

OPERATIONAL READINESS: HOSPITALITY REOPENING CHECKLIST

General manager checklist to prepare your hotel to safely and successfully resume operations.

Reference the **!** symbol for your most critical reopening actions.

Planning Assessment

☐ **Take inventory of which guest rooms, floors and public spaces (pools, gyms, etc.) have been closed**



☐ **Ensure you have the recommended cleaning products and tools (Y/N)**



! Y / N	EPA-Approved Disinfectant*	Y / N	Hand Sanitizer (when soap and warm water is unavailable)
Y / N	Bathroom Disinfectant Cleaner*	Y / N	Laundry Detergent & Destainers
Y / N	Odor Control	Y / N	Equipment & Tools
Y / N	Floor Cleaner	Y / N	Food Contact Sanitizer
Y / N	Hand Soap	Y / N	Non-Food Contact Disinfectant
Y / N	Mops, Broom, Microfiber Cloths and Other Tools		

** Ensure an EPA-approved disinfectant for use against Covid-19 is readily available. Refer to List N for approved products to use against SARS-CoV-2.*

☐ **Take inventory of your PPE (Y/N)**

Refer to SDS guidance for all products in use and follow local/federal public health authorities to understand the full scope of PPE required.

Y / N	Mask (as advised by public health authority or corporate policy)	Y / N	GHS
Y / N	Disposable Gloves	Y / N	SDS Station
Y / N	Goggles	Y / N	Thermometer
Y / N	First Aid Kit		



☐ **Schedule service with your Pest Management Professional at least two weeks prior to reopening in case remediation is required**

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Preparing Chemistry & Equipment



Chemistry reminders

- Do not mix chemicals with anything but water.
- Only add chemicals to water, but never add water to chemicals.
- Always use adequate ventilation.
- Follow label directions, including PPE guidance, and only use chemicals for their intended application and use area.
- If able, check your expiration dates and discard of expired products according to the label and local regulations.
- Store chemicals in properly labeled containers.



Laundry & Housekeeping

- If turned off, turn water back on for washers and dispensers.
- If turned off, turn power back on to chemistry dispensers.
- Process any soiled linen that was left before shut-down.
- ! ○ Empty all spray bottles and fill with fresh chemistry. Ensure that both water and chemistry are flowing to the spray bottle.
- Clean/restock housekeeping carts.



Public Spaces

- ! ○ Empty all spray bottles and fill with fresh chemistry. Ensure that both water and chemistry are flowing to the spray bottle.
- Check and refill hand sanitizer stations.
- Check and refill air freshener dispensers.



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Preparing Chemistry & Equipment



Food Service

- If dishmachine was disassembled prior to close, reassemble machine. Once assembled, power on dishmachine.
- If deliming is part of your routine, delime machine prior to reopening.
- Run test rack through dishmachine and ensure it is working properly. If a high temperature dishmachine ensure you are reaching required temperature. If a low temperature dishmachine ensure that it's testing for the correct PPM.
- If turned off, turn power back on to chemistry dispensers.
- ! ○ Empty all spray bottles and fill with fresh chemistry. Ensure that both water and chemistry are flowing to the spray bottle.
- Check that refrigerator is at 41F° or less and freezers are at 10F° or less.
- ! ○ Check for hand washing sinks to be clean and stocked with soap, a drying device (towel or dryer), a hand washing wall chart, and a trash receptacle.
- Check to ensure water is reaching 100F° at hand washing sinks and 110F° at 3 comp sinks.
- Ensure you have completed corrective actions from your last health inspection prior to reopening.
- Ensure you have all required documentation available.
- Check under and behind kitchen equipment for signs of pest activity (cockroach, mice, small flies, etc.).



Water Filtration

- If closed for under 4 weeks, flush the water systems (hot and cold) for 10 minutes and follow the service disruption protocols that should be a piece of your master water management program.
- If over 4 weeks and a replacement filter is needed, contact your ProGuard representative and coordinate an order **at least two weeks** prior to reopening.



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Preparing Chemistry & Equipment



Water Softening

- If property has been running water throughout the facility during shut down, then no action needed.
- If the property has been closed for less than 4 weeks, force the softener into regeneration (both tanks) before returning to service.
- If the property has been closed for more than 4 weeks, follow the *BWA/Disaster Recovery Procedure*.



Domestic Water Systems

- Exact procedures will largely depend on your hotel's domestic water system activities while it's been shut down. Discuss with your Nalco Water Representative & Safety Specialist for more information. You may also contact watersafetyinquiry@ecolab.com for more information.



Cooling Tower Systems

- Exact procedures will largely depend on your hotel's cooling tower system activities while it's been shut down. Therefore discuss with your Nalco Water Representative for more information. You may also contact watersafetyinquiry@ecolab.com for more information.



Pool & Spas

- Prior to reopening the pool, follow startup procedures and perform a shock chlorination if not include as part of the start-up procedure. Chlorine shock will not be needed for all pools. **Do not** allow anyone to use the pool until the water chemistry is within normal operating limits and stabilized.
- Prior to reopening the spa, follow startup procedures and perform a shock chlorination if not included as part of the start-up procedure. Chlorine shock will not be need for all pools. **Do not** allow anyone to use the spa until the water chemistry is within normal operating limits and stabilized.
- NOTE: If the pool and/or spa was shut down for an extended period, backwash the filters and change the media. Monitor turbidity and free residual chlorine after start-up.
- Resume daily process for titrations and pool safety checks as local municipal codes dictate.



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Preparing Hotel for Reopening



Guest Rooms

- Remove and change linens if unchanged pre-close.
- Ensure electronics are plugged in and working (fridge, clock, tv, etc.).
- Where applicable, open up windows and doors to allow fresh air circulation.
- ! ○ Disinfect all hard, non-porous surfaces following Hospitality Reopening Procedures.
- Check grout lines in showers and treat with destainer to remove discoloration from mold and mildew.
- Vacuum carpet, chairs and soft surfaces free of debris.
- Use odor control product with odor counteractants to counteract any musty odors from closed rooms.
- Return the rooms to normal temperatures.
- As needed replace any missing amenities from the room – coffee maker, books, paper, etc.
- Inspect seams and folds around upper corners of mattresses to identify potential bed bug infestations, consider proactive guest room treatments for bed bug prevention.
- Consider installing approved mattress encasements to provide healthy environment and reduce bed bug harborages.



Lobbies



- Disinfect all hard, non-porous surfaces following Hospitality Reopening Procedures.
- Disinfection of all hard, non-porous surfaces should occur multiple times per day once reopened (it is important for the guest to see cleaning in action).
- Set up Lobbies with Hand Sanitizer Stands when warm water is not available.
- ! ○ Have multi-purpose disinfectant and single use cloths or paper towels at desk for quick use by front desk staff.
- Check the floors to determine if anything needs to be refinished or cleaned.



General manager checklist to prepare your hotel to safely and successfully resume operations.

Preparing Hotel for Reopening



Public Spaces

- Disinfect all hard, non-porous surfaces and equipment following Hospitality Reopening Procedures including Public Restrooms, Gyms, Spas, Business Centers, etc.
- If available, set up hand sanitizer stands in busy areas (gyms, lobbies, etc.).
- ! ○ Provide multi-purpose disinfectant and single use cloths or paper towels in spaces where guest is responsible for cleaning after themselves.
- Set up cleaning cadence process for public spaces.



Pool & Spa

- Disinfect all hard, non-porous surfaces and equipment following Hospitality Reopening Procedures.
- Raise heater and chlorine set points, if adjusted before shut down.
- Replace pool liners.
- Disinfect all hard, non-porous surfaces and clean pool spaces, including chairs and high touch door handles and pool handles.



Food Service Front and Back of House

- Go through all food and perishables to check expiration dates and ensure food safety.
- Disinfect all hard, non-porous surfaces and clean out all freezers and fridge spaces before beginning to refill.
- ! ○ Assess cleanliness and disinfect all hard, non-porous surfaces following the Hospitality Reopening Procedures.
- Inspect cracks and crevices and areas behind kitchen equipment for signs of pest activity.
- Check food storage areas and exterior entrances for signs of pest activity.
- Clean floor drains to prevent small fly breeding.



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Miscellaneous



- Follow the ice machine procedures in the Hospitality Reopening Procedures to clean and sanitize prior to use.
- Wipe down and disinfect all hard, non-porous surfaces vending machine and drinking fountains.
- Ensure dumpster area and perimeter of building are clean and clear of trash.
- Restart landscaping services to reduce pest harborage opportunities.
- Follow routine maintenance of HVAC systems (e.g. change filters, AC inspections) as guided by public health authorities. Refer to your equipment provider for additional guidance.



Refining your Processes and Procedures



Build out your Training & Compliance Plan



- Build out your new hire and current staff training program focused around proper disinfection procedures.
- Leverage Hospitality Reopening Procedures and other resources as provided by your ProGuard representatives.
- Build out new cleaning regimen and routine for public space and lobby cleaning.
- Build out and train on Hand Hygiene Protocols. Encourage guests to follow Hand Hygiene best practices.
- Reference Hospitality Reopening Procedures for more information.
- Create a process to communicate your new cleanliness standards and practices to your guests.



Always follow local guidance when reopening your facility, including guidance on social distancing and other measures to lessen the spread of Covid-19.

For more information contact your ProGuard representative at 866.444.7450