Hotel Operations
Under New normal
Hotel Operations under New Normal

Social distancing has become a norm in today’s Covid-19 world and hotels need to re-evaluate and update our SOPs to adapt to this change.

Deevana Plaza Phuket has prepared this document to inform our customers regarding the formulation of service on how to operate our hotel once the lockdown has been lifted. We strongly request your kind co-operation to follow this guidelines which provided by Provincial Health Department and Central Government to formulate our SOPs.

This booklet has been made to handed over to our customers at the first touch point, so our customer is clear on what to expect for your own safety and also the mandatory requirements as per the health authorities.

We have set up a Safety Team with a leader, who will be responsible to ensure that all measures are being implemented and recorded. Workshop for Associates, maintaining Social Distancing has been conducted.

The crisis management documented plan is in place and methodology of reporting any issues that arise in the hotel. Having procedures of reporting any suspected cases or possible issues to the safety team.

There are two parts of this booklets which cover the Front and Back of the house under various groups.
**GUEST TRANSPORT**

- Driver is wearing protective gear such as face mask, face shield etc..
- Inside vehicle to be disinfected with every arrival
- Limit conversations to minimal
- Guest instruction to be placed at the back seat

**ENTRANCE**

- Only one way in and out of the hotel lobby
- Greeting guest with distance at entrance
- Body temperature checks at main entrance is mandatory (must be less than 99.5° F or 37.5° C). If above this to be politely asked to visit closest hospital
- Guest’s hand to be disinfected with alcohol gel
- Disinfect and clean guest luggage after informing the guests
- Provide a mask if guest is not wearing one, if required
- Queue will be done on spot and seat guest with distance marked
- Smoking is prohibited in hotel premises

**RECEPTION**

- Service will be done one by one as per queue
- Protective gear will be worn such as Face mask and Face Shield
- Keep physical distancing among themselves
- Marking on the floor at Reception to maintain Social Distancing
- Guest to clean hands with alcohol gel at counter
- Safety, hygiene and other instructions to be given to the guests
- Pre-registration online provided prior to check-in
- Hotel service facilities will be sent to guest prior to check in and posted at lobby to avoid long discussion
- No cold towel or any refreshment drink served on arrival
- Electronic/digital payment
- Advance breakfast reservation time schedule to be done on check-in
- Guestroom cleaning on every other day to be signed by guest on arrival

**ELEVATORS**

- The safety instructions, maximum of 3 persons to use guest elevator at one time (signage) with direction marked on the floor to maintain social distancing
- Clean your hand with alcohol gel before pressing any buttons
GUESTROOMS

- Housekeeping associates wearing safety gear
- Guestroom will be sanitized with disinfectant solutions including door knobs, handles, wall, floor and decorative items
- Room linen will be changed every other day
- Flicking of linens and towels is prohibited to prevent any diffusion of diseases
- All linen to be washed with warm water above 60° C

PUBLIC AREA

- Alcohol gel to be provided at the following areas:
  
  Elevator foyer from 1st – 6th floor  
  Access way to swimming pool  
  Lobby Entrance  
  Front of Restroom in public area

- Public area restroom door will be kept open
- Public restroom will be sanitized with disinfectant solutions including all surfaces, taps, flash valves and doors every two hours
- Elevator floor buttons are regularly sanitized every two hours
- All indoor areas such as corridors, staircases, office rooms, meeting rooms will be mopped with disinfectant
- Metallic surfaces like door handles, security locks, keys card to be cleaned with disinfectant solutions

MAID CART AND SUPPLIES

- Only clean and sanitized items to be on cart
- No waste bin or rubbish on the cart
- Waste bin to be located at the end of corridor of each floor
- Disinfectant solutions to be used for cleaning
- Guestroom amenities to be packed in a package including alcohol gel
- Minibar supplies to be packed in package
- All cleaned linen will be stored in plastic bag or closed container
RESTAURANTS AND BARS

- Reduce number of seats in restaurant by 50%
  
  60 seats in Air-conditions zone
  20 seats at outdoor terrace

- Breakfast will be served as invisible buffet, to be taken order by waiter or pre-order upon check-in
- Breakfast table and time to be reserved in advance by schedule, meal time will be 40 minutes
- Breakfast in room will be available, advance booking by schedule
- Food in other outlets will be take away only
- Disposal napkins will be used
- Touchless menu will be implemented

SWIMMING POOL, GYM AND KIDS CLUB

- Reduce number of sunbed with physical distancing
- Sunken pool seats will be not be used
- Pool towel will be packed and provided at pool side when entering
- Kids club and Gym can be used by advance reservation schedule
- Kids club and Gym will be sanitized after each used

MEETINGS

- Social distancing will be applied when setting up meeting
- Any food or beverage will be individually served
- Meeting registration will be touchless
- Disinfect each desk, equipment and work area after guest has moved out
- Limited guest to use restroom in a time
- Restroom door to keep open and clean every two hours or after used
- Disinfect hand soap will be provided

CHECK-OUT

- Check-out time to notify in advance to Reception associates for queue and advance bills can be made ready
- Separate area of check-out will be advised upon
EMPLOYEE TRANSPORT

- Body temperature check point for Associates before boarding the bus
- Keep distance on the bus, limit number of associates in each trip

CLOCK IN

- All associates to stay home in case they have any symptoms of flu or are not feeling well
- Only one way in-out for all employees including any outsources and suppliers
- Hands to be clean with alcohol gel
- Green tag will be provided after screening
- Associates to clock-in and out using QR code
- Temperature check for all employees on the clocking into the premises of the hotel
- Any staff running temperature more than 99.5° F or 37.5° C will be asked to return home

EMPLOYEE UNIFORM

- Uniform exchange daily with sanitized properly: steam press or heat iron
- Face mask and shield must be worn
- Social distancing is maintained while during the uniform exchange
EMPLOYEE LOCKERS

- The shift is staggered in various 15 minutes slot to ensure there is no overcrowding in the lockers and the number of employees are regulated with proper Social Distancing norms
- Extensive hand wash and sanitizing arrangements is made with signage explaining the need
- Regular monitoring to ensure there is no crowding on arrival or at the locker room
- Cleaning lockers with disinfectant solutions often
- Lockers is prohibited to use

EMPLOYEE TOOLS

- Proper tools and gears for associates which would including masks, gloves and also tool in various departments which shall be minimize human touch
- All tools or equipment to be cleaned with disinfectant solutions after uses

EMPLOYEE DINING

- Shift will be staggered to avoid cafeteria crowding by reducing number of seats by 50%
- Food box is available for back office

KITCHEN

- Operational kitchens is sanitized at regular intervals
- Minimize number of staffs in each shift to reduce interactions between team
- Face masks, and shield and hair net to be worn all times
- Wash hand with soap before entering and cooking in the kitchen
- Food is handling under food sanitary standard
- Limited menu
- Using sanitizing agents to disinfect in the kitchen

RECEIVING TOOLS

- Proper cleaning procedures for items being received
- Quarantine & date tag receivable goods before taking inside the stores
- All supplies to be fully sanitized before entering the stores and refrigerators
- All area to be sanitized at regular intervals
- Vendors to be advised on how hotel would accept goods and how they staff should arrive with necessary protective gear

SERVICE ELEVATORS

- Limit 3 person allowed at one time inside elevator
- Stand point marked with direction to elevator wall
- Regularly sanitized floor and buttons with disinfectant solutions
- Wash hand with alcohol gel before entering the elevator
EMPLOYEE TRAINING

- Hygiene standards to be conducted to all employees by Public health experts from Deebuk hospital
- All associates are well-trained about all Covid-19 related operating SOPs

STAY SAFE, PLAY SAFE & EXPERIENCE YOUR VACATION WITH US

Deevana Plaza Phuket

All the elements of a perfect island holidays in the central of Patong Beach, Phuket Location in central Patong City and only steps away from world-famous Patong beach, shopping center, night market, and Phuket ’s bustling nightlife. **Deevana Plaza Phuket** Patong brings its distinctive style and contemporary lightness to the otherwise down-to-earth in Patong Beach. With 249 tastefully appointed rooms and suites, offbeat dining experience of an original Thai & International Cuisine at the Phuket Cafe in Patong area, astronomical-themed leisure activities and hi-tech meeting & seminar facilities, the Hotel is a highlight in itself – and a must-stay for individuals, couples, families and business travelers on vacation in Phuket.

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