



The Scottsdale Plaza Resort is proud to announce we have remained open as an essential business as we have a duty to continue to serve our guests and provide employment to our team. We have continually lived up to our core values while closely monitoring CDC guidelines and government policy changes in an effort to confidently operate our business.

As COVID-19 has impacted the world's needs for health and sanitation standards, The Scottsdale Plaza Resort has made the following changes to its physical property, employee communication and training, guest communication, property and room preparedness in our commitment to provide accommodations in accordance to CDC guidelines and recommendations.

## EMPLOYEE AND GUEST HEALTH

**Employee Health** - Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.0°F), signs of a fever, and any other symptoms for at least 48 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick so that they can be separated from others and sent home immediately to follow personal CDC guidelines.

**COVID-19 Training** - All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Laundry, Maintenance, Food & Beverage, Public Area, Hotel Operations and Security. Hand washing will be instructed for every hour or after sneezing, coughing, smoking or other potential transfers near face.

**Personal Protective Equipment (PPE)** - Appropriate PPE will be worn by employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory.

**Physical Distancing** - Guests and employees will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines or moving around the property. Restaurant tables and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. Guest delivery items will be available using contactless pick-up and delivery protocols.

**Hand Sanitizer** - Hand sanitizer dispensers (touchless whenever possible) will be placed at key guest and employee entrances and contact areas.

## PROPERTY COMMUNICATION

**Guest Welcome Letter** - Every guest will receive a letter explaining the impacts of COVID-19 during arrival informing them of specific hotel information and a reminder of social expectations.

**Front of the House Signage** - There will be health and hygiene reminders throughout the property reminding guests and employees of CDC recommendations.

**Back of the House Signage** - Signage will be posted throughout the property reminding employees of the

proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

## CLEANING PRODUCTS AND PROTOCOLS

Cleaning products and protocols which meet EPA guidelines<sup>1</sup> and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens are used.

**Public Spaces and Communal Areas** - The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, door handles, public bathrooms, room keys and locks, ATM, stair handrails, gym equipment, dining surfaces and seating areas.

**Guest Rooms** - Cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, safes, refrigerators, coffee makers, light switches, temperature control panels, alarm clocks, luggage racks, furniture, and flooring.

**Back of the House** - The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, offices and kitchens.

**Shared Equipment** - Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort.

**Room Recovery Protocol** - In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined for a minimum of three days. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a third-party service or trained staff.

## ROOMS DEPARTMENT

### Front Office

- Lobby occupancy levels are monitored during peak arrival and departure times to limit lobby capacity to 3 guests per Front Desk queue. Guests exceeding capacity will be asked to wait in the West lobby corridor or outside following safe distancing from other waiting guests.
- Front Desk terminals are spaced six feet from guest interaction.
- Agent workstations have been reduced in accordance to CDC guidelines.
- Curbside check-in is available should any guest request an arrival without public entrances.

### Bell Desk

- Bellman may assist guests with luggage delivery and retrieval using contactless front door handling.
- Golf carts and shuttles are limited to one guest per bench, maximum occupancy: 4.
- Bellman may assist guests once they have exited their vehicle, limiting contact with car handles.
- Valet services have been temporarily suspended.
- Newspapers have been temporarily eliminated as a hotel amenity.

### Housekeeping - Guestrooms

- Stayover cleaning services require the room to be vacant prior to staff entry.
- To prevent cross-contamination, rags and gloves are changed for each new room.

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<sup>1</sup> <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

- Guests are offered the Green Program during Front Desk arrival to forfeit stayover cleaning services.
- If a guest has confirmed illness, they will forfeit all housekeeping services with the exception of exterior door deliveries for the duration of their visit.

#### **Housekeeping – Public Area**

- Fitness Center and aerobic studio is equipped with disinfecting wipes.
- Public spaces are sanitized frequently with emphasis on high touch points
- Public restrooms are equipped with hands-free faucet and soap dispensers (excluding handicap stalls)
- Lobby furniture has been adequately spaced to allow for safe use of communal chairs and tables.

#### **Laundry**

- All linen will continue to be washed at a high temperature (160 degrees) and in accordance with CDC guidelines.
- Employees handling used linen are required to wear gloves and a mask.
- Linen that has been contaminated by bio-hazardous material will be discarded immediately.

## **SHIPPING/RECEIVING DEPARTMENT**

#### **Internal**

- Whenever possible, each staff member will use the same computer/workstation on a daily basis
- Daily cleaning/disinfecting of the Receiving Dock will be done by all team members
  - This includes doors handles, phones, radios, tools and equipment
- Each employee will wash their hands after the handling of product, boxes, equipment, etc.

#### **Product/Vendor Deliveries**

- Product/Vendor deliveries will be staggered to prevent overcrowding inside the Receiving Dock
- Only 1 driver will be allowed inside the dock at a time
- The other drivers will be asked to wait outside, away from the dock entrance or in their trucks

#### **Package Deliveries to Guest Rooms**

- Delivery signatures will not be required but still encouraged, if the guest and employee feel comfortable
  - Packages can be left just outside the door
- Staff will knock on the door and stand back at least 6' until the package is retrieved or radio back to Receiving/Security to call the room and make the guest aware of the delivery
- Packages can be delivered inside the room if the guest will not be present and gives us permission

#### **Package Deliveries to Meeting Rooms**

- Guest will be offered the option of delivery inside or outside of their meeting rooms
- Delivery signatures will not be required but still encouraged, if the guest and employee feel comfortable.
  - Packages can be left just outside the door
  - Staff will knock on the door and stand back at least 6' until the package is retrieved or radio back to Receiving/Security to call the room and make the guest aware of the delivery

#### **Storeroom Food/Beverage/Paper Products Requests:**

- Employees are encouraged the call Receiving at Ext. 5554 for product requests
  - Receiving staff will deliver the product to the appropriate outlet/department
  - Employees should make the Receiving staff aware if the request is urgent

- If employees are to pick up orders/products, they should use the Main West dock entrance and ring the doorbell
- Receiving staff will open the door to assist
- Employees may be asked to wait outside, away from the dock entrance to help prevent crowding inside the Receiving Dock

## **SECURITY DEPARTMENT**

### **Cleaning & Sanitizing Protocol**

- All contact surfaces to be sanitized once an hour and at the change of dispatch personnel
- Radios/Keys to be sanitized after each use

### **Physical Distancing Protocol**

- Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. speaking to and/or physically assisting a guest)
- If necessary, Security Officers to assist with enforcing physical distancing protocols in guest areas as required (restaurants, meeting rooms, registration areas, etc.)

### **Guest Considerations**

- Security Officers to familiarize themselves with hand sanitizer locations for guests and coworkers
- Gloves/Mask will be provided upon guest request

## **FOOD & BEVERAGE DEPARTMENT**

### **OUTLETS**

#### **Cleaning & Sanitizing Protocol**

- Host Podiums including all associated equipment to be sanitized at least once per hour
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
- POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- Dining tables, bar tops, stools and chairs to be sanitized after each use
- Condiments to be served in single use containers (either disposable or washed after each use)
- Check presenters, pens and all other reusable guest contact items to be either sanitized after each use or single use
- Menus to be single use and/or disposable
- Sanitize trays (all types) and tray stands Continuously
- Storage containers to be sanitized before and after each use
- Food preparation stations to be sanitized at least once per hour
- Kitchens to be deep cleaned and sanitized at least once per day
- Food and beverage items being prepared to be transferred to other employees using contactless methods

#### **Physical Distancing Protocol**

- Hostesses and managers to manage physical distancing at entries, waiting areas and queues (with signage)
- Tables to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)

- Reduce bar stool count to provide appropriate physical distancing
- Manage the line flow at market to ensure coffee and food pick up areas remain appropriately distanced
- All self-serve condiments and utensils to be removed and available from cashiers or servers
- All straws to be wrapped
- Remove grab and go offerings; available from market workers only
- All food and beverage items to be placed on the table, counter, or other surface instead of being handed directly to a guest

#### **Additional Employee Dining Room Protocols**

- No self-serve food available (including snacks)
- Food to be served by EDR cook
- Single use cups for beverage (no refills)
- Prepackaged plastic flatware
- Trays and plates to be distributed by EDR Cook

### **IN ROOM DELIVERY (IRD)**

#### **Cleaning & Sanitizing Protocol**

- All equipment will be sanitized prior to assigning for the shift (Including golf cart)
- Employees assigned to individual stations (including Sales Agents) will sanitize their stations and all equipment at least once per hour and at each change of shift
- Physical Distancing Protocol
- All food will be presented in take-out containers
- Check presenters and pens will be sanitized after every use

#### **Guest Considerations**

- Printed IRD menus to be removed from rooms
- Alternative menu delivery options will be provided: QR Code in room to access a PDF version, scrolling on an in-house television channel, etc.

### **SALON AND DAY SPA DEPARTMENT**

#### **Salon**

- Work stations, implements, and service equipment to be cleaned and sanitized in accordance with all CDC and Arizona State Board of Cosmetology standards

#### **Spa**

- Treatment Rooms and service equipment to be cleaned and sanitized in accordance with all CDC and Arizona State Board of Massage Therapy and Aesthetic standards

#### **Cleaning & Sanitizing Protocol**

- Employees assigned to individual stations will sanitize their stations and all equipment at least once per hour and at each change of shift
- Guest waiting and changing areas will be sanitized in accordance with CDC recommendations at least once per hour
- Physical Distancing Protocol
- Checkout presenters and pens will be sanitized after every use
- Employees will be required to wear gloves and a mask

#### **Guest Considerations**

- Services will be scheduled in order to limit guest interaction in accordance with distancing guidelines

- Amenities such as the Infrared Saunas, Showers, and Tranquility room will be available no more than 15 minutes before and after every appointment in order to ensure adequate time for sanitation
- Mask will be provided upon guest request

## **FITNESS CENTER DEPARTMENT**

### **Cleaning & Sanitizing Protocol**

- All equipment is to be cleaned and sanitized after use in accordance with CDC recommendations.

## **SALES/CONVENTION SERVICE/CATERING & BANQUETS**

### **Cleaning & Sanitizing Protocol**

- All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
- All linen, including underlays, to be replaced after each use
- Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms

### **Physical Distancing Protocol**

- All buffet and self-serve style events to be suspended until further notice
- All food and beverage items to be individually plated and served or presented in take-out, grab and go style
- Coffee and other break items to be attended and served by a server
- Flatware to be provided as a roll-up
- Condiments to be served in individual PCs or sanitized individual containers
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing

### **Guest Considerations**

- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- Develop examples of physically distanced floor plans for Hotel Sales & Convention Services use
- Create modified menus to showcase styles of service and items currently available