

COVID-19 Operations Procedures – Guest Services

Clique Hotels & Resorts is committed to the Health and Safety of both our Colleagues and Guests. To ensure we are practicing the required social distancing and meeting the OH&S requirements the following procedures have been developed and will remain in effect until further notice. You are encouraged to speak with your Manager should you have any questions or are unclear of a procedure.

GUEST SERVICES PROCEDURES

Team Members

Upon entering the workplace, report directly to your department. Once arriving at their department Team Members are required to wash their hands, put on their required personal protective equipment, and start their duties as per schedule of tasks while maintaining social distancing. Breaks and start times should be staggered to ensure social distancing can be maintained.

Screening Questionnaire: Every Team Member will be required to complete an online screening questionnaire before starting their shift:

- 1) Go to: <https://workplace-screening.whistler.com/?code=blackcombspringssuites-guestservice>
- 2) Team Members need to enter their name as it appears in Payworks each time. The process takes less than 30 seconds
- 3) If a Team Member is NOT cleared to safely enter the workplace, **GSM** will receive an automatic email notifying of the Team Member, date, and time of attempted entry
- 4) The Team Member will receive a warning stating not to enter the workplace, with additional directions. Ensure they do not enter the property
- 5) Weekly reporting will be sent to GSM, including a running total of all completed screenings (in the event contact tracing is needed)

*In case a Team Member makes an error while completing the screening online, and they are instructed to not enter the workplace, they will need to contact **GSM** or the MOD directly and explain the situation. A paper Questionnaire will then be needed for filing purposes, and it must be signed by the approving Manager before it lands on the GM's desk.*

Personal Protective Equipment and Hygiene

As part of your personal protective equipment (PPE) gloves and masks will be provided. Managers will be instructing their teams on how to properly wear and dispose of their PPE. The Hotel will be using disinfectant that has been approved by BC Coastal Health. All colleagues will be properly trained on the use and storage of all disinfectants.

Frequent hand washing is mandatory throughout each shift to prevent the spread of the virus, stay away from touching your mouth, nose, or eyes. It is imperative colleagues sanitize or wash their hands after clocking in/out, using the rest Suite, eating, smoking, or handling items.

Colleagues will have the option to wear gloves during their shift however must sanitize their hands and clean their workstation regularly. Masks are part of the uniform, therefore their use is compulsory. There will be floor signage indicating where guests stand during check in/out to ensure social distancing.

Each desk will display a sign informing our guests the protocols in place to ensure their safety and what they are required to do.

General Cleaning & Safety Measures

- Disinfectant wipes, or disinfecting liquid and clean wipes will be available.
- High touch surfaces must be disinfected constantly and after change of users. This includes keys, telephones, stapler, credit card machines, two-way radios, keyboard, mouse, light switches, etc.
- Empty and clean garbage cans regularly
- Pens in the “used pens” container must be wiped constantly and put back in the “sanitized pens” container
- Each GSA must have her or his own pen

MANAGING GUESTS

At time of reservation:

- Any booking of 14+ day stay, ask if they will be self-isolating because of COVID-19. If the booking is made online, call them to ask
- When self-isolating guests book, inform them they will be required to remain in the Suite for the duration of their stay. Refer to the [procedure for self-isolating guests](#)

At check in:

- Signage outside asking guests, suppliers and visitors:
 1. Masks are required in all public areas within the hotel
 2. wait for their turn by keeping their distance from another party
 3. not to enter if they are sick
- Floor decals showing guests were to stand while waiting

All guests must be asked the following Three Questions at check in:

1. if they or anybody in their party has recently arrived from outside Canada
2. if they believe they have been exposed to COVID-19 in the past two weeks
3. if they have any respiratory illness, even if it is mild

If Guests answer YES to any of these questions, refer to the
[procedure for self-isolating guests](#)

- Move to lobby and select an area away from other Guests if the arriving Guests could have been exposed to COVID19, as management might need to assess their situation previous to checking in
- Reduce cross contamination by:
 1. increased 6 ft of space between guest and GSA by adding extra desk
 2. providing gloves and hand sanitizer for guest use
 3. suggest guests to wear gloves or sanitize hands at the start of every interaction
 4. asking guests to place their ID on a tray - GSA will not touch the ID

5. asking guest to take a pen from the “Sanitized Pens” container and to return it to the “Used Pens” container at the end of the check in process
 6. place keys in the wallet, and give to Guest using a tray
 7. using sanitizing wipes or cloth with sanitizing solution to:
 - wipe keys before handing to a guest
 - wipe tray after each guest
 - wipe used pens and place a maximum of 8 in the “Sanitized Pens” container
 - wipe credit and debit card terminals after each use
 - wipe coins before handing to guest
 - wipe all high-touch areas, including vending machines
- Inform guests of the 12 Things You Need to Know:
 1. As per British Columbia’s Provincial Health Officer, masks are required in all public areas
 2. Suite has been cleaned and sanitized thoroughly in accordance to the CDC and Vancouver Coastal Health Guidelines. Remote controls, light switches and all high touch points have been disinfected
 3. Maximum occupancy in elevators is three guests, unless they are in the same core bubble, then it is suggested that the entire bubble ride at the same time
 4. Complimentary hand sanitizer is available on all elevator landings and in lobby. Personal size bottles are available at Front Desk at a nominal cost
 5. Housekeeping service is available on request for Guests staying two or more consecutive nights in the same Suite, and it is provided **only upon request** through Guest Services. Arrangements should be made the day prior to access when **Guest is not present in the Suite**; every effort should be made to have the suite cleaned between 9am and noon. There is no limit on the amount of daily stayover cleans and no additional cost. If amenities or items are needed, please dial “0” to be delivered. Staff can enter an occupied Suite in case of emergency and will be wearing the necessary protective equipment. If needed, guests will be asked to step out of the Suite before staff access it
 6. Hot tubs and pool operate under a maximum occupancy and time limit. Guests must make reservation for Hot Tub access on the same day (no advance reservations). Maximum stay is 30 minutes based on availability. Access to pool is on a first-come first-serve basis, no reservations required. Hot Tubs maximum occupancy is 5 guests at any time, unless they are part of the same core bubble
 7. Exercise Room and BBQ use requires reservations, and time is limited to 45 minutes maximum. BBQing on decks is strictly forbidden
 8. In-Suite collateral has been removed. Information on activities, restaurants, shuttle service, maps, Directory of Services is available on the Blackcomb Springs Suites APP
 9. Gatherings of any type are limited to a maximum of 6 guests if they have enough space to maintain 2mts in between each other

10. Express check out is highly encouraged. Please leave your keys on the kitchen counter or drop them in the “Used Keys” box in Front Desk. Call Guest Services by dialing “0” to verify email to send the folio
11. To ensure proper time in between guests and for the safety of our housekeeping team, late check outs are not available. Please ensure to vacate your Suite by 10 am
12. Wash hands constantly

Other Interactions

- When a Guest or any person approaches the desk, kindly ask them to wear a mask and maintain their distance
- Hand any items with a tray or basket, wearing gloves, change as necessary
- Keys that are returned by Housekeeping staff or placed in the key drop box “Used Keys” are to be handled with clean gloves and disinfected using disinfecting wipes
- Used pens left on desk or placed in the “Used Pens” container are to be handled with clean gloves and disinfected using disinfecting wipes
- Direct Guests to the QR signs as needed
- Use general caution and provide every person with the necessary 2-meter space

Difficult Guests

Refer to the attached document COVID19-OPS_PROCEDURES_FRONT_DESK_DIFFICULT_GUESTS v.19FEB21 to know how to deal with Guests refusing to adhere to Covid19 Guidelines or PHO Orders

Reservations & Handling – Pool & Hot Tubs

- A sign-up sheet for is available at FD
- Reservations are required for Hot Tub access. A maximum number of slots is allowed on any 30-minute block from 10am to 10pm, with time in between to re-set and clean. Reservations can only be made on the same day. Reservations for upcoming days are not allowed
- Guests can access at any time if there are slots available during any 30-minute block
- One key (pass) to access the Hot Tub is given per Guest
- Pool access is available on a first-come first-serve basis while the maximum capacity is not exceeded. Guests must be given a key (pass) marked for pool access only and must be informed that they cannot access the Hot Tub. Time is approximately 30 minutes, and could be extended if no Guests are awaiting
- Keys (passes) must be returned to Front Desk upon completion of time
- Any Guests who exceeds her or his 30 minutes in the Hot Tub must be kindly asked to leave and invited to book another 30-minute slot based on availability

Reservations & Handling - BBQ, Ping Pong Table and Exercise Room

- A sign-up sheet for every amenity will be available at FD
- Reservations can only be made on the same day. Reservations for upcoming days are not allowed
- If there is nobody using any of the above, a guest without reservation is welcome to use it. However, they must let FD know to put their name on the reservation sheet
- Times are limited as below and the proper cleaning procedures must be observed :

Maximum TWO guests at a time on any amenity		
BBQ	Exercise Room	Ping-Pong Table
Hours of Operation 10am to 9pm	Hours 10am to 10pm	Hours 10am to 10pm (closed during winter months)
Time Limit – 45 minutes	Time Limit – One hour	Time Limit – 45 minutes
One guest max per BBQ	Two guests observing proper distance	Two guests max
Leave utensils on BBQ at the end of 45 mins	Disinfect machines/equipment immediately after used	Return paddles and ball to Front Desk (place on “Used Ping Pong Equipment” tray)
Houseperson to disinfect after each use and leave on site – Inform Front Desk	Houseperson to disinfect every hour	GSA to handle with clean gloves and disinfected using disinfecting wipes. Have them ready for next use

In case a Guest is using any of the amenities without reservation or informing GS, they must be kindly informed of the procedure. Allow them to carry on if nobody is waiting or if no reservation were made prior. If they are taking the slot of another Guest, kindly make a reservation for them and ask them to return. Utensils/equipment must be immediately sanitized.