

OUR HOTEL PLAN:

# JW MARRIOTT TAMPA WATER STREET

COMMITMENT TO CLEAN

**Marriott**  
INTERNATIONAL

COMMITMENT  
TO CLEAN

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# COMMITMENT TO CLEAN PLAN

A standard that all properties must comply with is to create a hotel-specific Commitment to Clean plan. The plan should outline specific guidance and steps to ensure associate hygiene and cleanliness and guest safety regarding COVID-19 are accounted for throughout the hotel. All associates must familiar with the hotel's plan and be able to communicate it to guests as needed.

## ASSOCIATE PROTOCOLS



### CLEANLINESS CHAMPION

Each property required to have a Cleanliness Champion to help lead the hotel's efforts around guest/associate safety and stays up to date on changing cleanliness needs and protocols



### TRAINING

Associates will be required to take training on COVID-19, safety and sanitation protocols. Cleanliness Champion will lead efforts.

## HOTEL PLAN

1. Cleanliness Champion: Johannes Schaeffer – Assistant Rooms Operations Manager
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1. Enter details of training plan to include delivery of daily stand-up materials (materials forthcoming from Marriott International)
    - a. Section on the Daily Rehearsal – COVID-19 training topic (changed weekly)
    - b. COVID-19 topic from the Daily Rehearsal to be discussed in each department stand up (materials are welcomed)
  2. CleanMatters COVID-19 Refresher Training completed by incumbent associates and all new hire associates
    - a. Housekeeping leader – 10 minutes trainings section (CleanMatters) – daily with the current room attendants – during Daily Rehearsal
    - b. New room attendant hire to shadow 2 days the room attendant trainer
    - c. Starting 3<sup>rd</sup> day – new room attendant hire will be working with the Lead Trainer for 10 days – go over Clean Matters Checklist;
    - d. New hire room attendant will start with 250 credits a day and increased until full board 465 credits;
    - e. New room attendant hire will complete and discuss with supervisor “New Hire Checklist”
  3. Marriott myLearning platform includes 9 training modules (COVID-19) that are completed by 100% of our associates on property.
    - a. **Module 1. New Ways of being. Social Distancing**
    - b. **Module 2. New Ways of Cleaning. The Importance of Hand Sanitizing**
    - c. **Module 3. Public Space Cleanliness**
    - d. **Module 4. How to Handle It: Chemicals, PPE, Biohazards and Guest Information. Presumed or Confirmed COVID-19 on property:**
    - e. **Module 5. Guest Room Cleaning Changes.**
      1. **Entering the guest room**
      2. **New guest room Cleaning Procedure**
    - f. **Module 6. The New Clean Routine**
    - g. **Module 7. Touchless transactions**
    - h. **Module 8. Food and Beverage Cleaning Essentials**
    - i. **Module 9. Electrostatic sprayers**
  4. Marriott Digital L+D Online COVID-19 Course: **Heightened Sanitation Practices**
  5. Marriott L+D Online COVID-19 Course: **Reducing the Risk of Infections**



## HAND HYGIENE AND ETIQUETTE

Provide guidance to associates on the steps, frequency, and requirements for hand sanitization. This includes use of proper soap and steps to wash hands or use of hand sanitizer.

Place hand sanitizer stations at high customer touch points (entry/exit, elevators, escalators, R+B outlets, meeting space, spa, fitness, etc.)

Display signage promoting social distancing, hand hygiene, and cleanliness in heart of house, front desk, and public spaces; view MGS for signage ideas

1. Hand Hygiene and Etiquette topic to be included in the Daily Rehearsal
2. Hand sanitizer dispensers installed on each punch clock & cafeteria – associates
3. Signage “Associates must wash hands” – next to each sink - associates
4. Hand sanitizer dispensers by front desk – guests
5. Hand sanitizer dispenser by the Fitness Center & Spa – guests
6. Hand sanitizer dispensers in each guest elevator
7. Hand sanitizer dispenser – by Driftlight restaurant
8. Hand sanitizer bottles on each table – All restaurants
9. Signage “Practice social distance!” placed on each guest landing – by elevator button
10. Signage “Practice social distance!” placed on every other Fitness equipment – every other treadmill, etc. kept off;
11. “Practice social distance!” floor stickers at Front Desk and JW Market
12. “Practice social distance!” floor stickers at Spa reception
13. “Practice social distance!” floor stickers at Driftlight restaurant
14. “Practice social distance!” floor stickers at SIX restaurant

## ASSOCIATE PROTOCOLS

## HOTEL PLAN



## CLEANING PRODUCTS

Hotels must list specific cleaning products that associates should use that are approved by EPA for killing COVID-19; Guidance forthcoming on new technologies like electrostatic sprayers and UV lighting

Safety procedures for proper cleaning product use, disposal, and required associate PPE should be included

Place hand sanitizing wipes in guest room (details forthcoming from Marriott procurement team on vendor and product options).

1. Each department on property to use: Peroxide Multi Surface Cleaner and Disinfectant - Ecolab
2. Each department will receive a disinfectant kit: 1 full bottle of Peroxide Multi Surface and 5 microfiber cloths – to be replenished and washed as need it - location: Housekeeping
3. Trash receptacles for used PPE – location: Security – by associates' entrance
4. Trash receptacles for used PPE – location: Front Desk
5. Trash receptacles for used PPE – location: Housekeeping office
6. Electrostatic sprayers
7. Hand sanitizing wipes in guest rooms



## PERSONAL PROTECTION EQUIPMENT

All associates are required to wear face coverings approved by the CDC (N95 masks, facemasks, professionally made cloth coverings provide by hotel, etc.) while working (re-evaluated every 30 days). Each hotel will be responsible for providing PPE to associates based upon job need.

PPE details must include proper use and disposal of equipment along with frequency in which PPE should be changed. Identify locations where PPE is available.

Conduct temperature checks for associates prior to work shift.

1. Each associate is provided with PPE: face mask and gloves – location: Security office
2. Each room attendant is to change gloves after each room – gloves location: housekeeping office
3. Each associate that handles (delivers) food to assigned location is to use face mask and change gloves after each delivery – gloves location: Kitchen
4. Temperature check is to be performed on each associate at the beginning at the shift – location: Security



## COVID-19 CASE APPROACH &amp; ROOM RECOVERY

Hotels must document how they will handle presumed positive COVID-19 cases during stay and cleaning protocols and room recovery following checkout aligned with information posted on MGS.

1. "Action plan – Housekeeping" – set of procedures based on Marriott Protocol of Cleanliness on how to act/react when guest informs is COVID-19 positive or self-quarantine themselves. Each department head will receive it via email (pertaining to housekeeping – how to recover the room, etc.).
2. "Action plan - Guest" – set of procedures based on Marriott Protocol of Cleanliness on how to act/react when guest informs is COVID-19 positive or self-quarantine themselves. Each department head will receive it via email (pertaining to all associates).



## SIGNAGE

Hotels must provide communication on protocols in Front of House and Back of House, clearly identifying expectations for associate and guest actions and requirements.

Signage should include guidance on social distancing, associate PPE, associate

1. "Wash your hands" signage by each sink – associates
2. "Practice social distance!" signage – on each guest landing
3. "Practice social distance!" signage – Fitness Center – guests
4. "Practice social distance!" floor stickers at Front Desk and JW Market
5. "Practice social distance!" floor stickers at Spa reception
6. "Practice social distance!" floor stickers at Driftlight restaurant
7. "Practice social distance!" floor stickers at SIX restaurant
8. "Face covering required!" throughout the property
9. "Practice social distance!" signage on 1<sup>st</sup> floor – guest elevator landing area

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IMPORTANT NOTE: The information in this document was prepared for use by Marriott owned, leased and managed hotels. It is provided to Marriott franchised hotels for information only, unless otherwise noted. Franchisees and franchise management companies should consult with their own legal counsel and advisors to ensure implementation of reasonable protocols and communications at franchised hotels.



## ASSOCIATE &amp; GUEST PROTOCOLS

## HOTEL PLAN



## SOCIAL &amp; PHYSICAL DISTANCING

Hotels must identify and implement actions to promote social distancing in public spaces (lobby, elevator, restrooms, etc.), meetings and events (room sets, layouts, guest flow, etc.), and F&B outlets (seating, queueing, etc.)

Reconfiguration of furniture, guest markings, stanchions, and barriers may be utilized as needed (plexiglass barriers, etc.)

1. Face covering is required for all guests in all indoor public space
2. Lobby area will have a seating diagram that encourages social distancing
3. Restaurants to have a designed seating diagram – seating encourages social distancing
4. Fitness Center – every other machine is not to be used – signage on
5. Front Desk to have Plexiglas shields
6. JW Market to have Plexiglas shields and practice social distancing – floor stickers
7. Pre-function – practice social distancing – floor stickers
8. Meeting space - practice social distancing – floor stickers



## GUEST ROOM ENTRY

Document steps to limit guest room entry during guest stay and align with Marriott International guidelines on housekeeping services

Define procedures for in-room dining and guest amenity drops without entry into guest room

1. Guest amenities – no collaterals in rooms: pens, magazines, menus, note cards, etc.
2. Housekeeping checklist – updated with latest COVID-19 changes
3. All linen and terry to be removed and replaced after each departure
4. Stayover service – offered at check-in – preferring guest not be in-room during service
5. Turn-down service – offered – preferring guest not be in the room during service
6. In-Room Dining – orders to be placed via phone or QR/app.
7. In-Room Dining – orders are placed in Micros
8. In-Room Dining – order to be delivered in front of the room, placed over a tray jack. After guest is presented with ordered items, guest takes the tray inside the room and associate removes tray jack.
9. In-Room Dining – guest calls the Front Desk to inform dishes are ready for pick up. Food tray to be collected outside, in front of room.



## FOOD &amp; BEVERAGE AND MEETINGS &amp; EVENTS EXECUTION

Hotels must define execution of F+B offerings aligned with social distancing and cleanliness protocols for guest stay and meetings and events execution

Options include Grab and Go, pre-packaged, and limited outlet or menu offerings based upon hotel occupancy and guest needs

Eliminate and offer alternative options for any shared use items that can't be cleaned after guest use (e.g., ice machine with bins and food displays)

1. In-Room Dining menu to accommodate guest's needs. Order to be delivered in front of the room, placed over a tray jack. After guest is presented with ordered items, guest takes the tray inside the room and associate removes tray jack. Food tray pick up after guest inform tray was placed outside the room.
2. Restaurants: SIX and Driftlight
  - a. All operations will be in the inside and outside portion of the restaurant
  - b. Floor plan will be edited with available tables reducing seating to accommodate the social distancing.
  - c. Menus: Single use paper menus or digital menus through guest's smart phones is available
  - d. Glass drinkware and enhanced sanitization procedures
  - e. Driftlight booths will have Plexiglas in between
3. JW Market
  - a. Barriers are in place to provide a safe separation
  - b. No self-serve condiment station
  - c. Stickers for social distance have been placed on the floor
4. Events (see Commitment to Clean – Events)
5. Offer options for any shared use items (see Commitment to Clean – Events)

## HOTEL PLAN: ADDITIONAL ITEMS

1. Remote control – “Ditch your remote” – QR (scan and on TV will make your cellphone the new remote control)
2. Signage placed outside of bathroom stalls to prevent side by side usage
3. Bell carts are sanitized after each use
4. Wipes/hand sanitizer stand located on Valet ramp