

STEIGENBERGER

HOTELS & RESORTS

MEASURES AND GUIDELINES FOR REOPENING

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CURRENT STATE

- **The restrictions of the federal state are the highest priority!**
- Business Guests only
 - Control the status of guests checked in via app
- Special offer for business guests
 - e.g. home office, day use in hotels, offers via Corporate Sales and Commercial
- Disposable and reusable mouth-nose protectors are centrally provided to each hotel
- Wordings for guests will be available soon via CC and Marketing
- Guest information (flyer, stands) will be available soon via Marketing

GUEST COMMUNICATION

- All guest communications according to central wording specifications of CC
- All signs are prepared and communicated by Corporate Marketing
- Major customers are informed by Corporate Sales and Commercial
- Minor distribution customers are informed by the hotel
- With the booking confirmation and pre-stay communication the restrictions in operation are pointed out
 - General information for all hotels with the reference that more detailed information will be communicated within the hotel

MEASURES FOR REOPENING

Public areas

- All employees and guests are required to wear mouth-nose protectors
 - Guests use the mouthguard they have brought with them or receive one at the front office
 - Guests without mouthguards will be informed immediately upon entering the hotel
- Position security/staff in the lobby to monitor hygiene policies and distance regulations and alert guests
 - Observance of the official requirements per federal state
- Every hour all contact surfaces are disinfected (door handles, elevator call button, counter areas at reception, bar, etc.)
- Regular airing of the public areas
 - If necessary, leave doors open when the weather permits
- Hand disinfection dispensers are placed at the public touch points (lobby, restaurant, bar, elevators)
- Smaller disinfectant dispensers can be found in the toilets, at the reception and in the rooms
- No offer of welcome drinks in the self-service lobby
- No sweets, cookies, fruits, candy bars at front office and public areas

MEASURES FOR REOPENING

Public areas

- In all areas, distance markings (at least 1.5 m distance) are implemented by stickers and/or stands
 - front office, counter, elevators, restaurant, bar
- Avoidance of queues
 - Guests line up along the distance markings, if the area gets too crowded, an employee will point out a spacious waiting room (lounge corner, lobby, bar area)
- Elevators are marked on all floors with signs from Corporate Marketing
- Depending on the size, a maximum of 2 persons or a family may enter the cabin
- Changing rooms in the SPAs remain closed
- Fitness room remains closed
 - No offer of sports courses
- SPA area remains closed
 - No offer of treatments

MEASURES FOR REOPENING

Dealing with the guest

- No physical contact, no shaking hands, no pat on the back in passing
- Communication takes place at a distance of at least 1.5 meters
- When serving and clearing up, avoid speaking if possible (virus is distributed via the respiratory tract)
- Communicate rules of conduct by displaying a sign at the entrance - provided by Corporate Marketing
 - Cough/sneeze in the crook of your arm
 - Frequent thorough hand washing
- Inform the guest about improved cleaning and safety concepts to convey a feeling of security – standardized wording via Corporate Communications
- The employee disinfects his hands, even in front of the guest

MEASURES FOR REOPENING

Contact with the guest - in case of signs of illness

- MOD to contact the Local Health Office to act on their instructions
- Separate suspect person
- Keep the name of the suspected infected person confidential
- Guest list total
- List of employees in total and of employees present
- Make a list of all persons who have been in contact with the suspected infected person including the suspected infected person
 - In what form did the contact take place?
 - How long did the contact take place?
 - Where did he stay last and where within the hotel?
 - Duration of stay: from when to when in the hotel?
 - Where (local/destination) did the presumed infected person come from?

MEASURES FOR REOPENING

Front Office Check/In

- Credit card terminals should be operated by guests themselves (if possible)
- Reference to cashless payment
- Disinfection of rooms- and key cards
- When checking in, each guest must indicate whether he or she is travelling on business or privately

MEASURES FOR REOPENING

Food & Beverage

- The distance between tables in restaurants and bar is at least 1.5 m
- Only guests who live together in one room sit at one table
- The opening hours will be adjusted to the number of guests and if necessary, the opening will start earlier and several time cycles will be carried out
 - Guests dine in groups (in chronological order) with the necessary distance, if the rooms cannot be separated
- Buffets are not offered, only an a la carte service is provided, the maximum buffet alternative is an output service at the required distance
 - Buffets are equipped with spitting protection in case of return to normal operation
- The menus are adapted to the number of employees and the volume of guests to a reduced selection
- Tables, counters, pens, invoice folders, menus are disinfected after use
- Setup of tables with gloves only

MEASURES FOR REOPENING

Food & Beverage

- Tables are only cleared after guests have left
- The use of shrink-wrapped cutlery or in paper bags is possible
- Drinks are offered in small bottles at the guest table, including soft drinks

MEASURES FOR REOPENING

Food & Beverage buffet offer

- Only packaged food is offered at the buffets, if possible
 - Only for the period of restrictions by the Federal Government
 - Packaged food products are offered through the HEAD - Offer in examination
 - Among other things yoghurts, sausage, bread, cereals, juice, etc.
- The buffets have additional spitting protection
- Products in open containers are avoided as far as possible
 - offer of muesli, yoghurt, fruit in jars with lids
- In the best case, open products are made available to the guest via a dispensing station by an employee
- At buffets the distance markings of 1.5 meters are observed
- Disposable gloves are available for the guests at the buffet
- An employee pays attention to the observance of the distance regulation and hygiene
- Drinks are served to avoid queues, e.g. at a central coffee machine

MEASURES FOR REOPENING

Breakfast buffet offer

- All beverages are served
 - Milk (1,5%) is served in glass bottles → other sorts on request
 - No coffee machines at buffet
 - No tea station at buffet
 - Juices and water on buffet

- All warm breakfast items are served á la carte
 - Minimum offer: Scrambled eggs, Fried egg, Omelet, Pancakes, Bacon
 - Weekly changing: Potatoes, Mushrooms, Tomatoes, Bratwurst

- Baked goods
 - Service station with employee (handed over with tong to the guest)

MEASURES FOR REOPENING

Breakfast buffet offer

Ready-to-serve packages:

- Yoghurt → Assortment from Zott or Andechser (Bio)
- Butter → Meggle and Becel
- Cereals → Best Müsli 70g
- Juices and water → Granini 0,2 l and Appolinaris
- Smoothies → Grandmade PET 250 ml
- Liver wurst, Mettwurst → Transgourmet 25g
- Cream cheese → Transgourmet (Bresso, Milkana, Alpenhain)
- Honey → Honighof Göken 28g
- Nutella, Marmalade → Ferrero 15g, Darbo 28g

Self-filled kitchen staff:

- Other cheese → in portions/jar or underplate with plastic wrap
- Other sausages → in portions/ jar or underplate with plastic wrap
- Nuts and seeds → in portions/ jar
- Fruits → in portions/ jar
- Sauces → on request



Cereals, 70g,
from Best
Muesli



Juices 0,2l
Granini



Yoghurt in
cups from
Zott

Fruit salad, fruits
and vegetable in
jars with lid



Cheese



Spreads in
portioned
packaging

MEASURES FOR REOPENING

Banquet

- Events are calculated and planned in advance, a simple confirmation is not possible
- Events are only accepted after the restrictions of the federal/state governments have been relaxed
- Tables are placed at a distance of 1.5 meters
- Video conferences are explicitly offered with the appropriate equipment
- Lunch and coffee break offers à la carte or e.g. in the form of Bento boxes, lunch boxes
- Permanent presence of employees to disinfect surfaces
- Refresh the room when guests have left it
 - This includes the disinfection of all surfaces

MEASURES FOR REOPENING

Housekeeping

- Housekeeping teams allocated to a defined floor or defined group of rooms
 - Rooms are cleaned by one person in the absence of the guests
- Disinfect door blades, light switches and handrails on stairs and other walls more often
- Separate clean and dirty laundry consistently from each other
- Thoroughly wash or replace cleaning cloths and cloths after each room
- Strict adherence to the colour-coded flap system
- Start cleaning in the clean areas and continue in the dirty areas
- Guest rooms are cleaned daily with surface disinfection
- Compression of all cleaning cycles in public areas and toilets
- Hands should be washed after cleaning
- Cleaning & disinfection of all HSK utensils at the end of a shift

MEASURES FOR REOPENING

Housekeeping

- The following equipment will be removed from the room:
 - Catalogues/ magazines
 - Notepad/ Ballpoint pen
 - Decorative cushions, plaids, blankets
 - Replacement linen
 - Felt folder
 - Advertising material
 - Bible / Buddha
 - Laundry bag
- No VIP treatment
- Water bottle incl. bottle opener is disinfected when not in use, glasses are rinsed after every room cleaning

MEASURES FOR REOPENING

Housekeeping external companies

- Sensitization of external companies
- The floor should be thoroughly vacuumed and wiped
- To be disinfected in the room:
 - surfaces, all furniture, windowsill
 - handles, telephone, door and window handles, remote control
 - Minibar/fridge from inside, plus door
 - Safe, control panel, plus door
 - Coat hanger, trouser tensioner
 - switch, climate control, heating thermostat, hair dryer
 - washbasin, fittings, shower rod, shower head
 - Press & Wash
 - Surfaces shower door, knobs, towel holder
- Recommendation hourly (depending on work load) disinfection of contact surfaces (door handles etc.) in the back of house area

MEASURES FOR REOPENING

Back of house - employees

- **All employees wear a uniform mouth and nose cover**
- Employees are trained with regard to hygiene regulations and strict adherence to them - the training must be documented
 - Training video via DHconnect and HR in examination
 - Sensitize them to report the first signs of infection and stay at home if necessary
 - If possible, rectify work areas (kitchen, stewarding, service)
 - Also when contact persons (life partners/children) show signs
- Regular monitoring of compliance with hygiene standards by the supervisor (GM)
- Wash work materials hot more often, as heat kills the viruses
- Wear chef's hat and hairnet
- Wear disposable gloves when preparing food
- More frequent changing of cleaning cloths and more frequent washing of work clothes
- Installation of additional hand disinfection dispensers for employees
- No staff meetings in confined spaces, use of conference rooms for meetings

MEASURES FOR REOPENING

Back of house - employees

- In the Back of House area the distance regulations are also observed
 - Lunch in the canteen takes place with max. 2 persons at one table
 - There will be no buffet
 - Offer of plate dishes or lunch boxes
 - Output by a kitchen employee
 - If necessary, employees join their office-colleagues or find other group arrangements for their breaks
- Recommendation hourly (depending on load) disinfection of lift controls in the back of house area
- Employees' smoking areas must also be provided with distance markings or closed
- Disinfection of the work areas by each employee himself

MEASURES FOR REOPENING

Back of house - Work processes

- Work with fixed teams in different shifts where possible
- Use mobile handhelds instead of a cash register where all employees meet
- Increased emphasis on division of labour, e.g. waiter stays in station, runner brings food instead of station system, where each waiter does all service steps
- Home office if possible for reservations, accounting, sales, convention sales, marketing
 - arrangements also on a daily basis to keep the number of employees in the hotel low
- Office workplaces must also be placed at a distance of 1.5 meters
 - If necessary, fewer offices are occupied
 - Regular ventilation of the working areas
 - Disinfect workstation (table and working materials) before handover
- Optimize processes of goods receipt and delivery: Contact with external persons only with face mask, gloves
- Garbage: do not leave any garbage open - tie up garbage bags filled with tissues, masks, etc.
- All cleaning must be carried out with gloves

MEASURES FOR REOPENING

Summary Marking of distances and purchase process

- Installation of spitting protection on all buffet areas and at the front office as preparation for a normal service procedure
- Installation of minimum distance markings in lobby, front office, restaurant and bar areas, waiting rooms
 - Through markings on the floor
 - By means of a display with information sign (Corporate Marketing)
 - By barrier posts with pulling tape or barrier rope
- Marking of max. number of persons at lifts by sign/display on all floors (Corporate Marketing)
- Display with guest information on the type of restrictions in the lobby and front office (Corporate Marketing)
- Disposable gloves, washable face masks and disposable face masks are centrally negotiated by HEAD and allocated to the hotels
- Equipment for spitting protection for buffets and Plexiglass separation for FO is centrally procured via HEAD
- Disinfectant is centrally procured via HEAD

SCENARIOS

1. Full service - all government restrictions are lifted
2. Half Service - businesses can reopen under restrictions, with F&B
3. Low Service - businesses can reopen under restrictions, with room service

FULL SERVICE

- Operations will get back to normal standards when all government restrictions have been lifted
- A maximum number of guests is defined to meet the hygienic requirements
- The number of employees will be adapted to the increasing occupancy
- The above-mentioned hygiene measures are observed and implemented by the property
 - Particular attention must be paid to compliance with the disinfectants provided for guests and employees
- F&B outlets may remain closed depending on capacity utilization
- SPA and Fitness will be reopened under consideration of the hygiene measures and the provision of disinfectant
- Buffets may be offered again, but all buffets should be retrofitted with spitting protection
 - Quantity of food on buffet is reduced to allow faster and more frequent fill-up

HALF SERVICE

- All public areas will be opened according to government restrictions
- The hotel will be opened to a maximum occupancy rate of 50%.
 - The rooms are provided on a floor by floor basis, care is taken that not all rooms are on the same floor
- The number of employees is slowly increased, but kept to a minimum
- Outside services will continue to be performed by our own employees wherever possible
- The above-mentioned hygiene measures are to be implemented by the specialist departments
- Distance controls are carried out throughout the hotel and, if necessary, installed by the technical department
- Guests are explicitly informed of the restrictions when making reservations and/or check-in
 - If necessary, a small handout for guests is created with the most important information
 - The booking confirmation contains a digital reference, pre-stay communication through the central wording specifications of CC

HALF SERVICE – F&B

- The main restaurant will open, all other F&B outlets will remain closed
- The offer is adjusted to the current occupancy
 - Depending on the hotel, breakfast only may be offered, in consultation with Operations
- The offer is only valid for in-house guests
 - If the restrictions allow it, outdoor areas can also be opened to the public if necessary
- The breakfast buffet is offered à-la-carte
 - Division into 2-3 groups of guests to keep a minimum distance (e.g. 06:30 - 08:00 - 09:30)
 - The guest is offered a reduced selection of meals (e.g. sweet breakfast, hearty breakfast, continental breakfast)
- Lunch and dinner are offered in the main restaurant after the guest has made a table reservation
 - Division into groups according to the volume of guests
 - Reduced selection of the menu

LOW SERVICE

- Hotel is opened for ~15-30% occupancy
 - Room Service depending on number of guests to be served
- All public areas remain closed (restaurant/bar, toilets, SPA/fitness)
- The guest is offered room service for breakfast, lunch and dinner
 - An adapted menu is provided
 - Tray or room service trolley is placed in front of the room, the guest room is not entered
 - Guest signature on invoice is waived
- Drinks are available from the minibar
- If necessary, offer of high-quality infusion dishes, if kettle is available in the room
- Preferably rates without breakfast are offered
- All described hygiene measures are observed
- The distance regulations are implemented in the lobby, front office and for the lifts
- The room cleaning will take place as usual at the guest's request, but can also be suspended for the duration of the stay in order to reduce encounters

LOW SERVICE

- Free High Speed Internet offer to provide effective workspace in the room
- Guests are explicitly informed of the restrictions when making reservations and/or check-in
 - If necessary, a small handout for guests is created with the most important hotel information
 - The booking confirmation contains a digital reference, pre-stay communication through the central wording specifications of CC