

# THE *fitzwilliam* HOTEL

## dublin

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### Re-Opening Standard Operating Procedures

June 2020

This document outlines the SOPs that the Fitzwilliam Hotel, Dublin has introduced to minimise the risk of the spread of COVID-19 in the hotel. With the assistance of a Health and Safety officer, the Fitzwilliam Hotel has completed a risk assessment of its operations. The following SOPs include information and guidance on the measures recommended by the Government to reduce the spread of COVID-19 in the workplace and in the community. These SOPs are continually assessed and revised as necessary to keep up to date with the latest measures introduced by Government and any advice issued as a result.

#### ***Guest Social Distancing – The 2-metre rule***

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All Fitzwilliam Hotel guests will be advised to practice 2 m social distancing by standing at least 2 meters away from other people not traveling with them while standing in queues, using elevators or moving around the hotel.

Hotel employees should stand at least 2 metres away from guests and other employees whenever possible.

Hotel signage provided by the Fitzwilliam Hotel will act as a reminder and a guide for guests and employees to observe the 2-meter distance rule.

Bar and Restaurant have been arranged to ensure social distancing in line with government guidelines – each seat is 2 meters apart.

Employees will be reminded not to touch their face and to practice social distancing by standing at least six feet away from guests and other employees whenever possible

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### ***Hand Sanitizer***

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Hand sanitiser dispensers should be placed at all entry points to the hotel, at employee entrances and at specific points within the public areas of the property.

There will be 7 hand sanitiser dispensers stands made available to guests. These stands will be placed at the hotel front door entrance, at the lifts on ground, 2nd, 3rd, 4th, 5th floor.

Small hand sanitiser bottles (with sanitising wipes and face mask) will be provided in all guest rooms.

Anti-bacterial hand wash will be available at bar, citron, canteen, basement kitchen, citron kitchen,

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### ***Hotel Signage***

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The Fitzwilliam Hotel will display appropriate COVID-19 signage relating to hand and respiratory hygiene and physical distancing measures throughout the hotel. Locations of this signage is located in our Lobby area, Reception, Lobby elevators, Inn on the Green Bar, Car park and our Back of house areas.

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### ***Guest Health***

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Signage will be distributed throughout all back of house areas to notify and inform guests of the symptoms of COVID-19 and what actions to take if symptoms appear.

Contacts for the hotel local GP will be readily available at reception should a guest require information and assistance from medical personnel.

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### ***Deliveries to the Fitzwilliam Hotel***

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All delivery personnel will be screened and asked to use hand sanitiser if required to exit their vehicle and enter the building.

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### ***Our daily operations meeting and departmental briefing***

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Our department pre-shift meetings will be conducted via Zoom or in the Fitzwilliam meeting room which allows for appropriate social distancing between employees. Departments will stagger employee arrival times to reduce traffic volume in back of house corridors and service lifts. Hand sanitiser will be available at each timeclock location and employees will be required to sanitize their hands after clocking in.

The Fitzwilliam management team is committed to ensuring constant communication and proper PPE and sanitation procedures are followed and updated as per current government guidance.

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### ***Fitzwilliam Guest Journey***

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Appropriate COVID-19 signage will be prominently displayed outlining the physical distancing and hygiene practices that apply throughout the property and included on the hotel website and email confirmations.

Guests will be informed in advance via confirmation email and on our hotel website that car valet service and luggage portage is suspended during the COVID pandemic.

Guests are encouraged to use card/contactless payment and pay in advance where possible. If handling cash, employees should wear gloves and observe the HSE's hand hygiene measures.

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### ***Making a reservation***

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A confirmation email is sent to the guest outlining current hotel procedures, our response to COVID-19, and precautions being taken and how this will impact their stay.

All reservations shall be called 48 hours before their arrival to address any concerns or queries.

Reservations made on the day for the day/following day shall be called at reservation stage.

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### ***Making your reservation at the Fitzwilliam Hotel***

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The guest shall receive a pre-stay email with a reminder of the Fitzwilliam Hotel process. Guests will have the option to avail of a contactless check-in online through the hotel pre-stay email or the hotel website prior to arrival.

The email will also include instructions to download the JustIn mobile App to receive their digital room key.

The guest shall receive a link via our payment provider (our online payment system) to prepay prior to arrival for their stay; this can be sent via email and text message.

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### ***Arriving at the Fitzwilliam Hotel***

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The Concierge will open the front door and welcome each guest to the Fitzwilliam Hotel. They will be provided with a list of online check-ins for the Fitzwilliam Hotel that day.

Upon guest arrival the concierge will notify reception of the guest name and a key will be sent to the guest telephone number to open the door.

Guests are asked to use hand sanitiser before entering the hotel.

Appropriate signage will also be displayed outlining proper mask usage and current physical distancing practices in use throughout the hotel.

Concierge and the signage will direct the guest to the elevator

Please note that car valet service and luggage portorage has been suspended.

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### ***Staying at the Fitzwilliam Hotel***

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Once the guest is checked-in, this will prompt a welcome email to the hotel and a link to room service information with options to order from our menu and a Live Chat option should they require any further assistance. Reception will monitor this and action any requests

The guest may also call reception by dialling “0” if they so wish.

The Fitzwilliam hotel fitness centre will remain closed during the COVID pandemic.

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### ***Departure from the Fitzwilliam Hotel***

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On the morning of departure, the guest shall receive an email with their guest invoice.

The email shall also include helpful information from the hotel regarding transport to their next destination or any information and assistance we can provide.

An email with a link to Tripadvisor or Revinate will be included to allow guests to provide feedback following their stay, allowing us to consistently update and improve our service in response to COVID-19.

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### ***Guest Lifts***

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A hotel employee will sanitize the button panels at least once per hour.

Signage will be posted to explain the current process and just one guest will be allowed per lift unless the guests are part of the same party.

Hand sanitiser will be made available outside of all elevators.

In the event that a guest would prefer to use the hotel stairwell, this will be made available to them.

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### ***Sanitisation and Hygiene products***

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The Fitzwilliam Hotel uses cleaning products which are appropriate for use and effective against viruses, bacteria and other airborne viruses.

The chemical Viral-Oxy will be used to decontaminate rooms following guest checkout.

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## **Public Areas**

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Public spaces will be sanitised regularly. Particular emphasis will be placed on regular cleaning with increased frequency during busy periods.

The hotel will conduct hourly sanitisation of its public spaces.

Emphasis on frequent contact surfaces including; front desk check-in counters, concierge desk, lift and lift buttons, door handles, public bathrooms, room keys and locks, stair handrails, gym equipment, dining surfaces and seating areas. 23 high risk areas have been identified and will be cleaned and disinfected at least once per hour.

### **Areas to include:**

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<b>Area</b>
<b>Front door handles and glass</b>
<b>Glovers Alley entrance doors and level 1 door handles and glass</b>
<b>Lift buttons on ground level</b>
<b>Lift buttons on mezzanine level</b>
<b>Lift buttons on conference level</b>
<b>Panels in both guest lifts and service lift</b>
<b>Reception desk</b>
<b>Concierge desk</b>
<b>Door handles from lobby to conference level</b>
<b>Inn on the Green door handles to conference level</b>
<b>Stairs handrail from IOTG to basement level</b>
<b>Stairs handrails between Glovers Alley and basement</b>
<b>Conference and basement level door handles to car park</b>
<b>Entrance to public restroom door handles</b>
<b>Public restrooms inside door handles and taps</b>

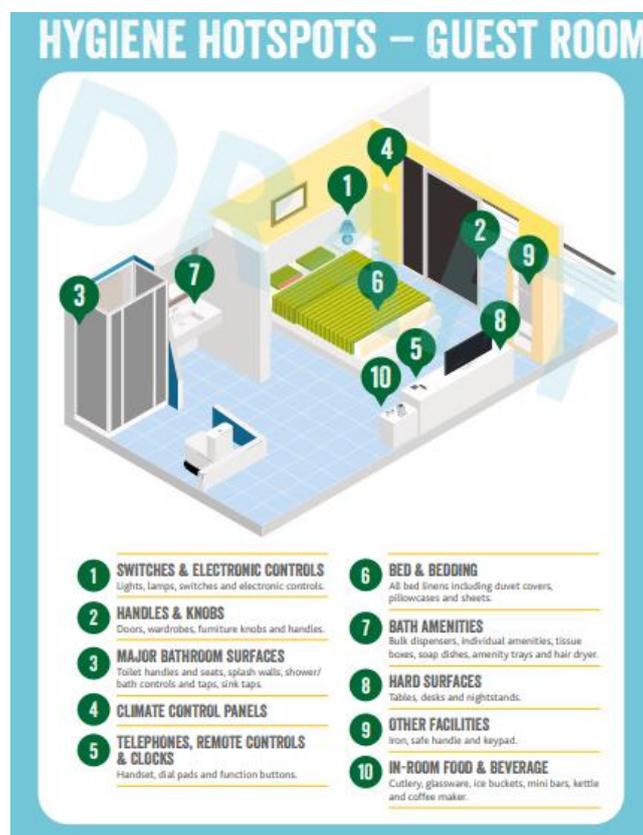
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## Housekeeping

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HSE guidelines for cleaning and sanitising protocols will be followed when cleaning guest accommodation. Particular attention will be paid to frequently touched items including light switches, temperature control panels, door and furniture handles, television remote controls, toilet seats and handles, taps, telephones, kitchen appliances, luggage racks and flooring.



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- **Only every 3rd room on each floor** will be occupied to allow guest space and social distance.
  - Guestrooms will remain vacant for **48 hours after checkout** – all rooms will be disinfected with a fogging machine to kill viruses and bacteria after guest checkout

- 24 hours after checkout, room will be cleaned and remade by housekeeping.
  - The guest room will then be disinfected with misting/fogging service after room is cleaned.
  - All mini bar products to be removed from rooms.
  - All menus will be removed from rooms; recyclable welcome letter and menu to be placed in room daily prior to arrival.
  - Welcome pack in each guestroom containing personal hand sanitiser, disinfectant wipes & face mask.
  - TV remote controls to be sanitised and placed in a clear sealed bag for arriving guest.
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#### ***Legionella control and testing***

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All rooms are flushed through weekly by hotel maintenance for 5 mins hot and 5 mins cold

All room showerheads were most recently cleaned with showerhead disinfectant on April 29th 2020

Esire (water testing company) have a monthly contract to test random showerheads and tap water throughout the building.

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#### ***Air-Conditioning***

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All air-conditioning filters will be cleaned by Comfort Air prior to hotel opening at full capacity

All air-conditioning filters are cleaned on a monthly basis according to manufacturer's instructions

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## ***Laundry***

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All bed linen and laundry will be changed following a guest checkout.

Soiled linen will be bagged in the guest room to eliminate excess contact while being transported to Premier Linen.

Premier linen use CHRISTEYNS chemical to wash laundry and all laundry is washed at a temperature of min 75 degrees

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## ***Suspect COVID-19 guest***

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A safe isolation of any suspected case(s) of COVID-19: - Room 621 (room has been placed Out of Service - Guide the guest to an isolation room straight away and contact the HSE (see below). - Ensure that the guest has access to communication through a room phone or mobile phone (with charger)

If the guest has a GP / doctor in Ireland, they should phone them without delay and inform the GP of their travel history and symptoms. (In the event that there is a case, contact can be made with the hotel Dr Brady; (01) 4756300

Lock down the original guest room for at least 72 hours, until it can be professionally cleaned

Cleaning and decontamination of affected room(s), areas, laundry, objects and safe disposal of tissues, facemasks etc. left by suspected case(s) – East Coast cleaning company to be notified of the suspect room that needs to be cleaned.

**\*Important to Note:** The above is also relevant should a team member become suspicious of a guest that appears that they may displayed symptoms. This needs to be highlighted immediately to General Manager, Resident Manager, Accommodation Manager to assess.

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## ***Food and Beverage Operations at the Fitzwilliam Hotel***

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Boxed breakfasts to be served initially when hotel re-opens at full capacity and room service menu only available.

Best-practice should guide employees in how to 'Meet, Greet and Seat'. For example, a friendly verbal greeting should replace physical greeting

Before serving a table and after clearing a table, FOH personnel must wash their hands (for 20 seconds) or use sanitiser if a sink isn't available.

Hand sanitisers (in touchless dispensers where possible) should be readily available at each access points. Signage will encourage all guests to use this when they enter and leave.

Prominent signage should explain current physical distancing practices. This should be accompanied by clear and visible markings that illustrates safe distancing protocol throughout food and beverage areas.

Service stations, service trolleys, tea/coffee stations, counters, handrails and trays to be sanitized and washed at least once per day (or after each use) and logged by the supervisor on shift.

Each Micros terminal to be sanitized between each user and before and after each shift. When multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use.

Dining tables, bar tops, stools and chairs to be sanitized after each use.

Condiments to be served in single use containers; self-serve condiments and utensils (e.g. salt and pepper shakers, sugar bowls, milk jugs) should be removed from tables/bar counters and individual sachets of condiments be offered.

There should be minimal handling of glassware when serving drinks or clearing glasses. FOH personnel should handle glasses by the stem or base. When providing table service, FOH personnel must serve from a clean / sanitised service tray

Bill holders, pens and all other reusable guest contact items to be either sanitized after single use.

Menus to be single use and/or disposable.

Sanitize trays (all types) and tray stands sanitized after each use.

Storage containers (including handles) and drawers to be sanitized before and after each use.

Food preparation stations to be sanitized at least once per hour.

Kitchens to be deep cleaned and sanitized at least once per day by kitchen porter.

Doors, drawers, buttons, handles (and other high-risk touchpoints) need to be sanitised after each shift.

Food and beverage items being prepared to be transferred to other employees using contactless methods.

One touch disposable menus printed daily for all food and beverage areas.

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### ***Social Distancing at the Fitzwilliam Hotel dining outlets***

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Management is responsible for minimising the number of arrival and departure points both for guests arriving and departing. Managers and supervisors should always monitor and manage physical distancing between people and groups rather than simply rely on signage

Table Service: Front of House (FOH) personnel allocated to serve individual tables for service should adhere to physical distancing where possible

At service stations, FOH personnel must be encouraged to maintain the recommended 2 metre physical distance from each other. The number of FOH personnel at service stations at any one time. Minimise movement between service stations and ensure customers don't have access to these areas.

Supervisor in food and beverage outlet to manage waiting areas and queues.

Peak period queuing to be avoided by allocating designated times for guests dining.

Lobby seating to be roped off and reserved for hotel residents only.

Tables/booths to be arranged with 2-meter social distancing between each table/booth.

Reduce bar stool seating to provide appropriate social distancing.

All straws to be wrapped,

No sharing dishes will be served - each individual guest will receive their own dish.

All food and beverage items to be placed on the table, counter or other surface instead of being handed directly to a guest.

All food items to be served in a pre-boxed container.

All utensils to be pre-packaged cutlery

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### ***Room Service***

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All equipment (e.g. trolleys, trays, etc) will be sanitised/disinfected before and after use.

All food and beverage items must be appropriately covered during transport.

Room Service and Kitchen porters to sanitize all doors, handles and high-risk surfaces at least once per hour.

Set food on trolley in hallway and notify guest when the trolley is outside of their room (food covering remains). The guest can then retrieve their own food/drink.

Ask guests to place their trolley outside of their room when finished their meal and then notify the relevant employee to retrieve it.

Mini bars to be completely emptied – Mini bar items can be made available upon request from room service.

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### ***Social Distancing in Room Service***

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Food will be left outside the guest room. Room service personnel will notify guest when the table is outside of the guest's room. Guests will take their own tray to their room and leave the tray outside their room at an agreed time with room service.

To ensure the lowest level of cross contamination, the below will be provided as part of the room service set up: Plates and glass covers, envelopes for room service cutlery and an option to provide disposable napkins and cutlery.

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### ***Meeting and Events***

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The Fitzwilliam Hotel M&E requests are required to be reviewed on an individual basis to ensure a 2-meter distance protocol between each delegate. The Emmet room normally has a seating arrangement of 12 guests, and the Fitzwilliam has a capacity of 40 guests. Seating capacities and floor plans to be reviewed on an event-by-event basis to ensure appropriate physical distancing. All shared equipment and meeting amenities will be sanitised before and after each use.

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- All linen will be replaced after each use.
- Clean and soiled linens will be transported in sealed single use plastic bags into and out of the meeting rooms.
- After each meeting room use, sanitise conference room doors, tables, chairs, light switches and other equipment.
- All food and beverage items should be individually plated and served.
- Coffee and other break items to be served by employees rather than self-service.

- Condiments should be served in individual single-use sachets.
  - Individual bottled water will be provided rather than water carafes on meeting tables and at water stations.
  - Install signage outside of meeting and events to remind guests to follow appropriate physical distancing
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Should you require any further information, please do not hesitate to contact us at [yoursafety@fitzwilliamhotel.com](mailto:yoursafety@fitzwilliamhotel.com)

