

MANAGING TEMPORARY CLOSURE

Closing Down to Reopen

*Responding to questions from
Industry on Coronavirus (COVID-19)*



Considerations when temporarily closing a business



- Building Security
- General Maintenance
- Kitchen
- Restaurant and Lobby Area
- Bar Area
- Front Office
- Accommodation
- Leisure Centre and Spa
- Finance
- Human Resources
- Utilities

- Properly secure windows and entrances
- Nominate one entrance for access
- Onsite security presence - 24 hours per day
- Remove all cash from the property
- Ensure security has a list of key support contacts
- Secure all alcohol particularly spirits
- Check CCTV system is recording correctly
- Map shut off valves and mains water valves
- Conduct daily security checks and fire walks of the building.

Building Security



Fire Safety



- Maintain and service all fire safety systems including kitchen suppression systems
- Close all passive systems such as fire doors to secure proper compartmentation throughout the property

- Maintain pest control contract
- Maintain grease trap maintenance
- Test fire alarm, smoke detectors and emergency lighting
- Put terrace furniture in storage
- If applicable, take flags down
- Remove refuse, get it collected
- Complete generator maintenance checks
- Maintain building façade, garden and grounds
- Complete maintenance list as a result of checking the property during the closing procedure.

General Maintenance



Kitchen



- Full stock take of food
- Empty and clean all fridges
- Empty fridge doors, leave open to air
- Check all freezers are working correctly
- Secure dry stores - remove items with short sell by dates
- Deep clean the kitchen and back of house
- Switch off all kitchen equipment that can be turned off.

- Remove table settings and linen
- Dispose of condiments
- Clean and sanitise all table tops
- Store crockery, cutlery and glassware
- Pack away candles, menus, vases etc
- Secure all wines to cellar or wine store
- Stock take all items above
- Deep clean entire restaurant area
- Plug out anything that can be turned off
- Secure the restaurant.

Ground Floor Restaurant and Lobby Area



Bar Area



- Stocktake entire contents of the bar
- Remove beverages back to the stock room
- Remove perishable food from the bar
- Pack cutlery and crockery away
- Stock take all of the above
- Deep clean bar and lounge
- Clean and sanitise table tops and bar surfaces
- Empty and clean all drip trays behind the bar
- Wash and store all glasses
- Turn off all equipment
- Secure the bar area.

- Contact all pending reservations
- Postpone or cancel the reservation
- Refund credit card deposits where appropriate
- Close out channel managers, brand.com and OTA sites
- Change voicemail on phones
- Make a sign for the front door
- Secure reception desk files and back office files
- Deep clean front office area and reception desk
- Complete a back up of systems on a portable hard drive
- Remove back up from premises
- Automate the night audit function
- Monitor the info@ and reservations@ email addresses.

Front Office



Meetings & Events



- Contact all pending meeting reservations
- Clear down all meeting spaces
- Complete a deep cleaning of all meeting rooms – sanitise surfaces
- Store banqueting cloths
- Secure stock related to meetings and events
- Plug out devices and equipment
- Secure meeting rooms.

- Remove linen from beds and bathrooms
- Clean and Hoover bedrooms
- Put tea/coffee, remote, any in-room information, glasses, etc. into wardrobe or press
- Switch off and plug out electrics
- Switch off bedside lights, main lights and air conditioning
- Remove room amenities from the bedrooms and returned to stock
- Remove all soiled linen from the premises
- Complete a linen and cleaning materials stock take
- Secure each of the bedrooms
- Empty all chemicals and amenities from the trolleys.

Accommodation



Leisure Centre & Spa



- Deep clean and sanitise all areas
- Put clean towels in the linen room
- Issue a note to private members of the leisure centre to give details of closing and request that they empty all lockers
- Prepare all leisure centre amenities for closing - pool, sauna, steam rooms
- Cover swimming pool
- Plug out all electrical equipment
- Secure the area.

- Complete closing stocktakes by department
- Complete payroll and agree on payments to be made to staff during closure
- Advise all suppliers and key financial contacts of the closing
- Debtors and creditors should be dealt with appropriately
- Review / cancel standing orders
- Prepare a closing P&L
- Revise forecasts for the year once the business closes and revisit this at reopening.

Accounts



Human Resources



- Assist the manager in communicating the intention to close
- Support employees on relevant benefits
- Support the management team to support own teams
- Maintain open channels of communication
- Update candidates who may have been in the recruitment pipeline

- Water: All taps should be turned off. Familiarise security on duty of the location of the main shut off valve
- Gas: Staff and / or security on duty should be familiar with the location of the main shut off valve
- Electricity: All electrical items not in use should be switched off and plugged out.

Utilities



Checklist

'Checklist - Managing the Business Through Temporary Closure' can be found on <https://www.failteireland.ie/Utility/Covid-19.aspx>

It includes a detailed checklist of all items in this video.

