

# Operational Guidance

# Hotels

## **Overview**

All information provided within this guidance document as of March 23, 2020 has been developed in line with the HSE Guidelines on how to mitigate the risks presented by COVID-19. Updates will follow as and when new information is provided by the relevant authorities.

This is not an official policy document. It has been created to support hotels to mitigate as much risk as possible to their staff and guests.

Controls and responsibilities are to be delegated by management.

In the event of a case of COVID-19 or the need for guest self-isolation in your hotel, please visit the link below on the Health Protection Surveillance Centre's website to find out what immediate action you need to take:

<https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/contacttracingguidance/>

## Useful links

### **HSE Overview: Coronavirus (COVID-19)**

<https://www2.hse.ie/conditions/coronavirus/coronavirus.html>

### **HPSC: Guidance for non-clinical settings - employers, education, transport and other sectors**

<https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/guidancefornon-clinicalsettings/>

### **Fáilte Ireland: COVID-19**

<https://www.failteireland.ie/Utility/Covid-19.aspx>



# Help prevent coronavirus



**Wash your  
hands**



**Cover mouth if  
coughing or sneezing**



**Avoid touching  
your face**



**Keep surfaces  
clean**



**Stop shaking  
hands and hugging**



**Keep a safe  
distance**

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Lack of accurate information	Displayed on website	Information from HSE <a href="http://www2.hse.ie/coronavirus/">www2.hse.ie/coronavirus/</a>	Provide hotel policy on the management of guest safety regarding COVID-19		Check daily and update as required	
Cancellation policy	Displayed on website	Provide clear information on cancellation policy in place during COVID-19			Check daily and update as required	
Car park	Open bins	Keep all bins and area around bins clear of rubbish	Bins should have disposable bin liners and tied liners		Empty regularly (as required)	
Entrance	Door handles	Signage and additional hand sanitiser to be available both inside and outside of the main entrance doors	Insist all guests and staff use the hand sanitiser before proceeding to reception or public areas		Ongoing	
Accurate information	Bookings	Provide staff with clear and consistent message to guests enquiring about their booking by email and phone, including a reference to containment measures in place e.g. social distancing, hygiene measures, etc.			Check daily and update as required	

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Shaking hands	Reception	Ensure that staff do not shake hands with guests and/or others	Place a sign on reception to highlight this in a friendly manner e.g. 'Please don't take offence if we don't shake hands – this is for your safety. We value your custom'		At all times	
Washing hands	Reception	Clear signage at entrances and on desk at eye level at Reception Desk to remind guests and workers to wash hands with soap and warm water frequently, for at least 20 seconds each time			At all times	
Close contact with guests	Reception	Signage to ask guests to refrain from close contact with reception staff	Put visible references in place to indicate safe distance especially for groups of three or more		At all times	
External contamination from other guests	Reception	Hand sanitiser at reception	Signage in place to remind guests to wash hands before going to reception		Signage on display at all times and sanitiser replaced as soon as container is empty	
Untrained staff	Reception	Basic training for all front office staff on the signs and controls re COVID-19	Sufficient staff and continuity of staff		Ongoing	

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Counter tops and lobby furnishings	Reception	Disinfect			Regularly (as required) <i>Check HSE guidelines</i> <a href="http://www2.hse.ie/coronavirus/">www2.hse.ie/coronavirus/</a>	
Registration process	Reception	Pre-registration where possible. If not possible, reception personnel to register guest.	Remove pens. Staff maintain own pen.		Disinfect staff pens after each use and replace regularly (as required)	
Documentation and brochures for guest information	Reception	Remove any tourist information collateral, newspapers and books	Remove brochures from area		Signage on display at all times asking people to remove or dispose of newspapers	
Lift buttons and handrails	Lifts/Stairs	Disinfect surfaces. Have sanitiser outside and, where possible, inside lifts	Put up signage to remind guest to use sanitiser prior to calling lift		Disinfect regularly (as required)	
Door plates handles and areas of doors used to push open doors	Corridor to guest bedrooms	Where possible, keep doors open (keep fire regulations in mind)	Disinfect surfaces especially door handles and areas used to push open doors		Disinfect regularly (as required)	
Light switches, door releases, call bells, etc.	Reception	Disinfect			Disinfect regularly (as required)	

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Bins for guest use	Reception and Lobby	Use lidded pedal bins with plastic bin liner with ties	Remove bins from area		Empty and disinfect regularly (as required)	
Receipts/invoices for guests	Reception	Offer to email invoices or confirmation of payment			As required	
Room keys/cards	Reception	Disinfect			After each use e.g. guest has checked out/ staff handling	
Payment facilities	Reception	Encourage the use of card and contactless payments where possible	Disinfect payment machines  Staff handling cash to wear gloves		Disinfect after each use	



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Door plates, handles and areas of doors used to push open doors	Guestroom Doors	Disinfect door handles and plates			Disinfect regularly (as required)	
Hard surfaces All areas that guests may touch regularly, e.g. light switches, cupboard handles, door handles, arms of chairs, etc.	Guestrooms	Disinfect all hard surfaces	Provide guests with antibacterial cleaning supplies to use  Signage to remind guests to wash hands regularly  Hand / Respiratory Hygiene		Daily and at check out	
Appliances Guest use of kettle, iron, hairdryer, television remote, phone set, etc.	Guestrooms	Disinfect all appliances with particular focus on remote controls and phones	Provide signage to advise guests of risk of using appliances and if wipes / gloves are provided, to use where required		Daily and at check out	
Guest Directory and information	Guestrooms	If laminated, disinfect. If not, remove and display in a display case or frame in the lobby.	Information can be emailed to pre-booked reservations		For laminated information, disinfect regularly (as possible) and at check out	
Pillowcases, sheets, duvets, etc	Beds	Clean as per SOPs and as directed by HSE guidelines			Daily (as required) and after guest checks out	

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Open bins	Bins	Provide lidded pedal bins with plastic and tied liners			Empty and disinfect regularly (as required)	
Hard surfaces, e.g. taps, plugs, grabrails, etc	Ensuite Bathroom	Disinfect	Deep Clean		Daily and at check out	
Bins for guest use	Ensuite Bathroom	Provide lidded pedal bins with plastic and tied liners			Empty and disinfect regularly (as required)	
General use of ensuite	Ensuite Bathroom	Signage regarding hand / respiratory hygiene	Provide antibacterial soap or wipes		Signage on display at all times. Soap / wipes to be replaced as required	
Bathroom amenities	Ensuite Bathroom	Remove all disposable items such as sachets and provide as requested			Daily and at check out	

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Furniture used by guests	Lobby	Clean and disinfect chair arms, tables and any rails in lobby area	Signage regarding hand / respiratory hygiene			Signage on display at all times
Close contact with other guests	Lobby	Move furniture / chairs to allow for sufficient social spacing as outlined in HSE guidelines			Regularly (as required)	
Bins for guest use	Lobby	Provide lidded pedal bins with plastic and tied liners				Empty bin and disinfect regularly / as required
General contamination	Lobby	Signage provided to remind guest to wash hands regularly and to use hand sanitisers				Signage on display at all times
Contamination on light switches, door releases, etc	Lobby	Disinfect regularly				Regularly (as required)

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Doors	Public Toilets, including baby changing facilities	Disinfect door handles and areas used to push open door	Leave door to main toilet area open		Disinfect hourly or as regularly as possible	
Hard surfaces, e.g. light switches, taps, plugs, grabrails, etc	Public Toilets, including baby changing facilities	Disinfect all hard surfaces	Provide signage to remind guest to wash hands regularly		Disinfect hourly or as regularly as possible	
General contamination	Public Toilets, including baby changing facilities	Provide signage with pictorial instructions on how to correctly wash hands. Ensure water and soap available to guests.	Provide hand sanitiser		Signage on display at all times and sanitiser replaced as soon as container is empty	
Bins for guest use	Public Toilets, including baby changing facilities	Provide lidded pedal bins with plastic and tied liners			Empty bin and disinfect regularly / as required	
Hand dryers	Public Toilets, including baby changing facilities	Provide a disposable alternative to hand dryers e.g. paper towels			Check supply during each hourly visit	

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Furniture used by guests	Meeting Rooms	Clean and disinfect chair arms, tables and any rails in lobby area	Provide signage to remind guest to wash hands regularly			Signage on display at all times
Close contact with other guests	Meeting Rooms	Move furniture / chairs to allow for sufficient social spacing as outlined in HSE guidelines			As required	
Guest information brochures	Meeting Rooms	Provide signage to remind guest to refrain from handling brochures unnecessarily	Remove brochures from area  Information can be emailed to pre-booked meetings / conferences		As required	
Bins for guest use	Meeting Rooms	Provide lidded pedal bins with plastic and tied liners				Empty bin and disinfect regularly (as required)
General contamination	Meeting Rooms	Signage provided to remind guest to wash hands regularly and to use hand sanitisers	Hand sanitiser in meeting rooms			Signage on display at all times and sanitiser replaced as soon as container is empty

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Rubbish disposal	All areas	Ensure all rubbish bags are immediately disposed of in appropriate external facility (e.g. waste removal skip)	Staff disposing of rubbish must wear appropriate protective wear e.g. gloves  Hands must be washed directly after disposal		Regularly (as required)	
Bad ventilation	All areas	Ventilate rooms by opening external windows			Regularly (as required)	
Light switches, door releases, call bells, etc	All areas	Disinfect			Regularly (as required)	

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Doors	Dining Areas	Door handles & plates should be disinfected and, where possible, doors left open			On a regular basis during the day and overnight	
Cross contamination	Dining Areas	All guests informed of policy to use anti-bacterial gel prior to entering the restaurant	Informative signage displayed at entrance and within the restaurant. These are available on the HSE website <a href="http://www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources/">www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources/</a>		At all times	
Physical greeting	Dining Areas	Verbal greeting only between staff and guests	Signage discouraging personal contact		At all times	
Table lay out	Dining Areas	Social spacing through meet and greet	Each table a minimum of two metres from the nearest table		At all times	

# Seating & Order Taking

<b>What are the risks to your guests &amp; Staff?</b>	<b>Where are the risks?</b>	<b>Actions to help control risks?</b> <small>Minimum Requirements</small>	<b>What additional controls can you put in place?</b>	<b>Who needs to action the control?</b>	<b>Frequency of control measures?</b>	<b>Control check</b>
Guest management	Dining Areas	Social spacing - meal sittings in the main should be restricted to bookings only	Dedicated experienced host to manage and avoid overcrowding as per the HSE guidelines		During check in / booking and all F&B service	
Menus	Dining Areas	Avoid usage of menus - use of blackboards and verbal communication	Where use of menus required, disinfect after every use and ensure guest is aware of the process		After every use	
Order taking	Dining Areas	Appropriate distancing when taking order	Individual pens and pads provided for each member of staff		Disinfect as required	
Order taking	Dining Areas	Appropriate distancing when taking order	Handheld devices disinfected		Disinfect as required on a regular basis during the day	
Poor hygiene practices	Dining Areas	Good hygiene practices implemented during service as outlined under HACCP guidelines	Review HACCP guidelines, implement and train all front of house and back of house personnel		HACCP documentation kept up to date	



# Table Setting & Glassware

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Poor handling of equipment	Glassware	Minimal handling of glassware by stem or base	Informative signage on handling of glassware, particularly in clearing		At all times	
Poor handling of equipment	Cutlery & crockery	Minimal handling of cutlery & crockery	Where possible, cutlery should be wrapped in serviettes by staff who are observing good hygiene practices		At all times	
Poor handling of equipment	Cutlery & crockery	Minimal handling of cutlery & crockery	Cutlery stored in sterilised cutlery drawn covered in cling film or similar until required  FIFO basis of use		At all times	
Multi-use items	All condiments	Remove salt & pepper cruets	Provide disposable sachets or disinfect S&Ps after each sitting		Immediately	
Cross contamination	Napkins	Only use disposable napkins Provide suitable disposal methods at each table e.g. pedal bins			At all times	

# Dining/ Bar Area

<b>What are the risks to your guests &amp; Staff?</b>	<b>Where are the risks?</b>	<b>Actions to help control risks?</b> <small>Minimum Requirements</small>	<b>What additional controls can you put in place?</b>	<b>Who needs to action the control?</b>	<b>Frequency of control measures?</b>	<b>Control check</b>
Hard surfaces	Tables and counter tops	Disinfect with sanitiser and disposable paper towels			After each turnover	
Hard & soft surfaces	Seating	Disinfect with sanitiser and disposable paper towels			After each turnover	
Cross contamination through dirty glasses	Beer taps, optics and handheld measures	Fresh glass used for each new drink, particularly for drinks from optics and beer taps			For each new drink	

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Self service	Buffet	Where possible, buffet style service should be avoided and serviced from back of house	All equipment on said buffet must be replaced regularly with sanitised equipment			
Self service	Carvery	Avoid where possible this style of service. In the event where it is required maintain social spacing by avoiding queuing systems and staggering service	No open displays		At all times	
Self service	Carvery	All food service personnel must maintain good hygiene practices in compliance with FSAI guidelines			At all times	
Handling of trays	Trays	All trays are disinfected after each use	Where possible, staff should take the order and serve		After each use	

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Cross contamination	Bedroom / Meeting Rooms	All food items covered in transit			At all times	
Cross contamination	Bedroom / Meeting Rooms	Same process used as main dining areas when serving food and beverage			At all times	

# Payment Facilities

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Cross contamination	All areas	Encourage the use of tap and card payments	Disinfection of machines whilst ensuring consumer is aware of process		At all times  Regular disinfection of machines throughout service	

# Food Preparation & Handling

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Cross contamination	Kitchen	HACCP practices implemented	<p>Regarding food safety, the World Health Organization (WHO) has issued precautionary <i>recommendations</i> including advice on following good hygiene practices during food handling and preparation, such as washing hands, cooking meat thoroughly and avoiding potential cross-contamination between cooked and uncooked foods.</p> <p>More information can be found on the WHO website (<a href="http://www.who.int/">www.who.int/</a>)</p>		At all times	

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Inaccurate Staff Briefing / Inconsistent Messages	Communication with staff	Pre-Shift updates/briefings re current HSE Guidelines and any recent changes.			Before each shift (as required)	
Incorrect or out of date contact details for staff	Communication with staff	Ensure contact details for all staff are up to date e.g. mobile numbers	Develop a 'cascade' emergency communications plan		As required	
Accessible information for staff	Communication with staff	Notices in staff room/areas outlining details provided in staff briefings.			As required	
Unprofessional and inaccurate signage	Signs and notices	Print and display signage available online  <a href="http://www.failteireland.ie/Utility/Covid-19.aspx">www.failteireland.ie/Utility/Covid-19.aspx</a>  <a href="http://www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources/">www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources/</a>			As required	
Multilingual signs and information	Signs and notices	Offer materials in multiple languages to educate customers in various languages about hand and respiratory hygiene.			As required	

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Lack of trained staff for key tasks	Resourcing	Cross-train staff on key tasks to ensure cover if required.			Ongoing	
Employee absences	Resourcing	Plan for the impact of employee absences, and determine alternative approaches or reallocating staff from non-essential tasks			Ongoing	
Insufficient scheduling of staff	Resourcing	Schedule rotas to ensure additional tasks are controlled e.g. hygiene measures	Ensure roster is reviewed to facilitate additional requirements of staff		Ongoing	



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Door plates, handles and areas of doors used to open doors	Staff areas and offices	Where possible, keep doors open (keep fire regulations in mind)	Disinfect surfaces especially door handles and areas used to push open doors		Disinfect regularly (as required)	
Desks and hard surfaces including door releases and light switches	Staff areas and offices	Disinfect all hard surfaces	Provide staff with antibacterial cleaning supplies to use.  Signage to remind staff of hand and respiratory hygiene		Disinfect regularly (as required)	
Hard surface in staff bathrooms e.g. light switches, taps, plugs, grabrails, etc.	Staff bathrooms	Disinfect all surfaces	Deep clean  Signage to remind staff of hand and respiratory hygiene and handwashing guidelines		Disinfect regularly (as required)	
Hand dryers in staff bathrooms	Staff bathrooms	Provide a disposable alternative to hand dryers e.g. paper towels			Regularly (as required)	
Appliances in staff room e.g. kettle, microwave, remote control	Guestrooms	Disinfect all appliances with particular focus on remote controls and phones	Provide signage to advise guests of risk of using appliances and if wipes / gloves are provided, to use where required		Daily and at check out	

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Pens for Staff Use Sharing pens between staff, pens in mouth, pens stored in hair / behind ears	Stationary	Each staff member to keep their own pen, and wipe with disinfectant			Disinfect hourly (or as regularly as possible)	

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Handling of documentation by various staff members	Staff process and procedure documents	SOPs, recipes, rotas, bookings, etc. used by staff may be laminated if possible	If laminated, disinfect		Disinfect regularly (as required)	
Uninformed staff with inadequate direction	COVID-19 case possible / Someone presents with symptoms	Ensure staff are aware of steps to take and appoint senior staff as deputies to lead teams.	Plan the steps you will take in the event that a case is identified within your property.  Follow HSE guidelines		As required	