

# Nagarjuna Suites

## Standard Operating Procedures-Covid 19

These SOPS are prepared and being practised on the guidelines issued by World Health Organization and the Ministry Of Home Affairs (Government Of India)



# ENTRANCE

- Mandatory Temperature checks at entrance.
- Guests running a temperature of more than 98.6° F will be politely asked to return or directed to the closest hospital/medical facility.
- Sanitizer available at the entrance.
- Disinfect and clean guest luggage after informing the Guests.
- Provide a mask if guest is not wearing one.

# Reception/Check In

- All Associates will wear face shield, masks and gloves.
- Guest Temperature at the time of check-in is recorded as part of check-in process.
- No Physical Check-in Allowed. All check in formalities will be completed online to reduce contact and time at the front desk.
- Keycard and the Covid 19 SOP information is being handed over to the guest at the front desk in a sanitized envelope .
- Sanitizers and hand wash arrangements for Guests to use at the lobby.
- A mandatory self declaration form (placed in the room/suite) has to be filled in by the guest and handed over to the front desk.

# Guest Rooms

- All room/suites have been deep cleaned and disinfected.
- All Touch Points and devices are sanitized.
- All rooms/suites are provided with mask and sanitizer.
- No Turn Down Services are provided
- Cleaning services will be provided once in three days or on request by guest.
- Cleaning associates will be wearing mask, gloves and other protective gear as required to clean the rooms.
- All touch points and devices will be cleaned/sanitized while providing cleaning services

# Restaurants

- Seating for the tables will be reduced to maintain physical distance.
- Guests will be requested to come down to the restaurants only when a table is available to avoid crowding.
- Will avoid buffets initially and provide packed breakfast in rooms.
- Staff is being trained for minimal contact/communication during service.
- All Associates to wear masks & gloves.

# Room Service/Delivery

- E-Menu (room Service) is being shared with the guest upon check in.
- No Contact Delivery provided as an option. (All deliveries will be placed on a (regularly sanitized) table outside the room).
- All associates wear protective gear to deliver food/grocery or any other essentials.
- Groceries and fresh supplies delivered to the room or up to the room (no contact delivery).

# Laundry Services

- Washing Machines are available at additional cost.
- Valet Laundry Services are available
- Laundry Bag/Instructions sheets are available in the rooms.
- Soiled Laundry will be collected before 10:00 hours and delivered the next day.
- Instruction Sheet has to be mandatorily filled and should be left in the bag along with the soiled laundry.
- All associates collecting the laundry will wear mask, gloves and other protective gear as required.

# Public Areas

- All indoor areas such as entrance lobbies, corridors and staircases, elevators, security guard booths, office rooms, meeting rooms, cafeteria are being mopped with a disinfectant with 1% sodium hypochlorite or phenolic disinfectants.
- Metallic surfaces like door handles, security locks, keys etc. disinfectants are being used to wipe down surfaces.
- Swimming Pool and Gym are presently closed till advised to open, as per government norms.

# Check Out

- Guests will be informed to convey their check-out plans in advance so that bills can be made ready.
- Will allow to check-out from room without coming to the front desk.
- The Keycard can be dropped at the front desk by the guest while departing or can be left at the room.
- All invoices and supporting vouchers will be emailed.
- Will accept only online payments. Payment link is available subject to convenience fees.

# Employees/Cafeteria

- Temperature checks for all employees entering into the premises of the hotel.
- Associates are being given masks and gloves as part of the uniform across all departments.
- Regular (every three hours) Temperature checks throughout the shift are being made and recorded.
- Staff running temperature more than 98.6° F will be asked to return home and encouraged to visit a hospital.
- All Associates to stay at home in case they have any symptoms of flu or are not feeling well.
- Daily uniform exchange is being followed.
- Extensive hand wash and sanitizing arrangements are made for the staff.
- Regular monitoring to ensure hand wash and sanitizing is being followed.
- Cafeteria hours have been extended to allow smaller groups over a longer period of time.

# Kitchen/Vendors

- kitchens are being sanitized at regular intervals.
- All tools are being sanitized after each use
- Limited the number of staff to the minimum required, All staff is wearing disposable masks, gloves, hair nets and all other safety gear.
- Proper cleaning of vegetables, meats and all other materials that are required in the kitchens; approved sanitizing agents are being used to disinfect.
- All supplies are being sanitized before entering the stores and refrigerators
- Vendors have been advised on how we will accept goods and how their staff should arrive with necessary protective gear
- Employees are being regularly informed about all COVID related operating SOPs

# Elevators

- Number of Guests allowed at one time, is placed outside the elevator and is easily visible.
- Box marks are made in elevators to maintain distance.
- Elevator floor buttons are regularly sanitized by the Housekeeping Associates.
- Floor & other areas of the elevators that can be touched are being sanitized regularly.

# Guest Transport

- Driver will wear protective gear such as mask, gloves etc.
- The cars are being disinfected with every arrival or drop.
- Information booklet covering all the steps being taken by the hotel for safety and sanitization along with the operational norms for restaurants, room service, housekeeping & laundry procedures will be placed in the car in the backseat.

# Guests in Quarantine

- Any person in quarantine who develops fever or respiratory symptoms, at any point during the quarantine period will be treated as a suspected COVID-19 case.
- Covid 19 Suspected cases are isolated in their respective rooms and advised to wear mask.
- Government Covid Helpline is contacted and all assistance provided to reach the designated hospital.

# Contact Information

- Hotel Direct Line-080-4264 44444
- Hotel Mobile Number- 9900238273
- Front Office is open round the clock and can be contacted on '100' and '9'
- Please call the front office for any assistance
- In case if you feel your concerns are not being addressed in a reasonable time, you may escalate to the following numbers.  
Baskaran-9591996648  
Javed-9880177113/9591996647

# General Helpline/Contact Numbers

- Covid 19 National Helpline- 1075
- Covid 19 Karnataka Helpline-104/080-46848600/080-66692000
- Local Clinic-FOSTR-080-43700989
- Nearby Hospital-Sakra-080-49694969
- Local Police Station-Marathalli- 080-25639544