

**WE CARE**



**Marriott**<sup>®</sup>  
INTERNATIONAL





# THE NEW NORMAL

## YOUR SAFETY IS OUR UTMOST PRIORITY

We are taking additional steps to ensure the safety of our guests

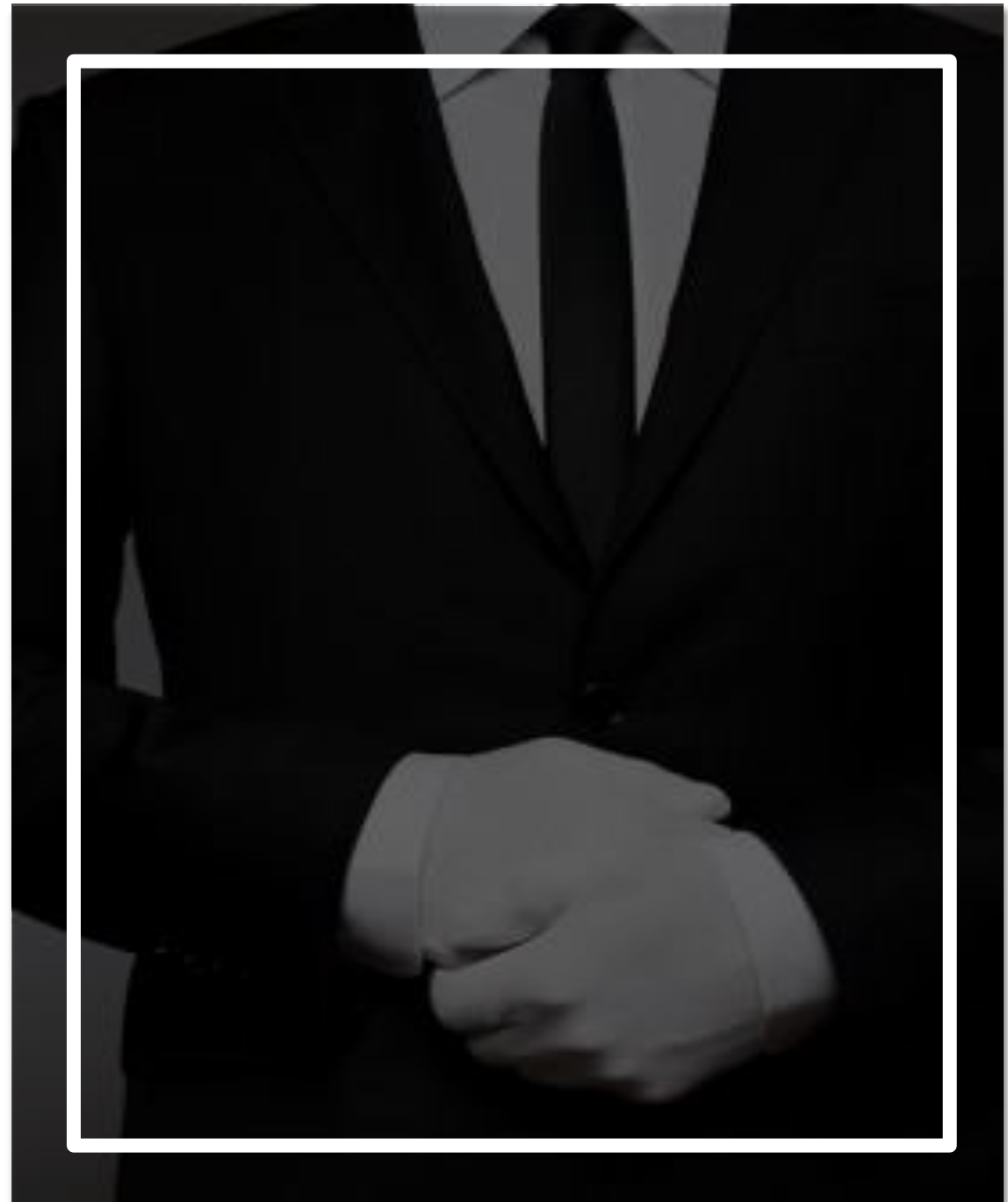
“We Care” is a program which will be an all-encompassing attempt to ensure that we align our protocols, hotel procedure, processes and hotel operations to instill a heightened sense of safety, security, comfort and consistency in our guests

All new protocols have been generated with advice of experts from cleaning hygiene companies such as Diversey & Ecolab (Hygiene Partner)

At all our hotel, we will also hire a “Quality & Hygiene Manager” and “Hygiene-in-charge” for all operations areas by sub-departments to ensure 100% compliance.

# FRONT OF THE HOUSE

- As part of reservation process, guests will be requested for their contact details and Marriott Bonvoy number (mail ID, contact no. etc.). This information will be used to convey pre-arrival communication.
- As part of the pre-arrival experience, online payment options will be proactively suggested for a seamless arrival experience.
- "Namaste"- will be adopted as a standardized greeting for all guests at every touchpoint to maintain social distancing.
- Associates will be seen wearing masks and gloves at all times.
- All areas will be sanitized as per guidelines provided by the Hygiene Partner
- Hand sanitization stations will be available for guests at various points, 70% alcohol liquid based sanitizer to be used for hand sanitization



# FRONT OF THE HOUSE

## GUEST TRANSPORT

- Chauffeur will wear protective gear such as mask and gloves at all times
- The car will be disinfected after every trip, from outside and within
- Every car will be equipped with an amenity kit (per passenger) comprising of masks, gloves and sanitizers
- Guests will also receive a note informing on all the hygiene and sanitization efforts at the hotel
- Guest will be requested to only sit in the back seat.



# FRONT OF THE HOUSE

## HOTEL ENTRANCE, ELEVATORS, CHECK IN AND CHECK OUT

- Temperature checks will be done for all guests
- Valets will be in PPE and follow all disinfection processes
- Guest luggage will be disinfected before placing it in the scanner
- A guest will be provided with a mask, if they are not wearing one
- In order to maintain social distancing, front desk will have a protective shield
- To minimize contact, all guests will be encouraged to use mobile check-in and check-out and also use mobile keys
- All guest stationary will be sanitized after single use
- All guest elevator landing areas to have sanitizers
- Guest elevators will operate a maximum capacity of 4 guests per elevator
- Aesthetic markings on the floor of the elevator will be used to indicate standing positions

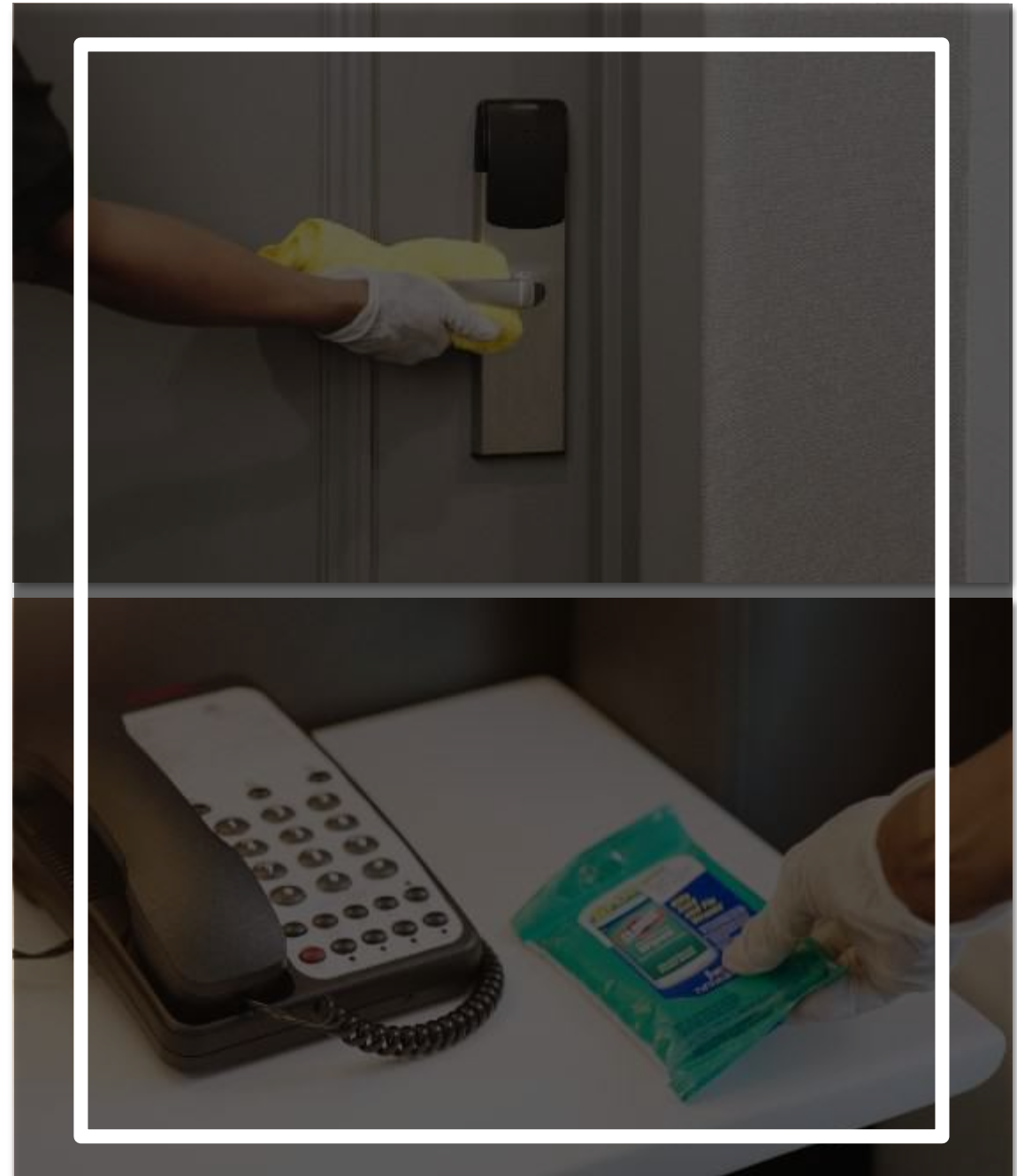


# GUEST ROOMS

- Our hotels will use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.
- All guest rooms will be held for 24hrs post check out before releasing it to another guest
- Minimal offerings will be available in the Mini Bar
- Guestrooms will be equipped with disinfecting wipes and sanitizers
- Dry amenities will be available on-request
- Digital newspapers will be shared daily

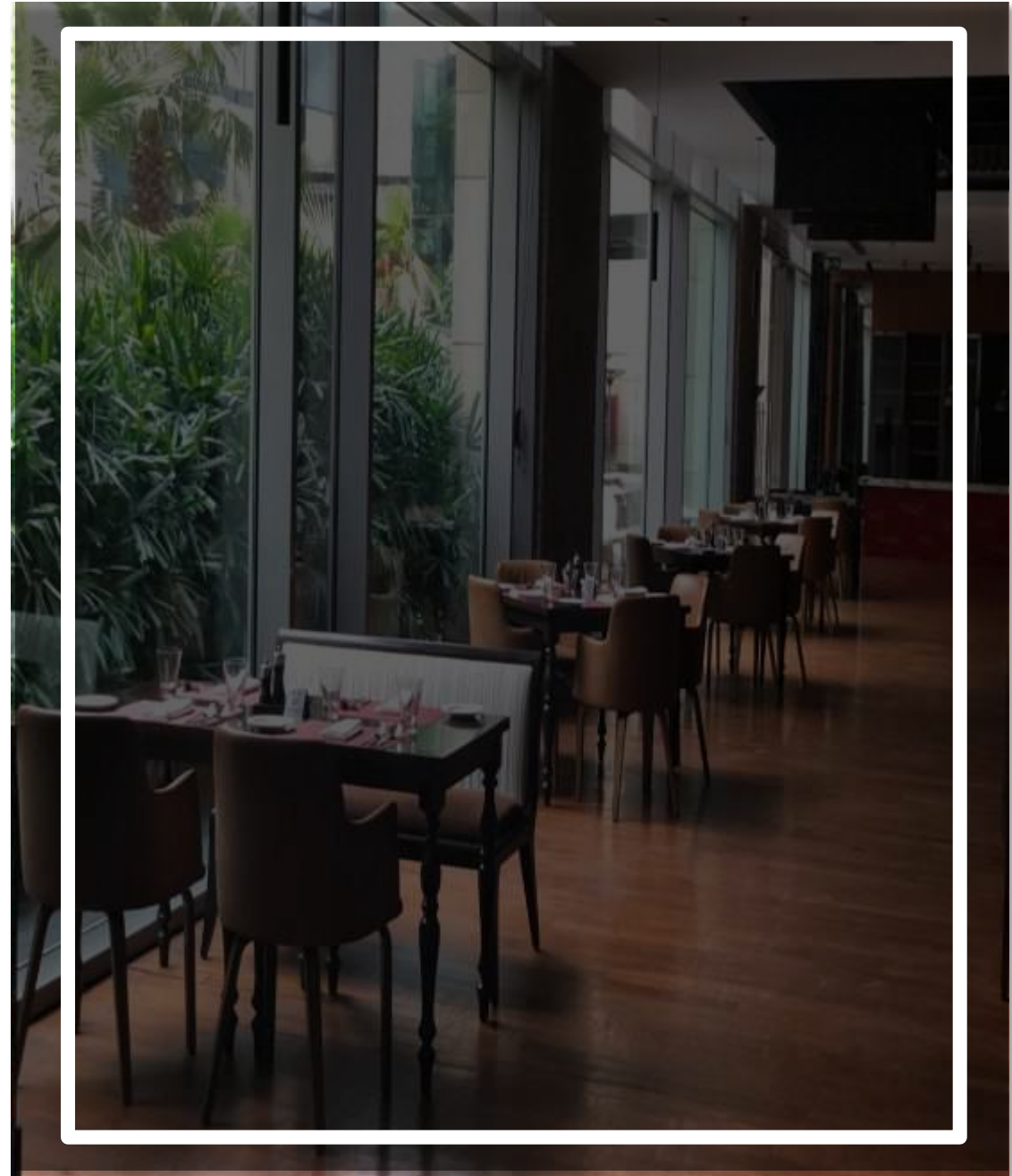
## **In-Room Dining:**

- Rooms will be equipped with QR codes leading to the digital menus to limit contact.
- The IRD order taker will check with the guest if they would like the IRD server to enter the guest room with the trolley or would they prefer to have it placed outside the room, to suit their convenience and comfort.



# RESTAURANTS & BARS

- All tables will be sanitized and maintain a minimum distance of 6 feet
- If needed, restaurant will increase meal operating hours to accommodate guests
- Digital menus will be made available wherever applicable.
- A guest will be provided with a mask, if they are not wearing one
- Buffet framework for restaurants and banquets will be revised, emphasis on individual portions
- In Room Dining menu will have options of meal in a bowl and bento boxes
- Hand sanitizers will be placed at vantage visible points in the outlets
- All associates will be in PPE and ensure proper replacement of masks and gloves at regular stipulated intervals



# BANQUET

## Seating Arrangements:

- Number of guests per hall will be limited to 50% of current capacity
- Hotels will be using approved chemicals from our Hygiene Partners for cleaning and disinfecting function areas, such as entrance, sitting area, back area floor, control panel, etc.
- All banquet seating options will follow social distancing norms
- Recommended seating guideline:
- Round tables
  - 6 ft table – 4 pax
  - 5 ft table – 3 pax
  - 4 ft table – 2 pax
- Rectangular table for U shape, Classroom, and Boardroom
  - 6 ft table – 2 pax
- Theater-style: The distance between chairs needs to be minimum 3 ft (sideways and front ways)
- It will be recommended to our guests that they opt for linen free tables and chairs
- In case of usage of linen, all chair covers and table linens to be washed after every event





# BANQUET

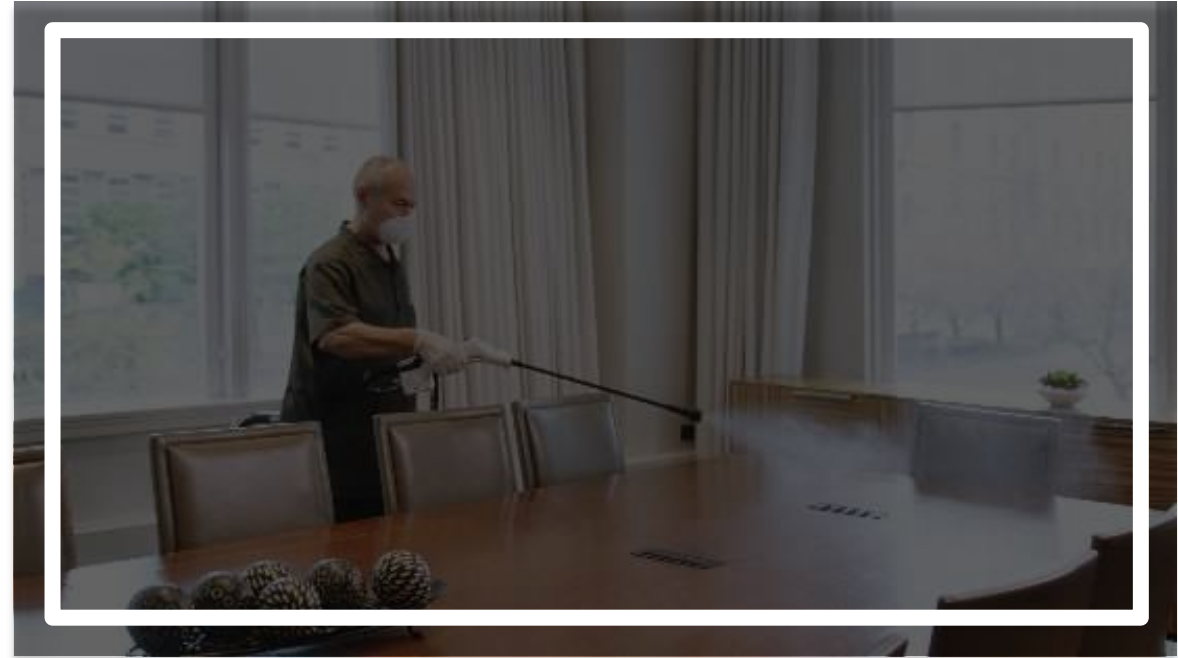
## **General Sanitization protocols for produce:**

Mandatory sanitizer concentrations:

- All vegetables will be thoroughly washed using Suma Tab-50 ppm
- Kitchen surfaces to be washed and sanitized thoroughly after every 6 hours using QMBA solutions between 100-200 ppm

## **Setup arrangements:**

- All banquet stationery and amenities will be sanitized per use
- Hand sanitizer and disinfectant wipes will be kept on each table as an amenity
- Fresh air systems will be turned on 30 minutes in advance to ensure good ventilation
- All vendor staff (wedding decorator, event company etc.) must undergo the same temperature check as the associates along with the other processes for admission
- Hotels will ensure use of only reputed AV vendors, wedding planners; all equipment needs to be disinfected before entering the hotel premises and the same will be monitored by our team
- All vendor staff will need to wear gloves and masks while working in the hotel premises



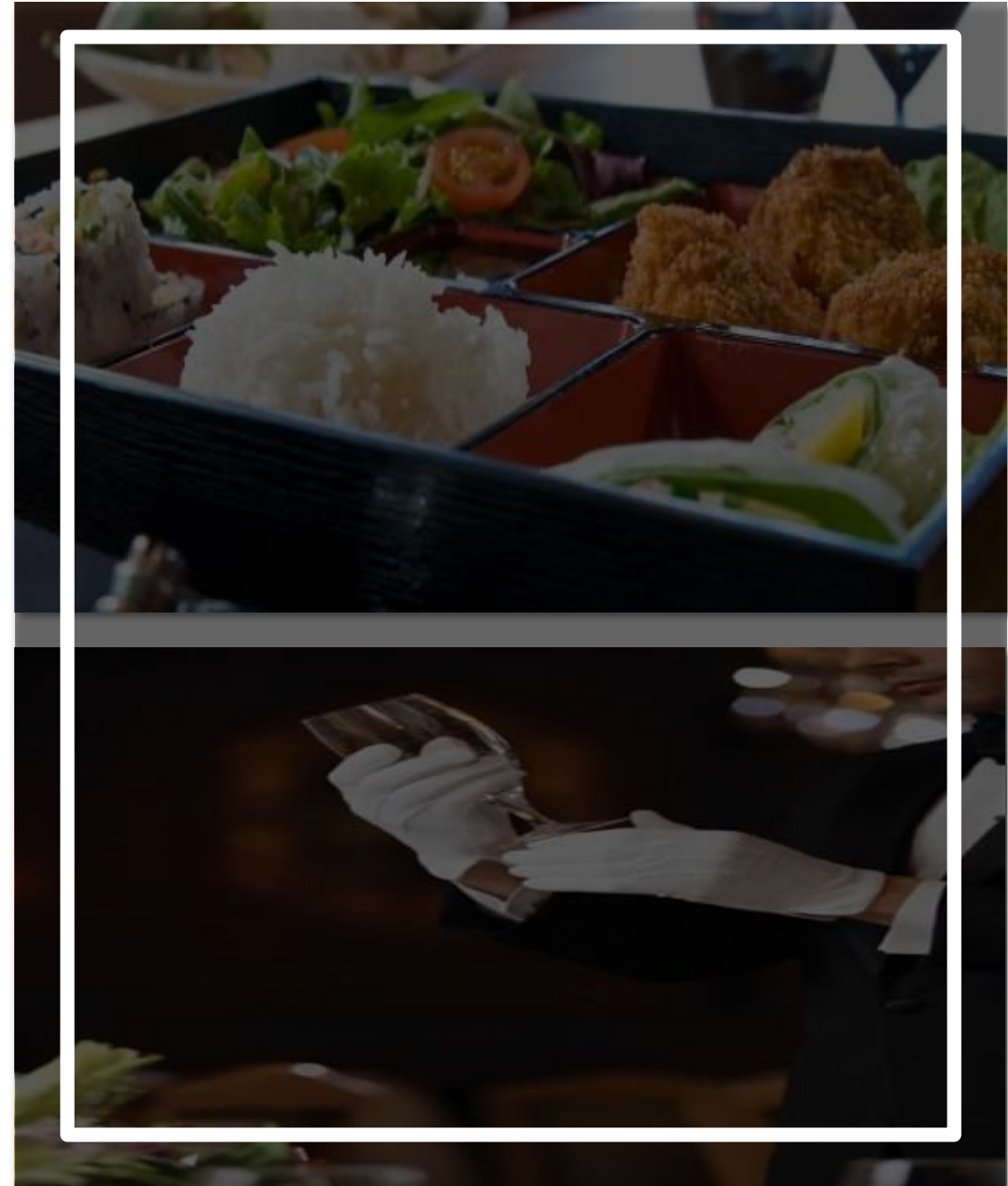
# BANQUET

## Coffee/Lunch/Dinner service

- Coffee set up area guidelines - Automatic coffee dispensing machines will be setup along with a hotel associate to be around for any assistance
- For Social Events:
  - Venues will be planning a starter counter with pre portioned starter plates and cutlery. Outside food counter will be avoided as far as possible
- Crowd management for the buffet will be done at all times – a distance of minimum 3 ft to be maintained at the food counters at all time
- All buffet service will be done by an associate wearing gloves and a mask
- Sajjan Khot (Family Service) will be carried out for less than 15 people and the same will be done via pre-plated plates

## Bar Counters

- Queue managers will be placed in front of the bar counter to avoid overcrowding and aid social distancing
- Regular glassware will be used unless the host requests for disposable glassware
- Bartender to wear gloves and mask at all times



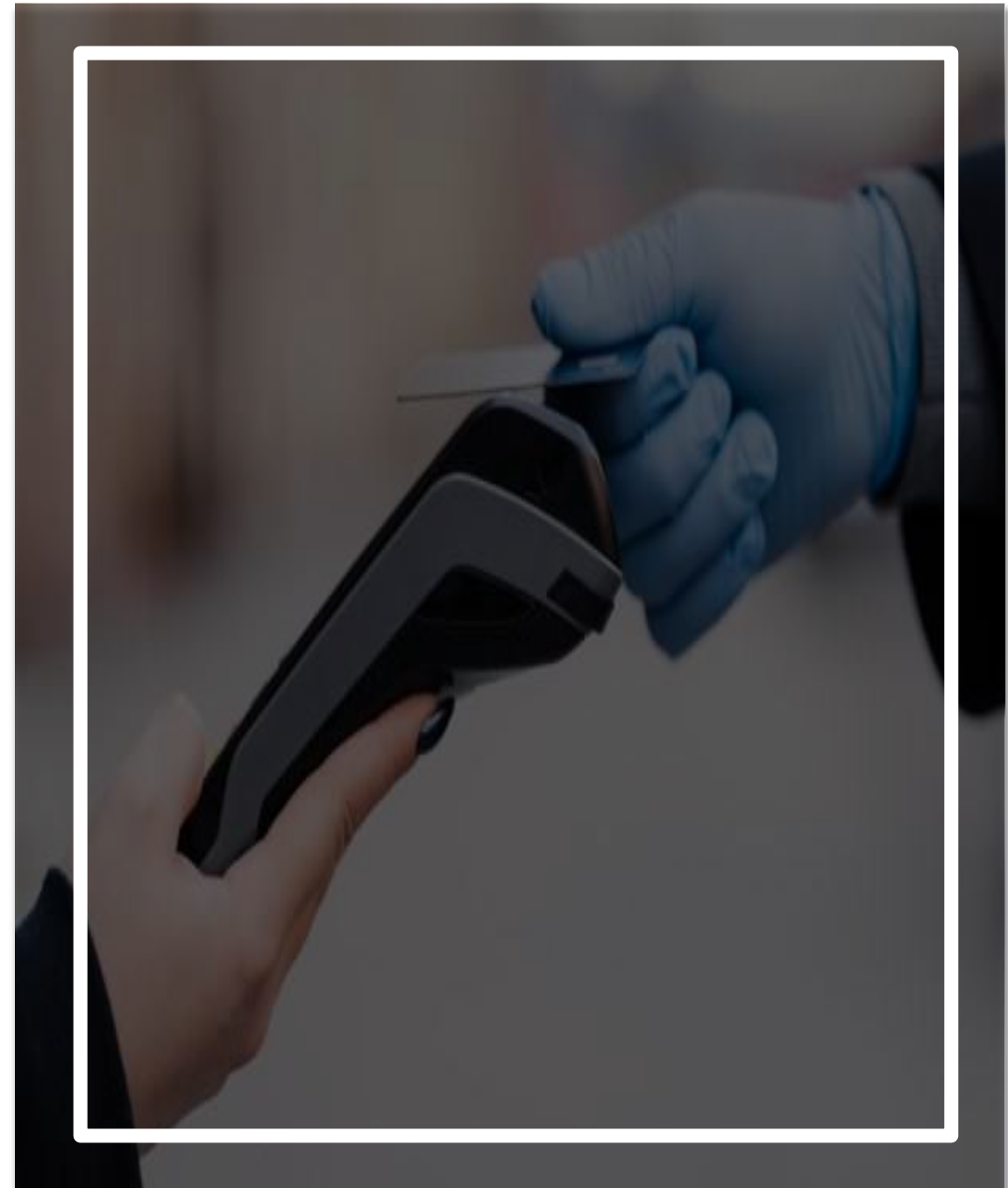
# BANQUET

## **Clearance:**

- Placement of clearance trollies/tables at a strategic location, where guests are encouraged to directly place their used plates and cutlery
- Similarly, linen trolley to be placed near clearance for guest to drop their soiled linen

## **Payment:**

- Guests will be provided with an option to make online payments for advance at the negotiation phase itself.
- In case of credit card, swabs will be kept which guests can use with sanitizer to clean their credit cards before handing over



# HEART OF THE HOUSE

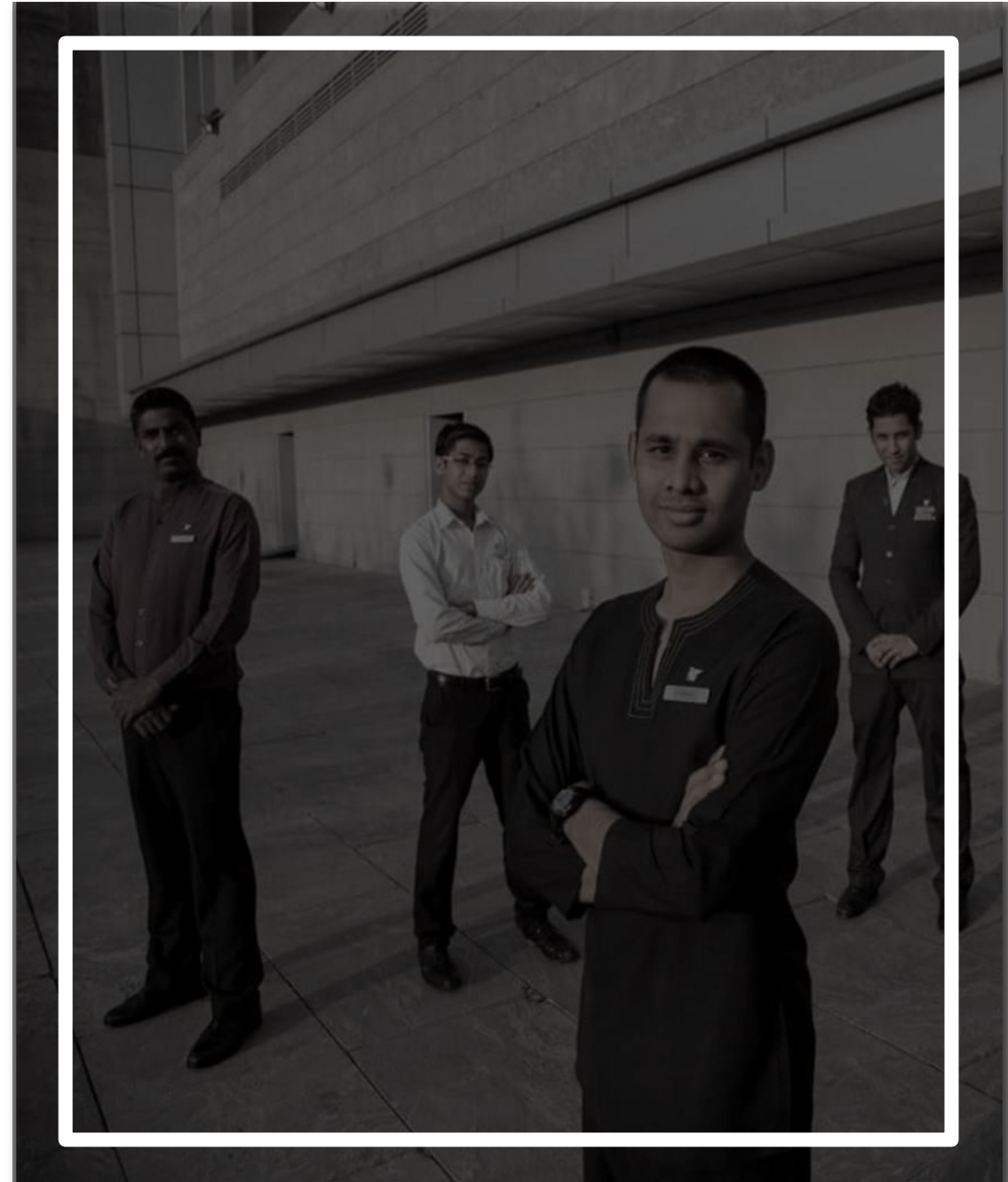
- Aarogya Setu App will be installed by all associates
- Associates will only be permitted if they are in a Green status
- All associates to maintain a minimum distance of 1 meter at all points for social distancing

## **EMPLOYEE TRANSPORT**

- Drivers for all vehicles used for associate pickup follow all the new guidelines including wearing gloves and masks, brand and specification as recommended by the Hygiene Partner

## **ASSOCIATE UNIFORM**

- Uniforms will need to be sanitized properly; steam press or heat iron can be used
- Associates will be given masks and gloves as part of the uniform across all departments





THANK YOU

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