



OUR HOTEL PLAN:

# RENAISSANCE ORLANDO AT SEAWORLD

COMMITMENT TO CLEAN

**Marriott**  
INTERNATIONAL

COMMITMENT  
TO CLEAN

UPDATED:  
8/3/2021

## HOTEL PLAN

CLEANLINESS  
CHAMPION

**James Williamson** – Director Safety & Security



## TRAINING

- Clean Matters COVID-19 Refresher Training completed by incumbent associates and all new hire associates within first 7 days of starting date. Trainings to include:
  - **All Associate Training**
    - Marriott – Foundations of Cleaning
    - Marriott – Cleaning Matters
    - Marriott – Leading The Guest Experience
    - Eco Lab – Reducing the Risk Of Infection
    - Eco Lab – Proper Hand Washing Technique
    - Eco Lab – Proper use of Hand Sanitizer
    - Eco Lab – Specific Cleaner & Chemicals Training
    - PPE Requirements – Specific to position/task
      - Where to retrieve items
      - Returning items
      - Disinfecting/Sanitizing of items between uses
  - **Area Specific**
    - **Housekeeping**
      - Eco Lab – Hallway Cleaning Procedures
      - Eco Lab – Guest Room Cleaning Procedures
      - Eco Lab – Handling Laundry Procedures
      - Eco Lab – Entrance Cleaning Procedures
      - Eco Lab – Public Space Cleaning Procedures
      - Eco Lab – Lobby Cleaning Procedures
      - Eco Lab – Restroom Cleaning Procedures
    - **Food & Beverage**
      - Eco Lab - Food Service FOH Procedures
      - Eco Lab - Food Service BOH Procedures
      - Eco Lab – Correct Cleaning Products
    - **Daily Standup Topics**
      - Hand Hygiene
      - Cleaning Tips & Tricks
      - Proper PPE Usage
      - Guest Talking Points



## CLEANING PRODUCTS

- Print and display specific cleaning products to be used in each department along with directions/infographics, and safety data sheets.
- Sanitizing wipes will be provided in area such as: laundry room, fitness center and public restrooms.
- MSDS will be in a common binder accessible for everyone in LP and Housekeeping.
- Utilize HEPA (High-Efficiency Particulate Air devices for use throughout the hotel (guest rooms, R&B, public and event spaces, etc.)
- Establish cleaning logs for all public areas.

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- **All Area Disinfectant**

This hotel uses the following EPA certified disinfectants, which have been certified to effectively kill COVID-19 on all surfaces.

- 14 Plus Antibacterial All Purpose Cleaner
- 20 Neutral Disinfectant Cleaner
- A-456 II Disinfectant Cleaner (QC)
- Multi Purpose Disinfecting Wipes
- Neutral Disinfectant Cleaner
- Oasis 499 HBV Disinfectant
- Peroxide Multi Surface Cleaner and Disinfectant
- TB Disinfectant Cleaner RTU

- **Specific Areas requiring consistent Disinfecting**

- Hard surfaces and shared equipment used by multiple associates or guests per shift based on volume of use (e.g. counters, door handles, keyboards, house and desk phones, lockers, tools, vacuums, back-of-house shared equipment, luggage carts, sanitizing stations (contactless, pump, wipes): between every associate and guest use or every 2 hours and At the beginning and end of each shift.
- Registration, concierge, guest relations, business center, retail, lobby and elevator (handrails, tables, chairs, counters, buttons, entrances, water fountains, ATMs, hand sanitizing stations (contactless and pumps) areas based on volume of use with the recommended disinfectants.
- Public restrooms (toilets, partitions, counters, faucets, dispensers, handles) every hour.
- Sanitizer wipes available In Fitness Center for guests to wipe down equipment before & after use.
- PPE (Mask, Sanitizer) will be available at all entrances to the hotel



## CLEANING PRODUCTS

- All Un-Vaccinated Associates are required to wear a CDC Approved mask/face covering that will be provided by the hotel.
  - Masks are to be worn at all times with the following exceptions:
    - When eating/drinking
    - When smoking
    - When in an office alone
- Temperature check for all Ambassadors will be conducted by Loss Prevention upon entering premises. Deny entry to those with a temperature of 100.4°F (38C) or above.



## PERSONAL PROTECTION EQUIPMENT

- Produce and have available in all departments protocols for presumed positive cases and self-quarantine procedures
- Ask guest if immediate assistance is needed.
- Advise the guest to self-isolate (if staying on property not to leave the room)
- Contact LP immediately and notify departments heads
- Keep the room off inventory for at least 48 hrs.
- Follow the Clean Matters Housekeeping cleaning process.





## SIGNAGE

- **Back Of House**
  - Effective Hand Hygiene
  - Physical Distancing Reminder Wall Signage
  - Physical Distancing Floor Clings
    - Restrooms
    - Cafeteria
    - Locker Rooms
    - Smoking Areas
    - Service Elevators
- **Front of House**
  - Effective Hand Hygiene
  - Physical Distancing Reminders Wall Signage
  - Hand Washing Public Restrooms
  - Fitness Center Clean equipment signage
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## SOCIAL & PHYSICAL DISTANCING

- **Use of protective acrylic guards**
  - Front Desk Counters
  - Bar Tops
  - Retail Counters
- **Redesign Floorplans**
- Leader in front office during peak times controlling traffic flow, physical distancing, cleaning protocols and elevator capacities.
- Rope & Stanchion used to control traffic flow.
- Utilize key drop stations for contactless checkout
- Temporarily eliminate valet and offer self-parking.



## GUEST ROOM ENTRY

- Create a “steps” of cleaning card for all housekeepers to carry, as part of their uniform using infographics along with text so that they may answer engage guest questions around cleaning processes
- In Room Dining orders dropped off at guest room door.



## FOOD & BEVERAGE

- Transition to Bagged IRD platform.
- QR codes and digital screens for Menus
- Disinfect furniture tables and chairs with disinfectant between customers.
- Culinary to sanitize all food preparation areas every 2 hours
- Sanitize cocktail equipment and bar tools sanitized with soap/water after each use
- When handling cash, credit cards and identification, associates should sanitize their hands between guests
- Add sneeze guard in front of the hostess podium



## MEETINGS & EVENTS

- **Mobile Enhancements**
  - Encourage use of MSA for communication.
  - Encourage paperless billing
  - Encourage communication and participation in Mobile Key.
  - Encourage groups to utilize mobile registration for attendees.
- **Service**
  - **By request:** cleaning and sanitization during breaks or other event points to inspire customer confidence
  - **By Request:** Add Acrylic Barriers on Food & Beverage Stations and buffets
  - Where possible, prop doors open and increase air flow.
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- **Physical Distancing**
  - **Encouraged:** Meeting capacities must be reduced to align with social distancing guidelines.
    - 3ft between tables & chairs
    - 5 people per round
    - 1 person per 6ft classroom table
    - 6ft between exhibits
- **Set-Up**
  - Readily available sanitizing stations throughout meeting space.
  - 3rd party vendors must receive, and agree to, written communication detailing hotel access, safety measures, social distancing and PPE guidelines.
- **Cleaning**
  - Sanitize tables & chairs prior to each set up.
  - All carts must be sanitized prior to and after each use, and every 60 minutes accessible to guests.
- Masks are available upon request for meeting guests
- **Meeting Space Signage**
  - Utilize digital signage where possible
  - Hand Hygiene
- **Audio Visual**
  - Sanitize all equipment before, during breaks and after each event
  - Work with Meeting Planner to insert a slide in presentations reminding participants about physical distancing and PPE guidelines during the meeting
  - Live Streaming - Provide capability to:
    - Ensure privacy and security in a dedicated line and bandwidth
    - Connect to multiple platforms (i.e. Teams, Zoom, Skype)
    - Stream content – e.g. presentations/videos from a separate source
- **Breaks, Buffets, Food Displays**
  - Sanitizing stations placed at the front of the buffet line
  - **By Request:** Buffet attendants to serve all food behind acrylic barrier.
  - Buffets to include a reduced/limited number of menu items
  - Buffets and equipment must be sanitized before, during and after service, to include carts, hot boxes.
  - Multiple coffee/tea stations to be set up to avoid queuing
  - Coffee and other break items to be served by an attendant, with individually wrapped condiments available
  - Provide rolled or disposable flatware
  - Encourage the use of individually served or wrapped menu items
  - Individual bottle of water instead of stations

- **Plated Events**
  - Associates participating in plate-up and service must adhere to all required PPE guidelines
  - All plating equipment, including hot plates, cold plates, and belts should be washed and sanitized before and after use.
  - Plates should remain covered and protected from contamination until ready for use
- **Bars**
  - Encourage hosted bars to eliminate the need for cash transactions
  - All bars set with countertop hand sanitizer
  - Provide packaged sustainable straws
  - Surfaces to be cleaned in between guests



## HAND HYGIENE AND ETIQUETTE

1. Proper handwashing/sanitizing training and demonstrations to take place at daily stand up's.
2. Display signage for proper handwashing, sneezing, and coughing protocols by each timeclock, associate locker rooms and public restrooms.
3. Hand sanitizer stations installed throughout the hotel, specifically at high touch areas, check in, elevators, food counters, water fountains etc.
4. Physical distancing signage on floors where queues may form, wall signage to promote distancing.

1. All Ambassadors to be trained on the below and documented in personal file
  - a. Heightened Sanitation video
  - b. WHO "How to Hand wash" video
2. Add proper handwashing training/discussion to daily stand up and include in Daily packet. Have associates demonstrate daily
3. Create and display posters/signage for proper handwashing, sneezing, and coughing protocols by each time clock and in associate locker rooms in multiple languages (English/Spanish). Use WHO poster, MGS and CDC posters.
4. Hand sanitizer setup in all departments. Associates who are unable to wash their hands every 20 minutes should use hand sanitizer as an alternative. Hand sanitizer dispensers will be placed in the following areas:
  - ✓ Main Entry Doors
  - ✓ Breakfast Areas / Restaurants / Outlets
  - ✓ Lobby Areas
  - ✓ Fitness Center / Health Clubs
  - ✓ Elevator Floor Landings
  - ✓ Meeting Spaces / Pre-Function Spaces
  - ✓ Heart of House Entrances
  - ✓ Associate Breakrooms / Dining Areas
  - ✓ Side Entrances
  - ✓ Front Office Areas (Front Desk, Bell Stand, Guest Relations,
  - ✓ Concierge Desks)
  - ✓ Public Restrooms
  - ✓ Associate Restrooms

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