

Hotel Reopening Guidelines to fight COVID-19

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NARENDRA
BHAWAN
Bikaner

DIVISION	SERVICE/ PRODUCT	GUIDELINES	POLICIES <i>and</i> PROCEDURES
GENERAL EMPLOYEE GUIDELINES	ALL EMPLOYEES	<p>All employees are trained in Covid-19 protection protocols including virus prevention measures, protective equipment handling, incident reporting and guest interaction.</p> <hr/> <p>All employees will adhere to mandated social distancing norms.</p> <hr/> <p>All employees will wear cloth masks at all times as required by law, except when eating in the cafeteria. This applies to any service providers (i.e. waiters, valets, drivers etc).</p> <p>Personal Protection Equipment (PPE) will be worn as required.</p> <hr/> <p>Every person on the Hotel premises will follow social distancing requirements in all areas of the hotel, front, back and heart of house (HOH).</p> <hr/> <p>There will be no physical contact allowed including handshakes.</p> <hr/> <p>All employees are equipped with tools to sanitize their work space.</p> <hr/> <p>Meetings (daily operations meeting,) are conducted virtually via video-conference. In-person meetings (employees briefings or all employee meetings,) are conducted ensuring social distancing requirements.</p> <hr/> <p>Every hotel has a Hygiene & Safety Committee and an existing employee, sponsored by GM/HM will be designated as a Hygiene Officer.</p> <hr/> <p>Personal Protective Equipment (PPE) as referred to in this document includes gloves, goggles and mask.</p>	<ul style="list-style-type: none"> • Diversy guidelines for Hotel reopening • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19

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<p>GENERAL EMPLOYEE GUIDELINES</p> <p>GUEST/ EMPLOYEE SCREENING <i>and</i> SOCIAL DISTANCING</p> <p>FRONT OFFICE</p>	<p>ALL EMPLOYEES</p>	<p>An audit programme in consultation with our medical advisors and existing hygiene partners will monitor activities.</p>	
	<p>SCREENING WITH QUESTIONNAIRE <i>or</i> TEMPERATURE CHECK</p>	<p>Guest screening protocol will be reviewed by our medical experts to ensure that the local law is maintained at all times. Employee screening will be followed as outlined in Employee P&P.</p> <hr/> <p>Signage at entry and in the lobby will advise guests of government mandated social distancing requirements. A lobby ambassador will advise on social distancing norms and assist with lobby related activities and with elevators.</p> <hr/> <p>Elevator signage will display new regulations and limit occupancy. Elevator protocol will be monitored regularly. All guests will wear masks where required and mandated by law.</p>	<ul style="list-style-type: none"> • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19
	<p>AIRPORT PICK UP, ARRIVAL, DEPARTURE</p>	<p>All hotel cars are sanitised (internally and externally) thoroughly after every trip.</p> <hr/> <p>First Aid box with hand sanitizer is placed inside the car.</p> <hr/> <p>Refreshment Kit: Ice Box with mineral water and soft beverages.</p> <hr/> <p>Disinfectant wet wipes are used instead of cold towels.</p> <hr/> <p>Well maintained guest paging board.</p>	<ul style="list-style-type: none"> • Diversy guidelines for Hotel reopening • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19

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FRONT OFFICE	SEAMLESS and CONTACT LESS CHECK IN	<p>Front Desk team to encourage contactless and seamless check in process.</p> <hr/> <ul style="list-style-type: none"> • All lobby staff maintains personal hygiene by wearing face mask, maintaining social distancing and sanitising hands every time they touch any external surface. • Guest temperature to be checked at the lobby and recorded in registration card. • Disinfectant wipes/ sanitizer/ water/ welcome drink to be offered at lobby. <i>(used glassware for water and welcome drink to be sent for immediate cleaning to kitchen stewarding area)</i> • Complementary sweet and savories offer to be made at designated F&B outlets. <hr/> <ul style="list-style-type: none"> • Dedicated sanitizing stations to be at Front Desk and at the Concierge, by guest elevators and in any seating areas of the lobby. Presentation should be visible and touchless dispenser preferred. • Emergency kit at the Front Desk to have additional PPE <i>(masks, gloves and biohazard bag)</i>. <hr/> <p>Wooden clip board are used for check in formalities and stacking of documents. Same to be sanitised after every use.</p> <hr/> <ul style="list-style-type: none"> • Show around is offered only at guest request while maintaining social distancing. • Room orientation is offered at guest request while maintaining social distancing. <hr/> <p>All Front Desk stationary, room keys and equipment are sanitised after 4 hours.</p> <hr/> <p>All staff maintain social distance with the guest/s.</p>	<ul style="list-style-type: none"> • Diversey guidelines for Hotel reopening • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19

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FRONT OFFICE	LOBBY	<p>All reading material is removed from the lobby.</p> <hr/> <p>All lobby furniture is disinfected in an interval of four hour regularly.</p> <hr/> <p>Regularly touched surfaces (<i>door handles, light switches, elevator buttons, faucet handles, phones, keyboards etc</i>) are disinfected every 4 hours.</p> <hr/> <p>All staff maintain social distance with the guest.</p>	<ul style="list-style-type: none"> • Diversey guidelines for Hotel reopening • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19
	CONCIERGE SERVICE	<p>Non resident guest movement is allowed Restaurant only.</p> <hr/> <p>Packages received for guests are sanitised before delivery.</p> <hr/> <p>Outsourcing of guest cars to be minimised.</p> <hr/> <p>Awareness of updated protocols and government advisories for tourism, shopping and entertainment.</p>	
	CHECK OUT	<p>E-check out process is encouraged by emailing the bill and accepting online payments.</p> <hr/> <p>Guest folios are mailed to the guest a night before check out.</p> <hr/> <p>Room keys will be sanitized after the keys are surrendered by the guests at the lobby (<i>touchless handover</i>).</p>	

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FRONT OFFICE	BILLIARDS ROOM	<p>All furniture is disinfected at regular intervals.</p> <hr/> <p>All Billiards equipment are sanitised after 4 hours or after every usage.</p> <hr/> <p>Sanitization kit is placed at designated areas inside the Billiards room comprised of bottle of hand sanitizer, dry paper napkins, in house stitched face mask.</p> <hr/> <p>Staff to maintain personal hygiene by wearing face mask, maintaining social distancing and sanitising hands after every time they touch any external surface.</p>	<ul style="list-style-type: none"> • Diversey guidelines for Hotel reopening • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19
F&B SERVICES	F&B OUTLETS GUEST SERVICE STANDARDS	<p>Social distancing in seating arrangement is followed. Table distance = min 2 metres apart</p> <hr/> <p>Seating on the tables is reduced to half of capacity. Max of 30 persons including service personnel</p> <hr/> <p>Disinfect hand contacted surfaces every hour during service.</p> <hr/> <p>Sanitize POS, service station and hostess station every 4 hours.</p> <hr/> <p>All servers to wear mask and gloves with frequent change and hand washing.</p> <hr/> <p>Staff hand hygiene after every hour of service.</p>	<ul style="list-style-type: none"> • Diversey guidelines for Hotel reopening • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19 • FSSAI - Guidelines for COVID-19

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F&B SERVICES	F&B OUTLETS GUEST SERVICE STANDARDS <i>(continued)</i>	<p>Provide guest with pocket size hand sanitiser and wipes once, upon seating at the table.</p> <hr/> <p>Guest hand hygiene kit kept at service stations between tables.</p> <hr/> <p>Minimise table décor, remove porous table mats, use linen or disposables, flower or décor that is not touched can remain.</p> <hr/> <p>Set cutlery, glassware, salt and pepper or condiments when guests are seated.</p> <hr/> <ul style="list-style-type: none"> • Placement of individual serviettes and cutlery for guest use. • Guest will help themselves in placing the serviettes and assistance with cutlery. <hr/> <ul style="list-style-type: none"> • Single use bread service (<i>i.e. individually wrapped, covered etc</i>), condiments, butter. • Single serve or bottled beverage; suspend all service using pitchers or juice or water. <hr/> <ul style="list-style-type: none"> • Remove all newspapers and periodicals. • Remove complimentary water served in carafes. <hr/> <p>Commonly touched surfaces (<i>door handles, light switches, elevator buttons, faucet handles, phones, keyboards, etc.</i>) are disinfected every 4 hours.</p> <hr/> <p>All staff maintain social distance with the guest and ensure minimal contact / communication during service.</p>	

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F&B SERVICES	<p data-bbox="499 391 684 524">F&B OUTLETS GUEST SERVICE STANDARDS <i>(continued)</i></p> <p data-bbox="499 776 695 800">IN ROOM DINING</p>	<ul data-bbox="800 391 1539 488" style="list-style-type: none"> • Provide sanitizing solution with billfold and pen. • Paper bills are discouraged. Instead billing is done online and emailed to the guest. <hr data-bbox="814 508 1549 511"/> <p data-bbox="814 532 1518 597">Encourage online payments. In case of payment through cash or card, machine and currency notes are sanitised after every usage.</p> <hr data-bbox="814 613 1549 617"/> <p data-bbox="814 638 1409 703">There will not be any buffet displays till further notice by the government authority.</p> <hr data-bbox="814 719 1549 722"/> <p data-bbox="814 776 1518 841">Order taker will provide two options of In Room Dining Service - knock and drop OR full service with social distancing.</p> <hr data-bbox="814 857 1549 860"/> <p data-bbox="814 881 1539 946">All In Room Dining Service staff will wear mask and gloves with frequent change and hand washing and serve with adequate social distancing.</p> <hr data-bbox="814 963 1549 966"/> <p data-bbox="814 987 1524 1052">In Room Dining Service is delivered to guest door, knock and then wait 6 feet away as guest opens door (<i>in the case of knock and drop</i>).</p> <hr data-bbox="814 1068 1549 1071"/> <p data-bbox="814 1092 1539 1157">Paper bills are discouraged. Instead billing is done online and emailed to the guest.</p> <hr data-bbox="814 1174 1549 1177"/> <p data-bbox="814 1198 1518 1263">Encourage online payments. In case of payment through cash or card, machine and currency notes are sanitised after every usage.</p>	<ul data-bbox="1629 776 1906 1117" style="list-style-type: none"> • Diversey guidelines for Hotel reopening • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19 • FSSAI - Guidelines for COVID-19

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F&B SERVICES	F&B STATIONS <i>and</i> BACK AREAS	<p>Review the shift arrangement and social interaction of the staff.</p> <hr/> <p>Increase time between shifts / scatter break period to minimise staff interaction. This will also ensure more time in cleaning and sanitising.</p> <hr/> <p>Increase gap between work stations to ensure that 1 metre gap is maintained between employees.</p> <hr/> <p>Avoid staff congregating in common areas during their shifts.</p> <hr/> <p>Cleaning and sanitisation of stores, packaging areas, service area, disposable areas, storage racks with soap and water followed by disinfectant using virex 256.</p> <hr/> <p>Equipments, utensils, cutlery, crockery, chinaware, glassware, brassware, earthenware should be cleaned thoroughly as per standard and stacked in regular intervals.</p> <hr/> <p>High touch point in production area such as door knob, door handles, call button, POS, table tops, chair, intercom, pass counter, printer, scanner, tea coffee dispensing machine, food crates, food carts, trolleys, display racks etc will be cleaned twice daily while mopping with linen / absorbable cloth soaked in disinfectant.</p>	<ul style="list-style-type: none"> • Diversey guidelines for Hotel reopening • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19 • FSSAI - Guidelines for COVID-19

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F&B SERVICES	BANQUETS and EVENTS	<p>Maximum meeting size determined by local authorities. <i>(i.e. 50 people maximum at one time should include employees etc)</i></p> <hr/> <p>Seating with social distancing requirements.</p> <hr/> <p>No buffets unless serviced by a waiter <i>(or based on market)</i>.</p> <hr/> <p>No self service stations- beverage or food.</p> <hr/> <p>Bottled water only; no open pitchers or beverage stations.</p>	<ul style="list-style-type: none"> • Diversey guidelines for Hotel reopening • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19 • FSSAI - Guidelines for COVID-19
HOUSEKEEPING	HOUSEKEEPING DAILY SERVICE	<p>Guestroom set up include a "Hygiene Kit" with face mask, small sanitizer bottle and antiseptic wipe as per the number of guests occupying rooms.</p> <hr/> <p>No morning / evening service when guest is in room; timing is arranged when guest is not in the room.</p> <hr/> <p>Refresher training is conducted with diversey on proper disinfection of all surfaces and special attention to high touch items cleaned.</p> <p>Full change of all bed linen, bath linen and terry <i>(used and unused)</i> on check out.</p> <hr/> <p>Dirty linen and terry laundry is transported by bags to the sorting room.</p> <hr/> <p>Bath Amenities: Consumable items are packaged <i>(i.e. QTips and cotton pads etc)</i>, sanitizer and wipes are replaced daily if used or missing. Unused bath amenities are disinfected at check out.</p>	<ul style="list-style-type: none"> • Diversey guidelines for Hotel reopening • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19

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HOUSEKEEPING	HOUSEKEEPING DAILY SERVICE <i>(continued)</i>	<p>Employees wear the full PPE kit (<i>gloves, mask and goggles</i>) for laundry sorting.</p> <hr/> <p>Housekeeping staff wash their hands and apply clean gloves to arrange any guest items; minimize arrangement of guest sensitive personal items (<i>i.e. tooth brush, make up brush, contact lens etc</i>) and clothing.</p> <hr/> <ul style="list-style-type: none"> • On check out, employee with full PPE kit will enter room to remove any food and trash where possible and leave room vacant for 48 hours, followed by cleaning. • Room to be cleaned as per check out procedure. Additional application of disinfectant (Virex 256, sodium hypochlorite, Oxyvir). • Room making as per checklist. 	
	LAUNDRY SERVICE	<p>Assess services and operating hours based on business level.</p> <hr/> <p>Only provide laundry service for items which are washable to CDC guidelines (<i>60 degrees centigrade</i>).</p> <hr/> <p>For laundry requests, inform guest to place in plastic bag (<i>via phone, chat or FS App request</i>).</p> <hr/> <p>Full PPE kit is worn by laundry employees on sorting of dirty clothes and when opening any bags.</p> <hr/> <p>Sequence of laundry operation: as per checklist.</p>	<ul style="list-style-type: none"> • Diversey guidelines for Hotel reopening • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19

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HOUSEKEEPING	PUBLIC AREA	<p>Restrooms are disinfected after every 2 hours with standard cleaning supplies.</p> <hr/> <p>Commonly touched surfaces (<i>door handles, light switches, elevator buttons, faucet handles, etc</i>) are disinfected.</p> <hr/> <p>Hand lotions are removed.</p> <hr/> <p>All staff maintains social distance with the guest and ensure minimal contact / communication during service.</p> <hr/> <p>Staff maintains personal hygiene by wearing face mask and sanitising hands after every time he/she touches any external surface.</p>	<ul style="list-style-type: none"> • Diversey guidelines for Hotel reopening • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19
	GARBAGE DISPOSAL	<p>Employees (HK and KST) wear full PPE (<i>gloves, mask and goggles</i>) for garbage sorting.</p> <hr/> <ul style="list-style-type: none"> • Garbage is collected from guest room twice in a day. • Garbage is collected in disposable bags / closed bins. <hr/> <p>Garbage is transferred to garbage store. Designated passage to be identified for garbage disposal from room to garbage store with minimum contact.</p> <hr/> <p>Garbage room to be disinfected every 2 hours.</p> <hr/> <p>Staff will maintain personal hygiene by wearing face mask and sanitising hand every time he/she touches garbage bags.</p>	

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HR/ SECURITY/ S T O R E and PURCHASE	<p>CAFETERIA SERVICE and HEART OF HOUSE FUNCTIONS</p> <p>EMPLOYEE ENTRANCE and LOCKER ROOM</p>	<p>Employee wash their hands pre and post meal.</p> <hr/> <p>Single serving is implemented by maintaining quality and hygiene standards.</p> <hr/> <p>Suspension of self-service communal drink fountains and stations. Beverages are served by cafeteria team.</p> <hr/> <p>Extension of operating hours to ensure social distancing.</p> <hr/> <p>All employees wear cloth masks at all times except in the cafeteria.</p> <hr/> <p>Sanitizer stations are posted at every Heart of House (HOH) elevator landing, employee entrance, by cafeteria, and all HOH offices.</p> <hr/> <p>Cafeteria set up is arranged with social distancing marking. All HOH desk areas are disinfected nightly. Signage encouraging hand washing and proper hygiene are displayed.</p> <hr/> <p>“No paper” rule for end of day for any workspace, so tops are clear and thoroughly disinfected.</p> <hr/> <p>Screening procedure for employees that complies with local law. <i>(Temperature and symptoms check)</i></p> <hr/> <p>Time in and time out is recorded by security guard in the presence of the staff.</p>	<ul style="list-style-type: none"> • Diversey guidelines for Hotel reopening • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19 • FSSAI - Guidelines for COVID-19

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HR/ SECURITY/ S T O R E and PURCHASE	EMPLOYEE ENTRANCE and LOCKER ROOM <i>(continued)</i> PURCHASE STORES and LOGISTICS	<p>Social distancing is ensured at the entrance and in locker rooms; stagger schedules as needed.</p> <hr/> <p>Offsite laundry or dry cleaning is complying with local requirements of laundry.</p> <hr/> <p>Signage are displayed at employee entrance to advise on screening procedures, social distancing requirements and personal hygiene requirements.</p> <p>Purchase:</p> <ul style="list-style-type: none"> • Established Covid-19 purchasing needs for all departments, established PARs, stock and purchasing flow. • Limit the number and frequency of deliveries and vendors (<i>i.e. garbage removal etc</i>) to the hotel. • Purchasing needs will include but not limited to guest pocket sanitizer, surgical mask, disinfectant wipes, cloth masks, packaged consumable guest supplies Qtips, sanitizer dispensers, sustainable single use F&B packaging, plastic or paper covers for glassware, single use F&B amenities etc, according to department requests. • Suspend outsourced services and third party vendors where possible and limit access to hotel. • Adjust service delivery procedures to enable social distancing (<i>i.e. package delivery, concierge service, vendor access etc</i>). • Required third party vendors or outsourced services comply with employee guidelines and procedures. 	<ul style="list-style-type: none"> • Diversey guidelines for Hotel reopening • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19

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<p>HR/ SECURITY/ S T O R E and PURCHASE</p> <p>FOOD PRODUCTION</p>	<p>PURCHASE STORES and LOGISTICS <i>(continued)</i></p> <p>PERSONAL HYGIENE</p>	<p>Receiving food:</p> <ul style="list-style-type: none"> All food items are thoroughly washed. Fruits and vegetable (<i>to be consumed raw</i>) are washed in 50 ppm chlorine or clean potable water before storage. <p>Screening protocol is followed on daily basis while entering the kitchen premises, which includes: Temperature check, cold and cough symptoms, shortness of breath, fatigue, breathing difficulties.</p> <hr/> <p>All production team members mandatorily wear mask.</p> <hr/> <p>Social distancing is maintained while in production area that is at least minimum 1 metre.</p> <hr/> <p>Hand hygiene is followed in an interval of 20 minutes.</p> <hr/> <p>Arrangement of industry standard disinfectant at various locations at the production area. Work place is disinfected frequently.</p> <hr/> <p>Gloves are worn while handling prepared food or ready to eat food.</p> <hr/> <p>Respiratory hygiene is followed while coughing or sneezing, tissue is disposed in closed bins and hands are washed thoroughly and sanitised before handling food.</p> <hr/> <p>Limit number of people and staff who can come inside the food premises at any one time.</p>	<ul style="list-style-type: none"> Diversey guidelines for Hotel reopening Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels WHO advisory on COVID-19 FSSAI - Guidelines for COVID-19

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FOOD PRODUCTION	CLEANING and SANITIZATION	<p>Food premises are always well maintained and cleaned thoroughly and sanitised.</p> <hr/> <p>Various areas of food production (<i>food preparation areas, production area, stores, packaging area, service area, waste disposal area etc</i>) office space, transport vehicle is cleaned with soap and water, followed by disinfectant.</p> <hr/> <p>Equipment, containers, utensils, cutlery etc are cleaned thoroughly using soap and water. Preferably use hot water (<i>above 60 degrees centigrade</i>) for washing and sanitising.</p> <hr/> <p>High touch points in production area such as grills, ranges, pass counter, printer, scanner, tea coffee dispensing machine, food carats, food carts, trolleys, display racks are cleaned twice daily while mopping with linen / absorbable cloth soaked in disinfectant.</p> <hr/> <p>All cleaning equipment, cloths, mops, reusable protective gear such as boots, gloves etc, are thoroughly cleaned and disinfected after use and prior to use in other area.</p> <hr/> <p>Steps of cleaning includes: preparation, cleaning, sanitising, air drying.</p> <hr/> <p>Food Transport: Food delivery vehicle is sanitised and cleaned regularly. Cleaning and sanitisation records are maintained at vehicle.</p> <hr/> <p>Food Packaging: Food packaging is kept clean and away from source of contamination.</p>	<ul style="list-style-type: none"> • Diversey guidelines for Hotel reopening • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19 • FSSAI - Guidelines for COVID-19

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FOOD PRODUCTION	GUIDANCE FOR CONSUMPTION	<p>Provide single use (<i>paper or plastic, where appropriate</i>) bags for customer take away.</p> <hr/> <p>Provide alcohol based hand antiseptic rubs before food consumption.</p> <hr/> <p>Rinse fruits and vegetables before cutting or eating. Rinse raw agricultural products, such as heads of lettuce, under running water prior to cutting or serving.</p> <hr/> <p>Thoroughly cook food as cooking destroys many germs, including corona virus.</p> <hr/> <p>Food workers will use barrier such as tongs, gloves, or other utensils to prevent direct hand contact with food.</p> <hr/> <p>No ready to eat items shall be left open and shall be kept covered or in glass display.</p>	<ul style="list-style-type: none"> • Diversey guidelines for Hotel reopening • Indian MoHFW advisory and guidelines for prevention of transmission and disinfection of hotels • WHO advisory on COVID-19 • FSSAI - Guidelines for COVID-19