Post MCO Guidelines for Hotels

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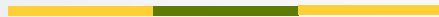
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Guidelines for each Department

01

Hotel Reception / Front-Desk

Guideline for Hotel Reception & Front Desk

- **Disinfectant spray** at all hotel entry

- Medical kit (**Thermometer, Hand Sanitizer**) at the **reception desk**

- **Social distancing** measures (**1 meter**)

- Monitor visitors who are possibly ill

- Guest details and **Guest Temperature records**

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02

Hotel Restaurants

Guideline for Hotel F&B

- **Change tongs and ladles** more frequently, always leave these items in separate containers.

- **Disinfect the buffet surfaces** after each service

- Table setting
  - **Maximum of 4 persons per 10 square meter**
  - Distance from the back of one chair to the back of another chair is at least **1 meter apart**

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03

## Hotel Housekeeping & Environmental Cleaning

Hotel Housekeeping

- Leave fresh **linens, toiletries** & cleaning supplies **outside the door** of all the room where individuals have been in isolation

- **Properly wash & sanitize** any **reusable glassware, dishes**

- Provide **disposable dishes & utensils in rooms**

- Cleaning crews should be **trained on the usage of PPE** and wash their hands immediately after removing the PPE, after cleaning and disinfection work is completed

- All **rooms & common areas** should be **ventilated daily**

Hotel Environmental Cleaning

- Focus more on the **frequently touched common areas**. For example:
  - Lift buttons
  - Tables, Chairs etc

- **Any surfaces** that comes in contact with the ill person **needs to be cleaned** with **regular household disinfectant solution** (Clorox)

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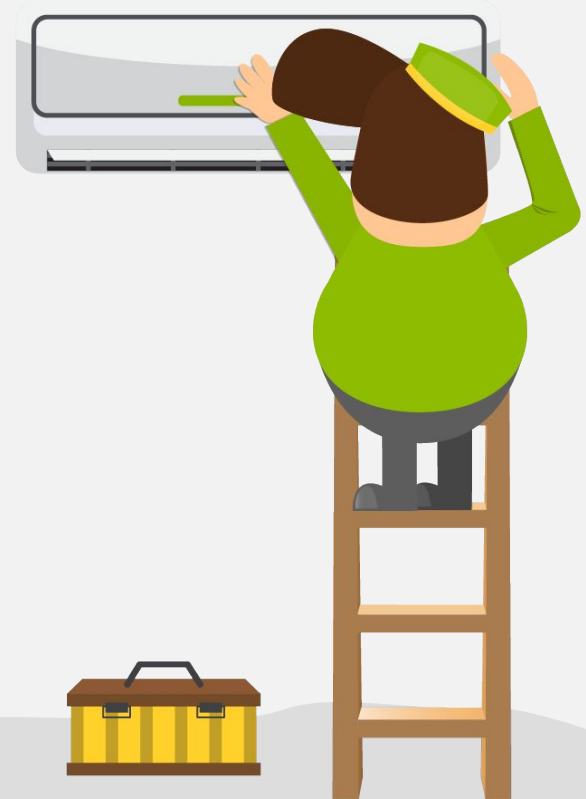
Hotel Environmental Cleaning

- Use **only disposable cleaning materials**

- **Washing** textiles, linens & clothes in **hot cycles (70°C or more)**

- **Disposable items** (hand towels, gloves, masks, tissues) must be placed in a **container**

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04

Hotel
Maintenance
Services

Guideline for Hotel Technical & Maintenance Services

- Air-conditioning
  - **Monitor the condition of filters** and **maintain the proper replacement rate** of indoor air

- Water disinfection (Pool & Spa)
  - Ensure **chlorine levels** are **kept between 1-3 mg/l** with the **pH** between **6.8-7.4**
  - For **Spa pools** that use **bromine**, maintain the **water at 4-6 mg/l bromine** or **3-5 mg/l chlorine**

Guideline for Hotel Technical & Maintenance Services

- Dispensers
  - Install **disinfectant gel dispensers** in the **common areas** such as corridors & public toilet

- Dishwashing and laundry equipment
  - Use the **warmest appropriate water setting**
  - **Dry the items** completely
  - **Clean** and **disinfect laundry basket**

05

How Hotels Should Handle Covid-19 Cases

How Hotels Should Handle Covid-19 cases (Suspected Guests)

- **Seperate the ill person** from the other persons by at least 2 meters

- **No visitor** should be permitted to enter the room occupied by the affected guest

- **Designate bathroom** for use only by the ill person

- **Provide medical mask** to the ill person & ensure that they wear it

- **Direct contact** with the ill person **should be avoided** unless wearing at least disposable gown, gloves, a mask & eye protection

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How Hotels Should Handle Covid-19 cases (Suspected Guests)

- **Remove PPE carefully** to avoid contaminating yourself

- **Steps to remove PPE:**
    1. Remove gloves & gown, wash your hands
    2. Remove the mask & eye protection
    3. Wash your hands again with soap

- **Disposable items that had contact with ill person** should be place into a specific or biohazard plastic bags

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How Hotels Should Handle Covid-19 cases (Non-affected Guests)

- **Provide information** about the disease to the guests such as placing poster in the common areas

- **Request them to self-monitor** for Covid-19 symptoms (fever, cough or difficulty breathing) for 14 days

- If symptoms appear within 14 days, **request them to self-isolate** & **contact the local health services**

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How Hotels Should Handle Covid-19 cases (Suspected Staff)

- The staff should **immediately stop their work** & **seek medical assistance**

- Provide a **suitable room for the staff to self-isolate** while waiting for the medical team to arrive

- The staff should be **provided with disposable tissues & masks**

- **Identify & inform** the people who came into **close contact** with the suspected staff

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06

Hotel
Management
Team

Guideline for Hotel Management

- Draft an action plan

- Train all the staffs

- Maintain logbook of actions and Supervision

- Daily communication between management & staffs

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06

Bonus Slides

Bonus for hoteliers

- [List of Malaysia Hospitals that offer COVID-19 screening](#)

- 11 Private Companies that offer Covid-19 home testing
  1. DoctorOnCall
  2. BookDoc
  3. Pantai Premier Pathology Sdn Bhd
  4. Lablink (M) Sdn Bhd (KPJ)
  5. Qualitas Medical Group Sdn Bhd
  6. Gleneagles Kuala Lumpur
  7. Twin Tower Medical Centre KLCC
  8. Pantai Hospital Kuala Lumpur
  9. Pantai Hospital Cheras
  10. Pantai Hospital Klang
  11. Pantai Hospital Ayer Keroh, Melaka

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Bonus Slides - List of Hygiene Product Providers

1. Imec Hygiene Sdn. Bhd.

2. Sanicare Hygiene Services Sdn. Bhd.

3. Emerson Meridian Sdn Bhd

4. Initial Hygiene Malaysia

5. BioPro Malaysia Sdn. Bhd.

6. I Efficient Hygiene Sdn Bhd

7. Jacleen Sdn Bhd

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Reference & Sources

1. Operational considerations for COVID-19 management in the accommodation sector By WHO (World Health Organization)

2. COVID-19 Public Health Recommendations for Hotels, Hostels, and Inns By Alberta Health Services

3. Pool, Hot Tub, & Sauna Safety During COVID-19 By IHRSA

4. Where can you get tested for Covid-19 in Malaysia? By Malay Mail

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Thank You

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