



HOTEL OPERATIONS

GENERAL INFORMATION

The hotel continues to monitor the guidance from the Centers for Disease Control and Prevention (CDC) and is following all health and safety guidelines provided by the local department of health.

The hotel's already rigorous cleaning regimens and protocols have been increased. Enhanced cleaning and sanitization practices have been put in place throughout the property and the overall cleaning frequency has been increased.

The health of our employees is being carefully monitored. All employees will be temperature screened when they arrive to work. Employees wear masks and gloves as required by local department of health guidelines.

BY DEPARTMENT

Bell, Valet, Front Desk & Lobby:

- Luggage will be delivered outside of suite, upon guest request
- Bell stand, carts, and storage are disinfected hourly and after each use
- We have reduced physical exchanges at the desk with the exception of: issuing of sanitized keys, items requiring signature, monetary transactions involving cash, purchase of retail or handover of an item requested.
- Lobby re-arranged to accommodate proper spacing.
- Desk, chairs, and guest area are cleaned and sanitized hourly and after each use.

Housekeeping:

- For minimal guest contact if room is occupied, staff will offer to return at alternate times
- Carts and equipment are sanitized at the start and end of each shift
- Daily guest linens are delivered and removed from guest rooms in single use sealed bags.
- All guest information has been transferred to single use collateral and/or electronically posted
- Extra pillows and blankets are sanitized regularly and available upon guest request

Maintenance:

- All tools, equipment, carts, etc. are disinfected after each use and at shift change.
- Items being replaced in guest rooms are disinfected prior to installation.
- Replacement items are placed in a sealed plastic bag when possible
- Specific times are arranged with guests for room entry to minimize contact
- A/C filters for each suite are checked and replaced regularly.

Restaurant:

- Restaurant tables are placed at least six feet apart
- Reservations will be limited to six people at the most.
- Bar stools will be in groups of two and each group will be six feet apart.
- Host stand will be arranged in a way that promotes safe distancing from all guests that arrive and interact with any staff members.
- Pool chairs will be placed at least six feet apart from each other.
- Single use menus will be used and ipads are sanitized after each use.
- Sanitizer will be available to guests and all table tops, chairs, chair cushions, bar tops, check presenters, pens, and POS terminals will be sanitized after each use.



555 KAUKAHI ST. | WAILEA, HI 96753
808.874.0500 | WWW.HOTELWAILEA.COM
RESERVATIONS: TOLL FREE 1.866.970.4167

EMPLOYEE HEALTH & SAFETY GUIDELINES 2020



Hotel Wailea
MAUI

Aloha Team,

We are all excited to welcome guests back to Hawaii and especially to Hotel Wailea.

We have provided you with the standards that Relais & Châteaux recommends for all properties worldwide. While the information they provide serves as a valuable tool to all of us, we have also created this short list of points that will help all of you in your day-to-day operations.

Please review both of these documents extensively and let your managers know if you have any questions or concerns.

HOTEL OPERATIONS

PPE STANDARDS

In combination with proper sanitation, correct use and care of PPE or Personal Protective Equipment is a highly effective way to prevent the spread and or contraction of COVID-19. Additionally, the use of PPE can put our guests at ease and act as a physical example of our COVID-19 efforts.

Masks:

- Hotel Wailea will provide masks to all employees. At this time, we ask that you only wear masks and gloves that have been provided to you.
- Masks are required for all staff while in the following areas:
 - » Any and all front of house and back of house areas.
 - » Front Desk/Lobby
 - » Bell Desk
 - » Shuttle
 - » Back Office
 - » In Suites
 - » Maintenance & Housekeeping work areas.

Sanitation Stations:

Sanitation stations will be installed in all FOH and BOH areas and guidelines for their use will be discussed throughout training. The use of sanitation stations should supplement the washing of one's hands and never replace it.

PHYSICAL DISTANCING STANDARDS

Physical distancing must be maintained in both FOH and BOH situations.

- When engaging with a guest, staff is instructed to stand at a safe and comfortable distance from the guest.
- Employees will also maintain physical distancing standards amongst each other.
- Employees are reminded to avoid touching their faces and or head/hair.
- Proper verbiage and hand gestures for greeting will be implemented.
- Proper signage on floors specifying physical distancing requirements to be placed in areas of the hotel where guests may line up or congregate.



555 KAUKAHI ST. | WAILEA, HI 96753
808.874.0500 | WWW.HOTELWAILEA.COM
RESERVATIONS: TOLL FREE 1.866.970.4167

SANITATION STANDARDS

The following sanitation standards must be enforced and maintained at all times.

- Hourly (or as often as required) cleaning and sanitizing will be maintained for:
 - » Front Desk
 - » Pens, keys and any other items utilized by an employee or guest.
 - » All furniture in public areas such as lobby, front desk and lounge areas.
 - » Bell desk
 - » Bell carts & shuttles
 - » Housekeeping & Maintenance carts between usage
 - » All shared tools and equipment
 - » Gym & equipment
 - » All public restrooms on property
- Sanitation stations and pumps will be available for all guests and staff.
- All cleaning chemicals and tools approved by latest CDC standards.

WRITTEN COMMUNICATION

- Proper signage in all guest facing areas and hotel entrances stating mask and physical distancing requirements.
- Welcome letter in suite upon arrival offering guest options of items to be removed or requested.
- Verbiage expressing our sanitation and safety standards is to be printed or available on all guest facing media.
- Proper signage in back of house areas specifying sanitation and best practice protocols.

POTENTIALLY SYMPTOMATIC EMPLOYEES

- Employees who show symptoms of illness should not report to work and may be asked to provide a Doctor's release prior to returning.
- If an employee is showing symptoms of being ill, the employee may be asked to provide a Doctor's release prior to returning.

QUEUEING

Any areas where queueing is possible will have marked and measured areas for guests to line up in. These areas include but are not limited to: host stand, pool towel and sun screen area, and the lobby's complementary coffee station.

OPERATIONAL ADJUSTMENTS

Housekeeping

- Specific days/times will be specified by guest for servicing of suites.
- Proper PPE to be worn at all times during suite cleaning.
- Pre-shifts to be held in an "open air" area with proper distancing.
- Guest linen and teri to be removed in single use sealed bags.
- All items via guest request to be delivered in sealed plastic bags.
- Mini bar and in suite water to be suspended.
- Carts and equipment to be sanitized after each use.

Maintenance

- All tools, equipment and carts to be disinfected after each use and shift change.
- Items being replaced in guest suites to be disinfected prior to installation.



555 KAUKAHI ST. | WAILEA, HI 96753
808.874.0500 | WWW.HOTELWAILEA.COM
RESERVATIONS: TOLL FREE 1.866.970.4167

KEY DEFINITIONS
(PROVIDED BY PRO SERVICE HAWAII)

- Specific times will be required for suite entry.
- A/C filters-Increase in monitoring, and replacement as necessary. Proper filters utilized as approved by health standards.
- Maintenance staff to wear proper PPE, especially upon entering guest suites.

Security

- Hotel security to utilize masks and proper PPE at all times.
- Physical contact should only occur if first aid must be administered, or loss prevention required.
- Hotel Security to assist in monitoring guest isolation should it be required due to an active COVID case on site.

Asymptomatic: A person showing no symptoms.

Close Contact: Being within 6 feet of an infected person for a prolonged period (15 minutes or more) starting from 48 hours before illness onset regardless if you are wearing a face mask, or having direct contact with infectious secretions of a COVID-19 positive individual (e.g., being coughed on by someone with COVID-19).

Isolation: To separate a sick person with COVID-19 from people who are not sick. People who are in isolation should stay at home for the prescribed time period and separate themselves from others by staying in a designated “sick room” or area and using a separate bathroom if available. The sick person should also wear a face covering if he/she needs to be in contact with others.

Quarantine: To separate and restrict the movement of a person who was exposed to COVID-19 in case they become sick. Quarantine helps prevent the spread of disease that can occur before a person knows they are sick or if they are asymptomatic. People in quarantine must stay at home, separate themselves from household members, monitor their health and wear a face covering if they need to be in contact with others.

Self-monitor: To monitor for any COVID-19 symptoms daily prior to reporting to work. If an employee has any COVID-19 symptoms, they shall stay home, and immediately report such symptoms to the employer.

Symptoms of COVID-19: The following symptoms may appear 2–14 days after exposure to the virus with a median time of 4–5 days from exposure to symptoms onset: Fever (100.4 degrees or higher) or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea.



555 KAUKAHI ST. | WAILEA, HI 96753
808.874.0500 | WWW.HOTELWAILEA.COM
RESERVATIONS: TOLL FREE 1.866.970.4167

PPE STANDARDS

In combination with proper sanitation, correct use and care of PPE or Personal Protective Equipment is a highly effective way to prevent the spread and or contraction of COVID-19. Additionally, the use of PPE can put our guests at ease and act as a physical example of our COVID-19 efforts.

Masks:

- Hotel Wailea will provide masks to all employees. At this time, we ask that you only wear masks and gloves that have been provided to you.
- Masks are required for all staff while in the following areas:
 - » Guest facing areas such as but not including the dining room, Birdcage Bar, pool, Anuhea ball room, etc.
 - » Kitchen lines
 - » Dish stations
 - » Food prep areas
 - » POS work stations
 - » Server stations

Sanitation Stations:

Sanitation stations will be installed in all FOH and BOH areas and guidelines for their use will be discussed throughout training. The use of sanitation stations should supplement the washing of one's hands and never replace it.

PHYSICAL DISTANCING STANDARDS

Physical distancing must be maintained in both FOH and BOH situations.

- Restaurant tables and pool chairs will be placed at least six feet apart and restaurant reservations over ten will not be taken.
- Employees must maintain safe distancing from one another and
- Bar stools will be in groups of two and each group will be six feet apart. Given our limited seating area for bar patrons, this will effectively cut our initial seating to four guests max at the pool and restaurant.
- When engaging with a guest, staff is instructed to stand at a safe and comfortable distance from the guest.
- Employees are reminded to avoid touching their faces and or head/hair.
- Restaurant host stand will be arranged in a way that promotes safe distancing from all guests that arrive and interact with any staff member at the host stand. Markers for queueing will be placed in six-foot increments.
- Food and beverage items will be offered to be delivered in a contactless fashion should the guest desire.
- Agents to sanitize desk, chairs, and remaining area hourly, after each use or shift change.



555 KAUKAHI ST. | WAILEA, HI 96753
 808.874.0500 | WWW.HOTELWAILEA.COM
 RESERVATIONS: TOLL FREE 1.866.970.4167

SANITATION STANDARDS

The following sanitation standards must be enforced and maintained at all times.

- Hourly cleaning and sanitizing checklist/sign-off sheet will be maintained for:
 - » All kitchen surfaces and equipment
 - » POS stations/terminals
 - » Countertops
 - » Handrails
 - » Trays
 - » Service carts
 - » Beverage stations/Service Bar
 - » Sanitizer bottles, pumps, and handsfree stations
- Single use menus will replace existing menu books.
- iPads must be sanitized after each use.
- Sanitizer must be used on all table tops, chairs, chair cushions, bar tops, check presenters, pens, and POS terminals after each use.
- Placemats will be removed from tables.

WRITTEN COMMUNICATION

- Top of the menu will explain all of the measures we are taking to ensure our employees and guests are working in and visiting a safe and sanitized environment.
- Verbiage expressing our sanitation and safety standards will be printed on all guest facing F&B related literature. This includes all restaurant, bar, pool bar, events, and in room dining menus.
- Pro Services signage will be displayed to discuss and explain sanitation guidelines as they pertain to all members of the kitchen crew.

POTENTIALLY SYMPTOMATIC EMPLOYEES

- Employees who show symptoms of illness should not report to work and may be asked to provide a Doctor's release prior to returning.
- If an employee is showing symptoms of being ill, the employee may be asked to provide a Doctor's release prior to returning.

QUEUEING

Any areas where queueing is possible will have marked and measured areas for guests to line up in. These areas include but are not limited to: host stand, pool towel and sun screen area, and the lobby's complementary coffee station.

OPERATIONAL ADJUSTMENTS

- Silverware will no longer be pre-set on tables. All silverware will be cleaned and sanitized before being rolled with a napkin and given to the guest after food has been ordered. Replacement silver will be offered and then presented to a guest on a tray where they can retrieve it themselves.
- Contactless delivery of IRD orders will be offered.
- Tableside wine by the glass pouring.
- Sodas and beers served in the can or bottle with a glass on the side.
- Half bottle inventory expanded.
- Packaged/disposable silverware will be available upon request at all dining outlets and the availability of them will be printed on all menus where applicable.



555 KAUKAHI ST. | WAILEA, HI 96753
808.874.0500 | WWW.HOTELWAILEA.COM
RESERVATIONS: TOLL FREE 1.866.970.4167

KEY DEFINITIONS
(PROVIDED BY PRO SERVICE HAWAII)

For guests who prefer a stay with minimal staff contact, we will continue to offer all of our services but at an On-Demand level. In addition to this, contactless interactions can be arranged at any time. Examples of “Socially Distant Luxury,” are listed below.

- Contactless Check in/Check out
- Limited or zero handling of guest luggage
- In-room dining orders will be delivered outside the suite
- Maid service and turn down will be limited to an On-Demand basis
- Pre-order for dine in Restaurant reservations will be accepted
- Garden tables available for a more socially distant dining experience
- Pool chairs and towels can be pre-arranged

Asymptomatic: A person showing no symptoms.

Close Contact: Being within 6 feet of an infected person for a prolonged period (15 minutes or more) starting from 48 hours before illness onset regardless if you are wearing a face mask, or having direct contact with infectious secretions of a COVID-19 positive individual (e.g., being coughed on by someone with COVID-19).

Isolation: To separate a sick person with COVID-19 from people who are not sick. People who are in isolation should stay at home for the prescribed time period and separate themselves from others by staying in a designated “sick room” or area and using a separate bathroom if available. The sick person should also wear a face covering if he/she needs to be in contact with others.

Quarantine: To separate and restrict the movement of a person who was exposed to COVID-19 in case they become sick. Quarantine helps prevent the spread of disease that can occur before a person knows they are sick or if they are asymptomatic. People in quarantine must stay at home, separate themselves from household members, monitor their health and wear a face covering if they need to be in contact with others.

Self-monitor: To monitor for any COVID-19 symptoms daily prior to reporting to work. If an employee has any COVID-19 symptoms, they shall stay home, and immediately report such symptoms to the employer.

Symptoms of COVID-19: The following symptoms may appear 2–14 days after exposure to the virus with a median time of 4–5 days from exposure to symptoms onset: Fever (100.4 degrees or higher) or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea.



555 KAUKAHI ST. | WAILEA, HI 96753
808.874.0500 | WWW.HOTELWAILEA.COM
RESERVATIONS: TOLL FREE 1.866.970.4167

I HAVE READ AND UNDERSTOOD THESE EMPLOYEE HEALTH AND SAFETY GUIDELINES.

PRINT NAME

EMPLOYEE SIGNATURE

DATE



555 KAUKAHI ST. | WAILEA, HI 96753
808.874.0500 | WWW.HOTELWAILEA.COM
RESERVATIONS: TOLL FREE 1.866.970.4167