



The management of Eastend Hotels and resorts adopts a responsible attitude to address the health threat of COVID-19 and make sure that Guests stay with us are safe, secured and with great care and attention at our units.

**1)Action plan 2) Mobilisation of resources 3)Supervision 4)Logbook of actions
5)Communication 6) Training and information**

SOPs for Security Staff:

- Security Supervisor starts his duty by disinfecting himself using sanitizers provided.
- Body temperature of the security *staffs reporting* for duty is recorded by the security Supervisor .
- Body temperature of the securities who *are relieving* is taken by the security Supervisor and recorded in the log book.
- The time office is disinfected using disinfecting solution .
- Staff who are residing in the premises staff quarters checked for body temperature and reported in the staff on duty register with reporting time.
- Staff reporting for duty from outside are checked for temperature and logged.
- Temperature of all non-staff visitors like vendors, contract and daily wages workers are also logged. Vendors are sanitized using hand sanitizers .
- Any temperature reading found above 100.4 0F or 38 0C or dry cough or body pain in any of the inspected individuals must be reported to the manager on duty immediately
- CCTV cameras must be fully functional.

Store & Purchase

Perishables like vegetables, fruits and eggs are disinfected using 150 mg/L strength Sodium Hypochlorite solution.

All packages are disinfected using a spray of 200 mg/L strength Sodium Hypochlorite solution.

All weighing and transporting trolleys are sprayed with 6 percent solution of TCCA-90.

House keeping

cleaning staff to enter the guest rooms and collect all linen other than the bed spread carefully without fluttering them and place in the centre of the bed.

Pull the sides of the bed spread and fold it into the centre of the bed without touching the inside.

Take the physical count before bundling and keep the individual bundles separately. Submit the soiled linen without opening to the laundry department.

Use the vacuum cleaner to dust the entire room. Clean the surfaces using 200 mg/L strength Sodium Hypochlorite surface cleaner provided.

Clean the Bathroom and WC using 6 percent solution of TCCA-90.

All touch points (like door knobs, switches, door handles, safety latches and taps etc) must be cleaned regularly with surface cleaner i.e. R2, Detergent water, Lizol . Will be used Sodium Hypochlorite 1%/solution having at least 70% alcohol should be used to clean these touch points

All rooms and common areas should be ventilated daily.

F & B

Kitchen staff to disinfect all equipment, containers surfaces, cooking and serving utensils using 6% solution of TCCA-90 and rinsed thoroughly.

All items brought in must be washed thoroughly before using for preparing food

Restaurants and dining room and bar staff should perform personal hygiene (frequent regular handwashing, cough hygiene) as strictly as possible.

Guests should be reminded when entering and leaving the restaurant, breakfast, or dining room to disinfect their hands with disinfectant gel, preferably located at the entrance to those facilities.

Clean and disinfect the buffet surfaces after each service. The coffee machines, soda machines, and others, in particular the parts more in contact with the hands of users, should be cleaned and disinfected at least after each service and more often if necessary

Washing dishes, silverware, and table linen

The usual procedures should be used. All dishes, silverware, and glassware should be washed and disinfected in a dishwashing machine, including items that have not been used

If for any reason manual washing is required, the usual steps should be followed (wash, disinfect, rinse), taking the maximum level of precautions

Drying should be carried out using disposable paper towels. Likewise, tablecloths and napkins should be washed in the usual manner.

Table setting

Tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1 m apart and that guests face each other from a distance of at least 1 m.

Office/Admin.

Use the vacuum cleaner to dust the entire office.

Clean the surfaces using 200 mg/L strength Sodium Hypochlorite surface cleaner provided. Clean the Bathroom and WC using 6 percent solution of TCCA-90.

All contact surfaces like door handles, faucet knobs, shower knobs, electrical switches, writing instruments, computers, mobiles, etc. to be disinfected.

Manager on duty to verify all the temperature records and take necessary actions immediately.

Individuals with suspicious symptoms to be immediately isolated and medical assistance to be taken.

SOPs for Guest Check-in:

After alighting from their vehicle, the hands of the guests are sanitized using 75% Isopropanol hand sanitizer.

The body temperature of the guests are taken by the security and any anomalies are reported immediately.

Guest luggage is sprayed with 200 mg/L strength Sodium Hypochlorite solution.

Guest is greeted with a smile by saying Namaste with folded palms.

Welcome procedures like handshake, tikka, garland, etc., that violates social distancing are not to be practiced.

If the guest has no need to use washrooms immediately or to be allocated separate rooms (in case of large groups), they are directly ushered to their respective rooms. Group leader submit the documents of the guests are taken for verification and check-in procedures and returned after procedures.

Guests must be requested to maintain a queue with 2 m (6 ft) distance between them. Standing space signs will be placed on the floor to maintain social distancing.

Rooms should be kept ready as soon as possible to avoid any crowd at the reception and maintain minimum contact with the guest.

Details of the guest (Travel history, medical condition etc) along with ID and Self declaration form must be provided by the guest at the reception

Hand Sanitizers must be kept at the reception for guests to use. Guests to sanitize hands before & after filling relevant forms including A&D register.

Proper records of any symptom such as cough/cold/fever should be maintained

Self-reporting forms must be filled for International guests and A&D register must be thoroughly maintained.

Guests should be briefed about the do's & don'ts while at the hotel.

Briefing is done by the guest relation staff and special instructions are given to the guests regarding the covid 19 protocol prevalent at the time of their stay.

They should be capable of informing guests who inquire about the establishment's policy in terms of the preventive measures established

Checkout Protocol

Guests should inform at the reception an hour before the check out.

Guests should only check out once he is confirmed by the reception.

Guests should be informed about the payment to be made in advance and the guests may be requested to make the payment via digital mode as much as possible.

Management to call the police station if it is a statutory requirement.

Post Check Out rooms to be cleaned and clean linen and towel to be provided.

Linen must be changed after every checkout and for longer stays as per the request by the guest.

Repair and Maintenance

Rooms to be audited for Repair & Maintenance after checkout.

Maintenance personnel to wear hand gloves and masks while doing the services inside the room. Guests are advised to stay outside the room.

Room service

Communication B/W guests and in-house Ops should be strictly through intercom or mobile phone.

Any items required (Water bottle/Toiletries/Medicine/Linen) should be given to guests while maintaining 1m distance & trays must be used to avoid hand contact.

Training for staff for troubleshooting normal issues like TV remote issues, geysers etc so that they can inform guests & solve accordingly on call.

Good staff hygienic practices include:

- Proper hand hygiene – washing with soap and water for at least 20 seconds • frequent use of alcohol-based hand sanitizers;
- Good respiratory hygiene (cover mouth and nose when coughing or sneezing; dispose of tissues and wash hands);
- frequent cleaning/disinfection of work surfaces and touch points such as door handles;
- avoiding close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing.

Use of disposable gloves

Hand washing is a greater protective barrier to infection than wearing disposable gloves.

All hotel staff including security guards must wear masks and single use gloves mandatorily while performing their duties at the property

Normal soap and warm running water is adequate for hand washing. Hand sanitizers can be used as an additional measure but should not replace hand washing.

Physical distancing in the work environment.

Physical distancing is very important to help slow the spread of COVID-19. This is achieved by minimising contact between potentially infected individuals and healthy individuals. All food businesses should follow physical distancing guidance as far as reasonably possible. WHO guidelines¹³ are to maintain at least 1 metre (3 feet) between fellow workers.

A Holiday experience in the units of Eastend Hotels makes the best to remember all the time with the Quality of products and service standards. We do make sure that our guests having the best safety measures to enjoy their holidays...



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