



CARE OF EVERY 'TOUCH'

PREMIER HOTEL GROUP | OUR CARE TO OUR GUESTS

Guest Journey

FROM FIRST TO LAST STEP OF THE HOTEL

Arrival point

Provide "Care kit" to guests upon arrival of the hotel



Spa, Boutique, Excursion, Pool, Fitness

Pre-booked and time limited hotel facilities and services, Schedule base to ensure uncrowded capacity per time use

Ton Hong / Guest Service

Check in with physical distancing awareness and optional pre-check in, Virtual hotel information and activities via QR code scan QR code to explore hotel information and activities

F&B Service and Kitchen

Seat spacing and hand sanitizer at outlets and restroom entrances. Touchless menus and payment High standards hygiene

Housekeeping

Deep cleaning and sanitization of all rooms prior to check-in. 24-hour vacancy prior to each check-in. Individually wrapped food & beverage items. QR code set up in room.

CARE OF EVERY 'TOUCH'

CARE ON ARRIVAL

- Optional Pre check-in before arrival
- Screening and temperature check, e-form health declaration.
- Complimentary "CARE kits"
- Luggage sanitization
- Exploring Hotel information and Local attractions via QR code
- Optional in room check-out to avoid traffic

CARE IN TRANSPORTATION

- Hand sanitizer provided in transportation
- Limited number of guests at a time
- Full and immediate sanitization of transportation after every journey

ROOM CARE

- Housekeeping service preferences upon check-in
- Using disinfectants recommended by CDCP and WHO
- Room vacant for 1 day prior to next check-in
- Disposable amenities in room
- Food and beverage hygienically wrapped

COMMON CARE AREAS

- Frequent sanitizing focused on high-touched points
- Hand sanitizer dispenser available in all areas
- Sufficient spacing to allow physical distancing
- Surgical mask, gloves, hand sanitized, alcohol wipe are available in all areas upon request

F&B CARE

- E-menus in all outlets and in room dining
- Pre-ordered meals
- No more buffets
- Table spacing
- Interactions with guests respecting strict physical distancing
- Hand sanitizer provided at restaurant
- Serving food and beverages with covers
- Touchless payment option
- Compliance with food and safety hygiene

FACILITIES CARE

- Reservation in advance is applicable
- Limited number of guest
- Provide individually wrapped items and disposable supplies
- Equipment sanitization before and after each use

CARE OF OUR PEOPLE

- Provide Personal Protective Equipment (PPE) : Mask, Face shield and Gloves.
- Screening test with temperature check before entering to the hotel
- Any staff feeling ill or showing any COVID-19 related symptoms is not allowed to come to work
- Well trained on Health & Safety knowledge as well as COVID-19 awareness training
- Contingency plan for Emergencies are in place in case of staff or guests being suspected of having COVID-19
- Frequent cleaning and sanitization of "Back of the House" public areas, staff entrance, rooms, restrooms, cafeteria and offices. .
- Physical distancing practice in all staff activities