



ASEAN Checklist on Hygiene and Safety for Professionals and Communities in the Tourism Industry

Accommodation (Front Office and Housekeeping)

Please review ASEAN Guidelines on Hygiene and Safety for Professionals and Communities in the Tourism Industry on Accommodation (Front Office and Housekeeping) and complete the following.

*Required

First Name*

Last Name*

Business Name*

Email*

Phone*

Website

We have reviewed the ASEAN Guidelines on Hygiene and Safety for Professionals and Communities in the Tourism Industry on Accommodation (Front Office and Housekeeping) and agree to the terms and conditions.

☐

Signed*

Date*

DD/MM/YYYY



Guidelines Summary

Our company confirms that we implement the following practices:

Personal hygiene protocols

- ☒ Urge staff to maintain a high standard of personal hygiene AND to change into their freshly laundered uniform at the workplace.

Physical distancing protocols

- ☐ Urge guests and staff to maintain at least 1 meter distance by spacing workstations and common spaces.
- ☐ Use visual cues and accessible signs in strategic places providing instructions on physical and social distancing AND limit the number of people in the facility at one time.

Health safety protocols

- ☐ Urge guests, staff, and any other visitors on the premises to wear an appropriate and well-fitting face mask covering nose, mouth, and chin at all times in public spaces and when interacting with people.
- ☐ Have facilities in place to enable regular hand washing and/or sanitization AND maximize air circulation of indoor spaces AND implement effective communication protocols with signs and messages.

Emergency preparedness protocols

- ☐ Have an emergency preparedness plan in place AND to remain up to date on national regulations AND to provide mental wellness support for staff and guests AND provide evacuation for all staff, guests, and any other visitors on the premises during departure and at the congregation outside of the property.
- ☐ Urge staff not to come to work if they show signs or symptoms of COVID-19 or tests positive for the virus.

Sanitizing and disinfecting protocols

- ☐ Urge staff to always wear protective personal equipment, including face masks, face shields, rubber gloves and footwear appropriate for the chemicals being used when cleaning and disinfecting frequently touched areas in the common areas and guest rooms.

Front Office service delivery service protocols

- ☐ Urge guests and staff to comply with the ASEAN guidelines aligned with national regulations on appropriate physical and social distancing, health screening and tracking system AND to implement



standard operating procedures for guests checking in and out, including hygiene and safety guidelines AND to implement handwashing and hygiene protocols at all high touch points and common areas.

- ☐ Urge staff to minimize contact with the guests while handling their personal documents and transacting their payment AND to wash hands thoroughly with soap and clean water or use an appropriate hand sanitizer before and after each service delivery.
- ☐ Provide staff with training on hygiene and safety AND raise their awareness of sustainable practices.

Housekeeping delivery service protocols

- ☐ Implement standard operating procedures for general housekeeping management of key common areas, handwashing, and hygiene protocols.
- ☐ Urge staff to follow schedules for cleaning and laundry services while guests are in-house to minimize interactions between guests and staff AND to sanitize and disinfect all function rooms regularly during the event and upon check out AND to wash hands thoroughly with soap and clean water or use an appropriate hand sanitizer before and after each cleaning.
- ☐ Provide staff with training on hygiene and safety AND raise their awareness of sustainable practices.

Remarks