



KEMENTERIAN PARIWISATA DAN EKONOMI KREATIF/  
BADAN PARIWISATA DAN EKONOMI KREATIF



**TRAINING MANUAL**

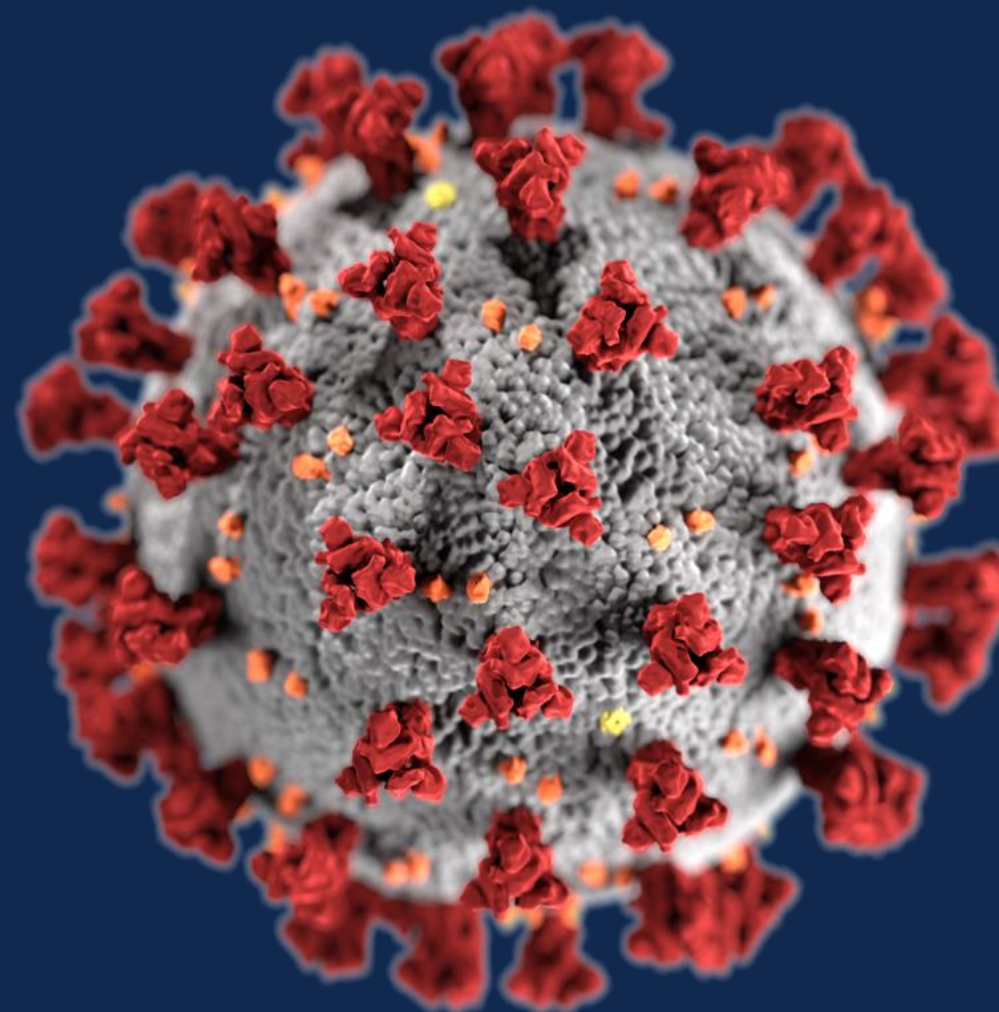
**FRONT DESK TEAM**

First name : ..... Last name : ..... Hotel : .....

## What are the risks of Covid-19 transmission?

### When you are affected by a postlet or a contaminated droplet:

Secretions projected during sneezing or coughing, in case of close contact: same place of life, direct contact within a meter in the absence of protective measures. Remember that you can also carry and transmit the virus.



### When you wear your hands or a contaminated object on your face:

A significant risk of transmission is the contact with unwashed hands. On contaminated surfaces (objects, boxes, handles, etc.), the virus can survive for a few hours.

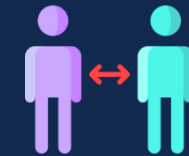
When you eat, drink, smoke or vape, if your hands are dirty or if you share food, bottles or glasses with others, there is a significant risk when your hand comes into contact with your mouth.

# COMMON GUIDELINES

# General Guidelines



Wear a mask and change it every 4 hours.



Respect a social distance of 1.5 m



Use a single-use tissue to blow your nose and wash your hands after you throw it away.



Don't touch your face



Discard the protective equipment in a trash can identified "COVID"



Cough or sneeze into your elbow.



Disinfection: no direct spraying on but soak soft disposable cloths or microfibers



Avoid direct contact with other people.

# General Guidelines

## Arrival at the hotel:



To get to the hotel, choose individual transport. If you are using public transport, wear a mask and respect the safety distance of one meter and do not touch your face.



Sanitize your hands upon arrival at the hotel using the hydroalcoholic gel available.

## For the cloakrooms:



- Enter the cloakrooms one by one (use the busy / free sign).
- Use only your personal locker.
- Your uniform must be changed every day (wash 90 minutes at 60°C), or use single-use overcoats.
- Use the disinfectant wipes when entering and leaving the changing rooms to clean the contact areas (handles, seats, taps, etc.). Throw the wipe in a closed and non-manual bin.



# General Guidelines



## On the work place:

Wash your hands with water + antibacterial soap or with hydroalcoholic gel before and after breaks (meal, cigarette...), after coughing, after using the toilet, after shaking hands, getting out of public transport, after touching any surface potentially infected or at risk and as often as possible.



Disinfect non-personal equipment before and after use.



Leave the doors open as much as possible to allow air circulation (watch out for theft and fire safety).



Do not keep non-essential items such as your telephone



## For breaks:

- Take your breaks one by one (no gathering)
- Take your meals one by one (or at 1.5 meters away from other people)
- Disinfect contact areas when entering and exiting the break room

# How To Wear a Mask



A medical surgical mask is usually sufficient.. Make sure that the packaging is in good condition and that the mask is not expired. Pinch the edge of the mask with your fingers.

1. **Wash or disinfect your hands before putting on a mask.** Identify the front and top of the mask before putting it on. The coloured part of the mask is usually on the outside: it is waterproof, while the white part is worn on the inside and is in contact with your nose and mouth. The side with a stiff, bendable edge goes at the top and should be shaped to fit your nose.
2. **Hold the mask by the ear elastics. Place one elastic band over each ear.**
3. **Adjust or pinch the stiff edge to shape it to your nose.**
4. **Pull the bottom of the mask over your mouth and chin.**
5. **DO NOT TOUCH YOUR MASK ANY MORE.**

Your mask should be changed every 4 hours. If the mask is contaminated, it must be replaced immediately. Remember: the outside of the mask could potentially be in contact with germs—do not touch it, **remove it using one of the two elastic bands and throw it immediately in the “COVID” trash can and wash your hands**

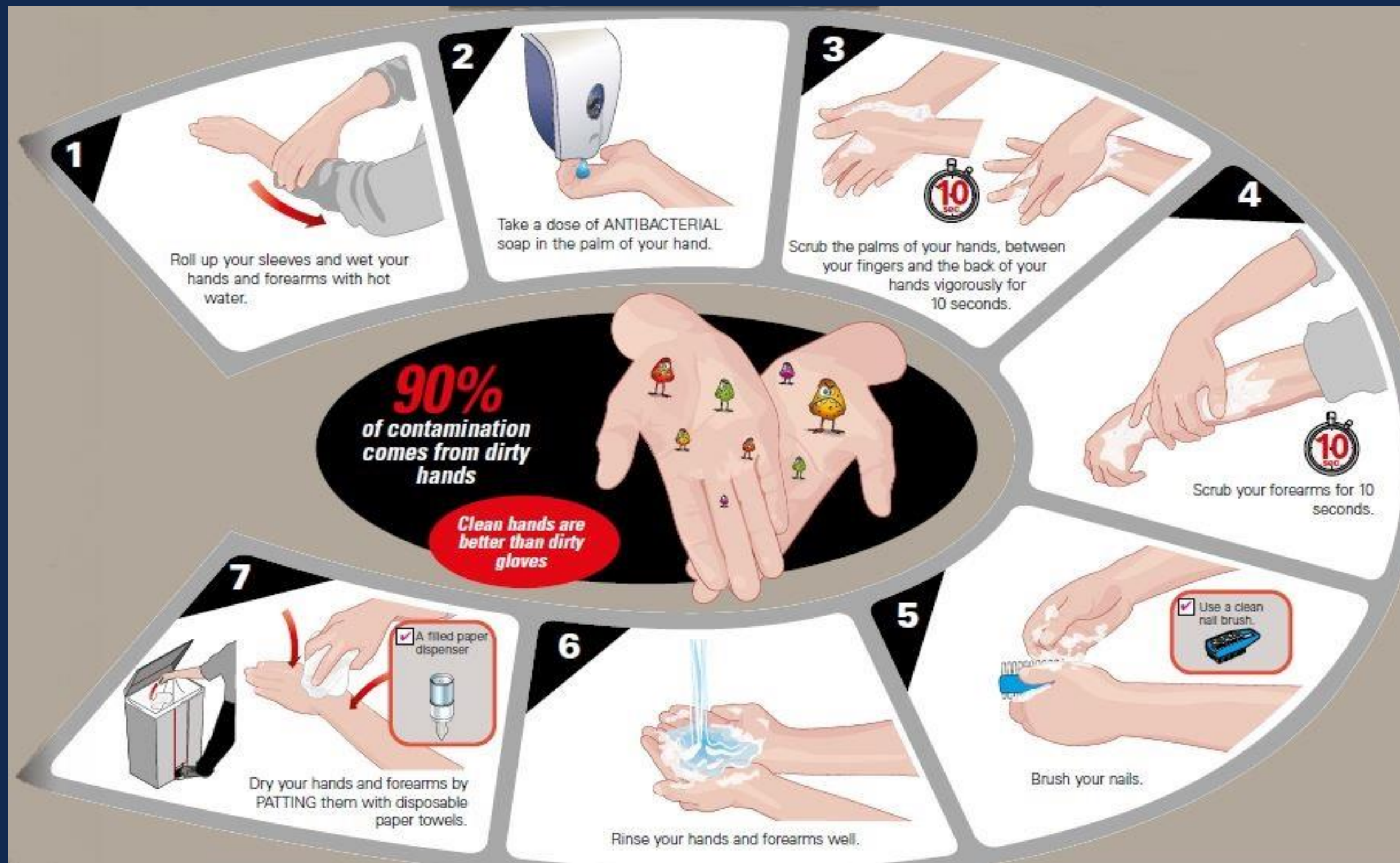
# How To Take Off Your Gloves



1. Pinch the glove at the wrist. Avoid touching the skin
2. Remove the glove
3. Keep it in the palm of your gloved hand
4. Slide your fingers inside the second glove. Avoid touching the outside of the second glove. Remove the second glove.
5. Once the gloves are removed, throw them. Wash your hands.



# How To Wash Your Hand



# Deliveries



## In order to safely receive deliveries:

- Wearing a mask is compulsory
- Have a bottle of hydroalcoholic gel and disinfectant wipes for contact areas
- The delivery person is not authorized to enter the premises, and must only come during the opening hours of the hotel.
- Provide an outside drop-off area (avoid co-activity and contact with the delivery person). Be careful to respect the cold chain.
- Remove and discard the overpacks in the dedicated areas outside the hotel.
- Disinfect with a microfiber and disinfectant solution the products without overpack before making them enter in hotel.
- When recording temperatures, be autonomous and do not ask for the delivery person assistance.
- Put the delivery form on a table, make the delivery man back up, sign with your own pen, back up, let the delivery man collect the delivery form.
- Finally, wash your hands.





# FRONT DESK



# Front Desk Organization



Take note of the elements implemented in each department in order to be able to inform the guests about the anti-Covid19 measures taken for their safety.



Wash your hands on a regular basis (water + soap or hydroalcoholic gel) after each potential contact with an infected area (cash, CC, Payment terminal, key card machine, documents ...).

Sanitize your hands before handling the general hotel keys and rooming list and giving them to the housekeeping team.



Work in an autonomous workstation (pens, payment terminal, cards, calculators, etc.) and do not go to another workstation than your own.



Do not keep unnecessary items on the desk.



Filter customer flows and watch for possible symptoms.



Allocate the rooms on the same corridor to limit housekeeping work and optimize the route of the room attendants and the linen. Do not allocate the same rooms all the time but ensure a rotation of all the hotel rooms: a room must not be used for at least 24 hours after the guest checks out.



# Welcoming Guests



## Check in



1. The day of arrival: contact each guest to define an arrival time (offer different times of arrival in order to avoid queues at reception) and to confirm the number of people.



2. Offer the breakfast and the evening meal in the form of a meal tray, by handing out the order form. Specify that the team is available for any questions, including allergens.



3. Collect payment from the guest during check in and make sure you have the guest's email and specify that the invoice will be sent by email (prefer payment by credit card - see speech).



4. In case of cash change, deposit the cash change in the cup provided for this purpose (no hand-to-hand delivery).



5. Place the keys in the cup to avoid contact.



6. Disinfect the cup/ the CC terminal and your hands after each use / handling.



7. In the case of individual amenities (shampoo, shower gel, etc.), give them to the customer at check-in

# Front Desk Speech



## **Welcoming the client :**

(stand, smile and look the guest in the eyes)

*Good evening Madam / Sir, did you have a good trip? Can you tell me your name please?*

## **Reformulate the services requested:**

*Mr. / Mrs. "X" you reserved a room for one person with a large bed, for two nights, is that correct?*

*In order to comply with the safety instructions linked to the Covid-19, our restaurant room is closed. Breakfast and dinner are therefore not served as usual. They are offered in the form of a meal tray to pick up at the reception or that we bring you to the door of your room.*

*Breakfast is offered at a rate of xxx and dinner is "à la carte". Would you like to order them?*

**If yes :** *I give you this form to fill in to make your choice for breakfast and / or dinner. If you have any questions, especially about allergens, we are at your disposal.*

## **Payment of the invoice:**

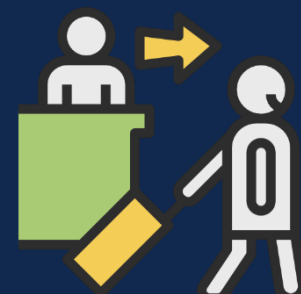
*In order to avoid a grouping of people during departure, I will ask you to pay the invoice now, please. The total is xxx Also, thank you for favouring payment by credit card.*

*Is your email address correct? / Can you give me your email address so that I can send you your invoice?*

## **Indicate access to the room:**

*Your room is located on the X floor. Always in a prevention approach, if you take the elevator, I would ask you to take it alone / between you only. I wish you a pleasant stay with us. (Put the room card in the cup).*

# Guest Departure



*Check out*



Ask the guest to put the keys in the box provided for this purpose.



Disinfect each key before putting it back into service (*to be done overnight, or at the end of the morning*).



Send invoices by email (*automatic if you've followed the indicated process*).

# Cleaning The Lobby



Disinfect the elevator every 2 hours. The interior / exterior buttons must be disinfected at the same time.

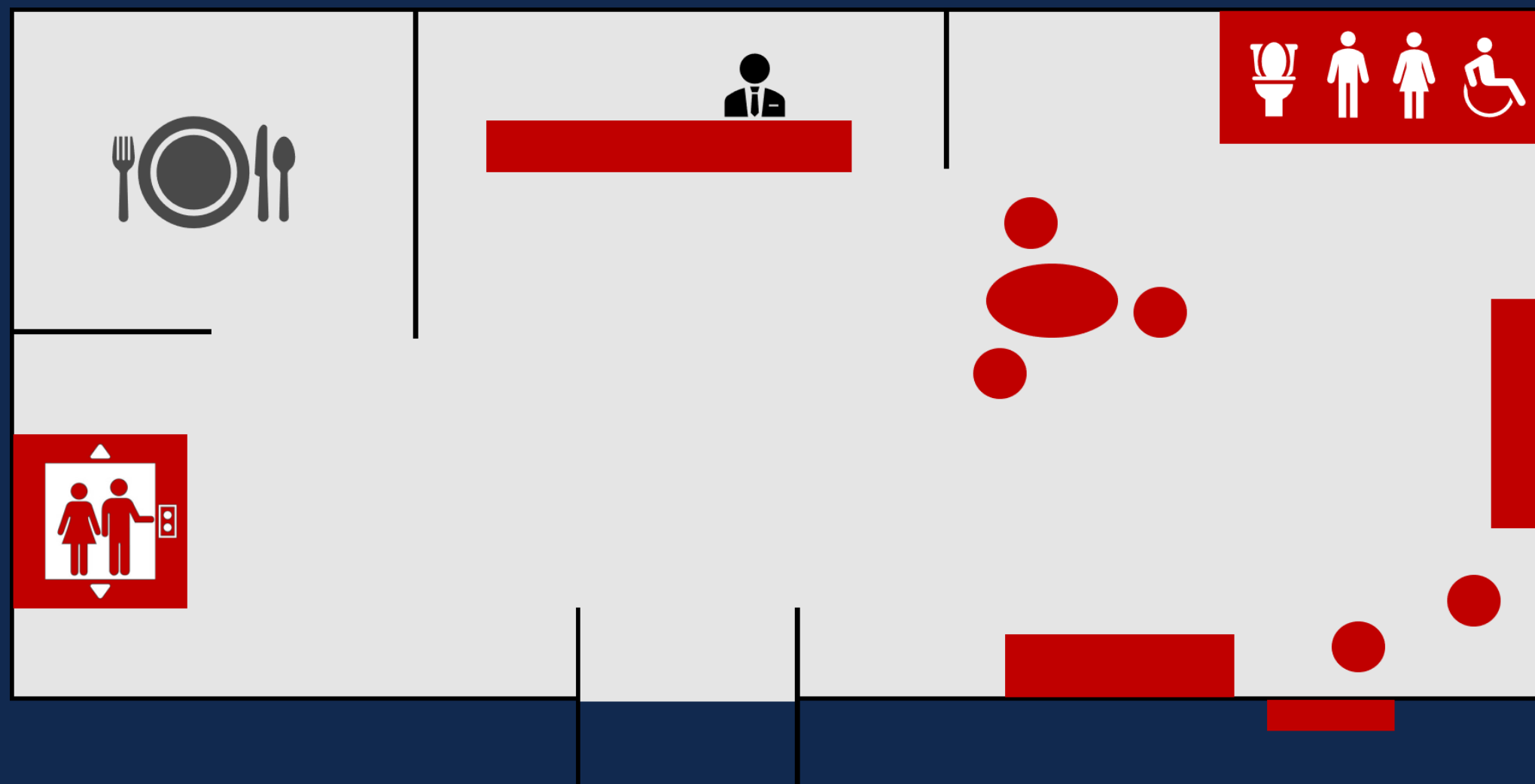


Disinfect contact areas at least 4 times a day (door handles, stair rails, seats, tables, switches)



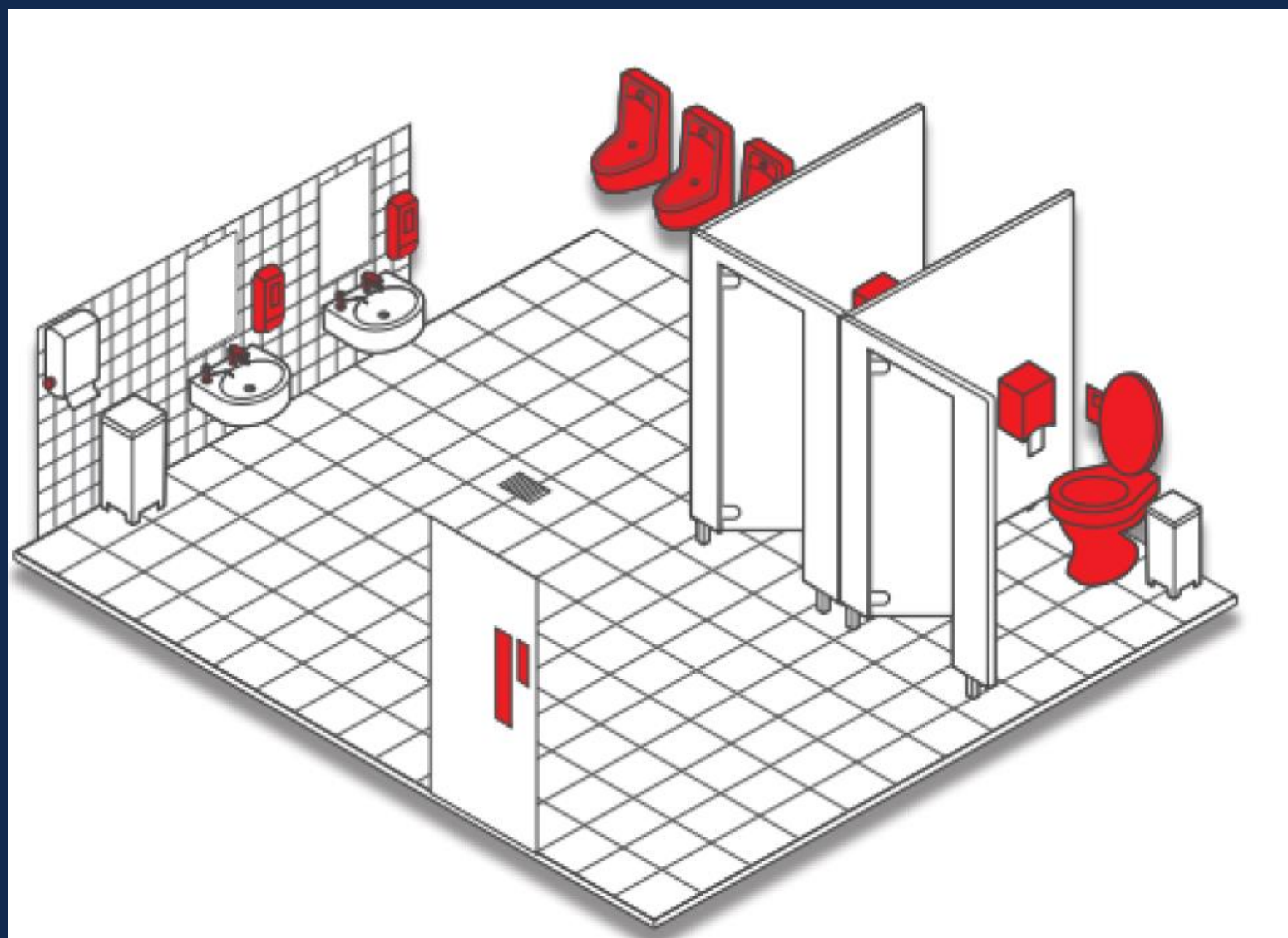
Clean the phone, keyboard, drawer handles, work surface and plexiglass (both sides) before and after each shift using the wipes.





- ▶ Door handles
- ▶ Stair railings
- ▶ Seats
- ▶ Tables
- ▶ Switches
- ▶ Mini Boutique

- ▶ Vending machine
- ▶ Desk
- ▶ Key dispenser
- ▶ Restrooms
- ▶ Elevator and stair railings



door handles



switches



dispensers (loaded,  
in good order, clean)



bathroom handles,  
toilet flush, shower  
control, taps



toilets (seats,  
splash walls)