



# Ramp-up and Reopening Checklist for Properties

COVID-19 has had a profound impact on the hotel industry, with many hoteliers either temporarily closing down all or portions of their operations. As we enter into this next phase of the pandemic, many companies are starting to plan their ramp-up and reopening processes. Below is a checklist of the various activities and best practices to consider as you look to get back to business.

For more reopening guidance, please refer to our COVID-19 Resource page at: [Avendra.com/covid-19-supply-chain-information](https://www.avendra.com/covid-19-supply-chain-information)

As always, please ensure you follow your company's standards and specifications. This guide is intended to be complementary to the direction given by your brand or management company.



## Sanitation Best Practices

- ✓ Install social distancing signs and indicators in the lobby, front and back of house and include any state and hotel brand guidelines; rework lobby floor plan to accommodate social distancing
- ✓ Install sneeze guards at the front desk and appropriate F&B stations; follow state and hotel brand guidelines (CDC)
- ✓ [Sanitize key cards](#) in between uses as well as key/credit card machines; higher inventory may be needed
- ✓ Sanitize all high touch areas, such as elevator buttons, back of house doors, self-help coffee and beverage stations at regular intervals ([click to view Avendra's Sanitation Checklist](#))
- ✓ Consider requiring server teams to wear masks, change gloves after every service and wash hands frequently (CDC)
- ✓ Require front of house associates to wash hands frequently; plan coverage for time away



## Procedural Best Practices

- ✓ Consider implementing contactless F&B delivery systems in place of operating the lounge for concierge-tier guests
- ✓ Consider having F&B server teams take orders/serve food and a separate team clear tables
- ✓ Replace reusable menus with paper/disposable menus or chalkboards
- ✓ Consider eliminating buffet services
- ✓ Update status on [Open Table](#) and other relevant websites or apps
- ✓ Require valet services to use gloves and change them in between cars; sanitize doors, handles and keys
- ✓ Understand how your supplier will deliver product during the COVID timeframe ([click to view Delivery Guidance](#))
- ✓ Review inventory needs for sanitation chemicals and related products to align with new recommended practices



## Food & Beverage Checklist

- ✓ Schedule Health Department inspections as needed
- ✓ Kitchen Equipment:
  - Check temps on all kitchen equipment/walk-ins
  - Turn on glycol chilling system
  - Deep clean all back of house equipment; replace oil in fryers
  - Schedule cleaning chemical provider to recalibrate systems
  - Remove/sanitize fountain heads
  - Schedule beer/soda lines for cleaning/blow out
  - If applicable, schedule enzyme reactivation for food digester
- ✓ Perform hood and duct cleanings (solidified grease) or check maintenance schedule
- ✓ Schedule rental uniform, mat, linen delivery
- ✓ Check shelf-life of existing inventory:
  - Discard opened condiments
  - Check BIB syrup
- ✓ Conduct opening inventory and establish new pars
- ✓ Re-establish bulk gas orders (CO2, etc.)
- ✓ F&B POS: Ensure pricing is consistent with the new menus
- ✓ Re-confirm supplier delivery days and times
- ✓ Check liquor license expiration date
- ✓ Contact night cleaning to re-establish scope



## Engineering Checklist

- ✓ Double-check inspection schedule for fire extinguishers, fire panel, Ansul systems
- ✓ Notify police department and fire department of reopening timeline
- ✓ Test emergency evacuation system
- ✓ Schedule elevator inspection/service
- ✓ Schedule interior plant maintenance and exterior landscaping and adjust scope, as needed
- ✓ Schedule grease trap cleaning one week prior to opening
- ✓ Schedule pest control service
  - Common areas, back of house, rooms, exterior benches and trash cans
- ✓ Schedule pool maintenance
- ✓ Power wash outdoor furniture; sanitize tabletops
- ✓ Schedule rental uniform delivery
- ✓ Ensure generator is serviced and stable
- ✓ Confirm all lighting and signage is operational
- ✓ Sanitize and clean hotel vans
- ✓ Alert your duress alarms provider of your reopening and possible change in services or coverage



## Housekeeping Checklist

- ✓ Consider implementing color-coded cloths when cleaning different areas
- ✓ Assign a daily cleaning attendant for revolving/push entry/exit door(s) or find alternatives to prevent contamination when opening and closing doors
- ✓ Provide amenity-size disinfecting wipes in guest rooms and wipes for housekeepers
- ✓ Service in-house laundry equipment, if applicable
  - Check belts and tension, etc.
- ✓ Check outsourced and in-house laundry pars
  - Share anticipated occupancy with third-party laundry to assist them with allocating their resources, if applicable
- ✓ Sanitize phones and cords
- ✓ Check and replace remote batteries and sanitize remote daily; consider using disposable remote-control wraps
- ✓ Check light bulbs and sanitize light switches daily
- ✓ Schedule full property deep clean, including all surfaces and upholstery
  - Common areas, back of house, rooms, exterior benches and trash cans
- ✓ Test all cleaning equipment and room products
- ✓ Re-establish newspapers and adjust par levels
- ✓ Set up new master key log, issue keys
- ✓ Reset room temperatures
- ✓ Train any new associates on chemicals and bed bug protocols
- ✓ Ensure ATM is stocked
- ✓ Consider anti-microbial mattress protection and more frequent changing

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