

HOSPITALITY — Design Implications based upon Operational Implications

Development of Owner's Project Requirements (OPR)

OPERATIONAL IMPLICATIONS

1

- Number of guest rooms available
- Number of employees returning to work & their schedules
- Number of shared workspaces
- Number of shared guest amenity space

Review and update existing policies and procedures.
Develop and implement communications plan for both employees and guests.

2

- Testing protocols for employees including daily temperature evaluation upon entry and exit
- Mask and PPE protocols and availability for staff and guests
- Cleaning and disinfection protocols for staff workstations and guest rooms

Develop policies and procedures for staff temperature evaluations in accordance with HIPAA.
Train staff on temperature evaluation process (when to send an employee home or for testing).
Train housekeeping on cleaning and disinfection protocols and processes for guest rooms.
Communicate PPE requirements to staff and guests before they arrive onsite.

3

- Mask compliance requirements of staff and guests
- Shared amenity spaces – lobbies, conference rooms, eating areas, fitness center, business center, break rooms
- Staff needs for respite and individual downtime "mask-free zone"

Create and implement virtual training and education for all employees prior to entering the hotel.
Communicate PPE and social distancing expectations of guests prior to their arrival.

DESIGN IMPLICATIONS

1. Set up appropriate number of workstations for employees before they arrive
2. Organize shared guest amenity spaces for appropriate social distancing.
3. Evaluate guest room furniture and fixtures for removal and or replacement (textile headboards, upholstered chairs, carpet, etc.).
4. Remove unnecessary amenities from guest rooms (pens, pads, magazines, throw pillows, extra blankets, etc.).

1. Identify keyless entry areas (guest rooms, doors to amenity spaces, etc.).
2. Determine entry setup/surface requirements.
3. Make masks, hand sanitizer, PPE, etc., available to staff and guests, and address storage requirements.

Create and implement entry and exit checklists for guest rooms, staff workspaces, and shared amenity spaces.

Communicate cleaning and disinfection protocols for guest rooms and shared amenities with guests prior to their arrival.

1. Identify shared amenity spaces—indoor and outdoor, as well as types of space (eating, meeting room, etc.).
2. Determine break areas, both indoors and outdoors, location, and line of sight.
3. Establish individual staff break areas for respite and privacy.
4. Specify high-touch surfaces (light switches, door handles, etc.).

IMPACT ON MATERIALS

1. Vinyl resilient flooring with vinyl-backed carpet to delineate 6' distancing at check-in, in elevators, and in shared amenity spaces
2. Vinyl resilient flooring in guest rooms
3. Vinyl coated fabrics for headboards and chairs
4. Thermally fused countertops and tabletops at check-in

1. Minimize high-touch points (TV remote)
2. 3D laminates – thermally fused storage for fixed and mobile cabinetry

1. Indoor/outdoor vinyl coated fabrics
2. Thermally fused counter and tabletops