



**STAY SAFE IN HOTEL -  
ROOM**

# GUEST ROOM OVERVIEW

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The guest room has the following zones. An overview of each of the zones follows:

- Entry
- Bathroom
- Cozy Corner
- Sleeping Area
- Work Area



# STANDARD MAKE UP ROOM

- **DIRTY TASKS**

- Remove all trash
- Remove all linen / terry
- Remove all used F&B OE
- Clean the bathroom
- Clean the guest room

- **WASH HANDS AND SANITIZE THEM**

- **CLEAN TASKS**

- Make the bed
- Replace terry
- Replace guest supplies
- Sanitize telephone, remote, safe box, switches and buttons, alarm clock
- Replace collateral
- Vacuum the room
- Replace F&B OE
- Add welcome amenity

# STANDARD PROTECTION FOR STAFF

## Minimum Standard for all cleaning tasks:

*Standar minimum untuk semua tugas pembersihan*

- Hand gloves
- *Sarung tangan*
- 3ply masker
- *Masker berlapis*
- Face shield
- *Pelindung muka*
- Hand sanitizer
- *Pembersih Tangan*



## Additional notes:

- Hand sanitizer must be made available at each BOH lift landings and room attendant trolley.
- *Hand sanitizer harus tersedia di depan lift. Back office dan semua trolley RA*
- Hotel should stock up on sufficient masks and hand gloves for frequent exchange.
- *HOTEL HARUS MENYEDIAKAN MASKER DAN SARUNG TANGAN SEKALI PAKAI UNTUK PERGANTIAN APABILA RUSAK*



# Compendium

- Consider to replace hotel compendium with an electronic version, and put in house television channel.
- *Mengganti compedium hotel dengan versi electronic Yang di masukkan ke dalam tv channel in house*
- Including in room dining to be put in house television channel.
- *Termasuk menu makanan/ room service di dalam kamar di masukkan ke dalam tv channel in house*

# Guest Condiment

- Make sure that the mineral water cap seal still intact.
- *Pastikan segel tutup air mineral masih utuh*
- Make sure that always wash the glass properly and sanitize it, better if we can wrap it (can be using paper biodegradable wrap not plastic).
- *Pastikan selalu cuci gelas dengan benar dan membersihkannya lebih baik kalau kita bisa membungkusnya ( dengan kertas bukan plastic )*
- Make sure to sanitize the tray condiment.
- *Pastikan untuk membersihkan baki*

# VIP TREATMENT

- **Rooms and F&B Division to explore simplification processes to limit the “touch points”.**
- *Room and FB proses harus membuat sederhana prosesnya dan membatasi “TOUCH POINT”*
- For example: serve cookies in a jar no more put on plate with plastic wrap, this way more hygiene and clean.
- *Misalnya sajikan kue dalam toples bukan piring yg di bungkus plastic dengan cara ini akan sehat dan bersih*

# CHANGING LINEN

Length of Stay	Frequency
1 night	Bed Sheet, pillow cases and Duvet cover should be changed Upon check out.
2-3 nights	Bed Sheet, pillow cases and Duvet cover should be changed Upon check out.
3 nights and above	Bed sheet, pillow cases and Duvet cover should be changed every 3 days.



# CONTAINER FOR CLEANING SUPPLIES

- Need to separate cleaning clothes (microfiber) for each areas inside the room, to avoid cross contamination. Train the room attendant how and for which area to use different color of the cleaning clothes (microfiber). Make sure to change it when it is already wet and dirty.
- *Perlu memisahkan kain pembersih microfiber utk setiap area di dalam ruangan, utk menghindari kontaminasi silang. latih petugas kamar bagaimana dan area mana cara menggunakan kain pembersih dengan sesuai warna di saat pembersihan. Pastikan Ganti kalau sudah basah dan kotor*
- Need to separate sponge to clean bathroom.
- *Perlu memisahkan spons utk membersihkan kamar mandi*

## Note:

Hotel must provide microfiber clothes and make sure that it is ready to use on daily basis.

*Hotel harus menyediakan kain lap microfiber. dan memastikanya siap di pakai setiap hari*



## Additional Sanitizing WIPES, MASK AND HAND GLOVE for guest rooms amenities

- Additional sanitizing wipes as part of the bathroom guest amenities
- *Tissue pembersih tambahan sebagai bagian dr fasilitas kamar mandi tamu*
- Guests can wipe off any hardware on their own
- *Para tamu dapat menyeka semua perangkat keras miliknya sendiri*
- Sanitizing wipes should have minimum **75% alcohol**
- *Tissue pembersih harus mempunyai kandungan alcohol minimal 75%*

# Enhanced hygiene in the guest room

**Sanitize** for all high risk “touch points” such as  
*Bersihkanlah semua “titik sentuh” yg beresiko tinggi*

- Key pad on safety deposit box
- Telephones
- TV remote
- Door handle
- Furnitures
- All switch panel for lights and stop contact
- AC switch
- Toilet seats and flusher
- Washbasin tap
- Shower areas
- Flooring

Note:

- Additional **hand sanitizer** for the room attendant to disinfect hands.
- *Berikan tambahan pembersih tangan utk RA utk membersihkan tanganya*
- Additional **rubber gloves** to change when it is torn.
- *Tambahan utk sarung tangan karet utk RA saat sudah sobek*
- Spray disinfectant to all area
- *Semprotkan semua disinfectant ke semua area*



**THANK YOU**