



## Ten FAQ related to SANITIZED & READY programme:

- 1. What is the frequency of sanitation for the public area that frequently touched or used by the guests?**
  - E.g. public toilet, door handle, lift buttons, reception counter, interior guest elevators, door frame, all hard surfaces in the guest room. Every 30—45 minutes' time frame; there will be a check-list and a dedicated Housekeeping Attendant will be assigned to do the job.
- 2. Which sanitizing product are we using?**
  - We are using: Suma Dis D4 (Rinse free disinfectant), C Plus 20 (Multipurpose disinfectant), Room Care R2 Plus (Multi-surface cleaner & disinfectant), For Hand Sanitizers, we are using: Alcoplus H500 (Hand disinfectant) and Softcare Gel (Anti-bacterial Hand Gel)
- 3. How do we know that the room has been sanitised? Do you have any physical sign- in the room such as sticker?**
  - Once the room is clean and sanitized then the door lock will be sealed using sticker “Clean and Sanitized “ where the guest can remove it before inserting his/her card into the lock. This will build the confidence of the guest that he is the first one who is entering into the room after it was sanitized.
- 4. For internal communication and room assignment, what would be the room status for the one have been sanitized. Adding new code “VS” (Vacant Sanitized) and “OS” (Occupied Sanitized) will allow team to answer guest question how do we know if the room has been sanitised or not.**
  - New code will be created in the PMS
    - Vacant Inspected Sanitized (VIS)
    - OCCS (Occupied Sanitized).
- 5. What is the frequency of general sanitization? Twice a year or yearly or quarterly?**
  - General Hotel Disinfection and sanitization to be done every quarter; however, the room sanitization has to be done at every guest check-out.





6. **Do you sanitize the vacant rooms?**
  - We will sanitize all vacant rooms however will prioritize the one for arrival and few stand by rooms for walk-ins.
  
7. **Do you add hand sanitizer as part of your new guest supplies / amenities standard setup?**
  - Hand sanitizers (in public areas) will be part of the guest supplies; for the room amenities, we will provide small packet wet wipes sanitizer as part of the in-room amenities.
  
8. **What other guest supplies / amenities you have removed from your existing standard which you believe would help to keep the room in a better hygiene and cleaning standard?**
  - Bathroom supplies stay, and we will add the wipes. In the Room, we will need to remove bed runner, decorative pillows, additional pillow in wardrobe, all collateral such as magazines, laundry bag and list. Directory of services to be removed as well. Note pad, Pen and pencil will be given on request. Room Service Menu to be on at least laminated pages or glossy paper that can be wiped dry.
  
9. **How frequent your team member change their PPE such as hand gloves and face mask?**
  - Hand gloves at least twice daily, and face mask once daily, in normal cases.
  
10. **How often do you train the HK brigade on the new cleaning protocol?**
  - Once the cleaning protocols are discussed with the HK in charge, the staff will be trained at least 3 sessions to start with (session of 30-45 minutes) and daily follow-up and coaching for a full month during the roll-out.

