**IMPORTANT NOTE:**

**Coronavirus Disease 2019 (COVID-19)**

Sample Hospitality Assessment Checklist for Front Desk

Hotels can take steps to plan, prepare, and respond to coronavirus (COVID-19) and other respiratory pandemic flu outbreaks. The Centers for Disease Control and Prevention (CDC) recommendations to [Guide Businesses and Employers](https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html) should be followed.

**Create your own form by listing the specific mitigation practices in place.**

**Purpose:** To assess exposures, train employees, monitor safe practices, and create a record.

|  |  |
| --- | --- |
| * Low Risk / Standard Practices
 | * Medium Risk / Elevated Practices
 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Social distancing, Hygeine, AND Communication** | **Yes** | **No** | **NA** |
| 1. Employees keep 6 feet of distance between themselves and others.
 |  |  |  |
| 1. Signs instruct guests to maintain proper social distancing.
 |  |  |  |
| 1. Guest and employee paths of travel through common areas are clearly marked to maintain minimum of 6 feet of separation.
 |  |  |  |
| 1. Use of floor markings or physical obstructions used to maintain separation. (table, plants, stanchions, clear plastic or glass)
 |  |  |  |
| 1. Number of people limited in common areas.
 |  |  |  |
| 1. Respiratory Etiquette - Cough/Sneeze into tissue or elbow.
 |  |  |  |
| 1. Staff report any guests or coworkers suspected of being sick.
 |  |  |  |
| 1. Employees stagger breaks.
 |  |  |  |
| 1. Employees wash hands or use hand sanitizer frequently.
 |  |  |  |
| 1. <Other>
 |  |  |  |
|  |  |  |  |
| **Cleaning AND Disinfecting** | **Yes** | **No** | **NA** |
| 1. Hand sanitizing available and clearly visible for guest and employee use.
 |  |  |  |
| 1. High-touch surfaces are disinfected frequently. (See Cleaning & Disinfecting Schedule)
 |  |  |  |
| 1. Card handling limited by having guests scan their own credit cards.
 |  |  |  |
| 1. Closed container(s) provided for guests to return key cards.
 |  |  |  |
| 1. Guests encouraged to use phone apps as room keys whenever possible.
 |  |  |  |
| 1. Guests encouraged to use remote check-in and check-out where available.
 |  |  |  |
| 1. <Other>
 |  |  |  |
|  |  |  |  |
| **Personal protective equipment (ppe)** | **Yes** | **No** | **NA** |
| 1. Employees are trained on PPE. (facemasks or face coverings, disposable gloves, etc.)
 |  |  |  |
| 1. PPE is readily available.
 |  |  |  |
| 1. Disposable gloves are used for:
* Garbage emptying and handling
* Surface cleaning and disinfection
* Handling returned key cards
* Handling guest luggage
 |  |  |  |
| 1. <Other>
 |  |  |  |
|  |  |  |  |

**Note:** Use the back of this checklist to document corrective actions for “No” answers and for additional comments.

|  |  |  |
| --- | --- | --- |
| **Supervisor**:  | **Date**: |   |

**IMPORTANT NOTE:**

**Coronavirus Disease 2019 (COVID-19)**

Sample Hospitality Assessment Checklist for Housekeeping

Hotels can take steps to plan, prepare, and respond to coronavirus (COVID-19) and other respiratory pandemic flu outbreaks. The Centers for Disease Control and Prevention (CDC) recommendations to [Guide Businesses and Employers](https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html) should be followed.

**Create your own form by listing the specific mitigation practices in place.**

**Purpose:** To assess exposures, train employees, monitor safe practices, and create a record.

|  |  |
| --- | --- |
| * Low Risk / Standard Practices
 | * Medium Risk / Elevated Practices
 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Social distancing, HYGIENE, AND Communication** | **Yes** | **No** | **NA** |
| 1. Housekeepers keep 6 feet of distance between themselves and others.
 |  |  |  |
| 1. Housekeepers clean rooms while guests are out.
 |  |  |  |
| 1. One housekeeper in a guestroom at a time; no team cleaning.
 |  |  |  |
| 1. Proper distancing maintained during person to person conversations.
 |  |  |  |
| 1. Limited number of employees allowed in breakroom(s).
 |  |  |  |
| 1. Laundry workstations positioned to maintain proper distancing.
 |  |  |  |
| 1. Employees wash hands or use hand sanitizer frequently.
 |  |  |  |
| 1. Respiratory Etiquette - Cough/Sneeze into tissue or elbow.
 |  |  |  |
| 1. Housekeepers report any guests or coworkers suspected of being sick.
 |  |  |  |
| 1. Employees stagger breaks.
 |  |  |  |
| 1. <Other>
 |  |  |  |
|  |  |  |  |
| **Cleaning AND Disinfecting** | **Yes** | **No** | **NA** |
| 1. Hand sanitizing available and clearly visible for guest and employee use.
 |  |  |  |
| 1. Guestrooms high touch areas disinfected. (See Cleaning & Disinfecting Schedule)
 |  |  |  |
| 1. Housekeeping cart handles and touch-areas disinfected.
 |  |  |  |
| 1. Shared equipment wiped down after each use. (Coffee pot, refrigerator handle, etc.)
 |  |  |  |
| 1. After checkout, rooms remain untouched for 24 hours before cleaning.
 |  |  |  |
| 1. <Other>
 |  |  |  |
|  |  |  |  |
| **Personal protective equipment (ppe)** | **Yes** | **No** | **NA** |
| 1. Employees are trained on PPE. (Facemasks or face coverings, disposable gloves)
 |  |  |  |
| 1. PPE is readily available.
 |  |  |  |
| 1. Disposable gloves are required for:
* Garbage emptying and handling
* Surface cleaning and disinfection
* Handling guest items
* Handling soiled linens
 |  |  |  |
| 1. <Other>
 |  |  |  |
|  |  |  |  |

**Note:** Use the back of this checklist to document corrective actions for “No” answers and for additional comments.

|  |  |  |
| --- | --- | --- |
| **Supervisor**:  | **Date**: |   |

 **IMPORTANT NOTE:**

**Coronavirus Disease 2019 (COVID-19)**

Sample Hospitality Assessment Checklist for Food & Beverage

Hotels can take steps to plan, prepare, and respond to coronavirus (COVID-19) and other respiratory pandemic flu outbreaks. The Centers for Disease Control and Prevention (CDC) recommendations to [Guide Businesses and Employers](https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html) should be followed.

**Create your own form by listing the specific mitigation practices in place.**

**Purpose:** To assess exposures, train employees, monitor safe practices, and create a record.

|  |  |
| --- | --- |
| * Low Risk / Standard Practices
 | * Medium Risk / Elevated Practices
 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Social distancing, Hygeine, AND Communication** | **Yes** | **No** | **NA** |
| 1. Employees keep 6 feet of distance between themselves and others.
 |  |  |  |
| 1. Guest tables arranged to maintain proper social distancing.
 |  |  |  |
| 1. Waitstaff maintain proper distancing while interacting with guests whenever possible.
 |  |  |  |
| 1. Kitchen staff workstations arranged to maintain proper social distancing.
 |  |  |  |
| 1. Employees stagger breaks.
 |  |  |  |
| 1. Employees wash hands or use hand sanitizer frequently.
 |  |  |  |
| 1. Respiratory Etiquette - Cough/Sneeze into tissue or elbow.
 |  |  |  |
| 1. Staff report any guests or coworkers suspected of being sick.
 |  |  |  |
| 1. Room service delivered outside of guestrooms.
 |  |  |  |
| 1. <Other>
 |  |  |  |
|  |  |  |  |
| **Cleaning AND Disinfecting** | **Yes** | **No** | **NA** |
| 1. Hand sanitizing available and clearly visible for guest and employee use.
 |  |  |  |
| 1. High-touch surfaces are disinfected frequently. (See Cleaning & Disinfecting Schedule)
 |  |  |  |
| 1. Card handling limited by having guests scan their own credit cards.
 |  |  |  |
| 1. Use of check presenters suspended. (limits cross-contamination)
 |  |  |  |
| 1. Guests encouraged to charge meals to their rooms. (limits credit card exposure)
 |  |  |  |
| 1. Condiments provided in single serving sizes. (salt, pepper, ketchup, mustard, sauces, etc.)
 |  |  |  |
| 1. Shared equipment wiped down after each use. (coffee pot, refrigerator handle, etc.)
 |  |  |  |
| 1. <Other>
 |  |  |  |
|  |  |  |  |
| **Personal protective equipment (ppe)** | **Yes** | **No** | **NA** |
| 1. Employees are trained on PPE. (Facemasks or face coverings, disposable gloves, etc.)
 |  |  |  |
| 1. PPE is readily available.
 |  |  |  |
| 1. Disposable gloves are used for:
* Cash handling
* Surface cleaning and disinfection
* Handling items touched by guests (pens, cards, wares, etc.)
* Food preparation
 |  |  |  |
| 1. <Other>
 |  |  |  |
|  |  |  |  |

**Note:** Use the back of this checklist to document corrective actions for “No” answers and for additional comments.

|  |  |  |
| --- | --- | --- |
| **Supervisor**:  | **Date**: |   |