

STANDARD OPERATING PROCEDURES ('SOPS') FOR HOTEL SUBSECTOR

Hotel accommodation premises: Guests from essential services such as oil and gas and aviation sectors that have term contracts with hotels and other sectors that are permitted by the Government such as frontliners, professionals and others; and restaurants/ cafes/ kitchens (for ala carte dine-in/ takeaway/ delivery/ room service only)

SOPs	Details
Operating hours (subject to local authority)	24 hours (for accommodation premises) 6.30 a.m. to 9.00 p.m. (for restaurants)
Customer attendance hours	24 hours (subject to local authority)
Employee capacity	100% (depending on necessity)
Social distancing	<ul style="list-style-type: none"> Ensure social distancing of one metre for counter/ office matters
Provision of hand sanitisers/ disinfecting kits in public areas/ lobby	<ul style="list-style-type: none"> Provide hand sanitisers or provide an area for washing hands with soap in public areas
Provision of guidelines as a guide for hotel guests	<ul style="list-style-type: none"> Provide and display guidelines on “Dos” and “Don’ts” at strategic locations in the hotel as a guide for hotel guests and employees on steps to prevent an outbreak of Covid-19
Obtain and record personal information including body temperature of employees/ hotel guests/ service providers	<p>Obtain and record personal information including body temperature:</p> <ul style="list-style-type: none"> Compulsory to be carried out for hotel employees, contractors, tenants, suppliers, vendors who are providing services to the hotel before they are allowed to enter the hotel premises each day <p>For temperature checks:</p> <ul style="list-style-type: none"> Compulsory for hotel guests during check-in
Cleaning and sanitisation	<ul style="list-style-type: none"> At least two times or more a day in public areas
Layout of tables/ lift/ waiting area	<ul style="list-style-type: none"> Use a distance of one metre and place signs
Distance between guests	<ul style="list-style-type: none"> Distance of at least one metre between guests
Appoint a coordinator among employees	<ul style="list-style-type: none"> Coordinate steps to prevent an outbreak of Covid-19 at the accommodation premises
Provide personal protective equipment for employees	<ul style="list-style-type: none"> Provide face masks and hand sanitisers for each employee
Use of alternative communication among employees and hotel guests	<ul style="list-style-type: none"> Use alternative communication medium to hold meetings or discussions such as video conferencing or WhatsApp or telephone call with a hotel guest if he requires assistance instead of physical contact
Record attendance of employees/ contractors/ vendors/ service providers	<ul style="list-style-type: none"> Attendance of each employee/ contractor/ vendor/ service provider must at all times be recorded in a designated register book for monitoring purpose and kept for a minimum of six months
Only healthy employees are permitted to work	<ul style="list-style-type: none"> Any employee who is unwell/ displays symptoms of a fever is not permitted to attend work and an employee who

SOPs	Details
	displays symptoms of a fever or is unwell while on duty must be referred to a hospital for further treatment
Restrict movement of hotel guests	<ul style="list-style-type: none"> Limit/ restrict the number of guests in public areas and hotel lobby Hotel guests must stay in their respective rooms and are not permitted to loiter or gather in one place. Limit the entrance/ exit doors to restrict movement of hotel guests
Wearing of face masks by hotel guests	<ul style="list-style-type: none"> Hotel guests are encouraged to wear face masks during check-in, check-out, when they are outside their rooms and in the hotel's public areas
Disposal of general waste	<ul style="list-style-type: none"> Disposal of general waste is to be carried out as usual
Housekeeping activities	<ul style="list-style-type: none"> Accommodation premises are required to carry out housekeeping activities as usual
Hotel facilities that are not permitted to be used	<ul style="list-style-type: none"> Hotel guests are not permitted to use hotel facilities such as prayer room, gymnasium, lounge, swimming pool, spa, meeting rooms, etc.
Responsibility of hotel guests if they are unwell	<ul style="list-style-type: none"> Guests are required to inform the hotel/ relevant governmental agency if they display Covid-19 symptoms/ a fever during their stay at the hotel
Disposal of face masks	<ul style="list-style-type: none"> Face masks must be disposed of in covered rubbish bins
Operations of restaurants/ cafes for hotel guests/ customers	<ul style="list-style-type: none"> Restaurants/ cafes in accommodation premises are permitted to operate only for ala carte dine-in for hotel guests/ customers and buffets are not permitted
Operations of cafeteria/ canteen for employees	<ul style="list-style-type: none"> Cafeteria/ canteen in accommodation premises that are provided for employees is permitted to operate for takeaway food prepared by food handlers who wear masks that cover the nose and mouth and gloves as well as ensuring that social distancing is implemented. Buffet are not allowed. Staggered lunch break must be implemented.