - ✓ Heart of House Entrances
 - ✓ Associate Breakrooms / Dining Areas
 - ✓ Side Entrances
 - ✓ Front Office Areas (Front Desk, Bell Stand, Guest Relations, Concierge Desks)
 - ✓ Public Restrooms
 - ✓ Associate Restrooms
 - ✓ Executive / Club Lounges
 - ✓ Executive / Sales offices