



Hilton

OUR HOTEL PLAN:

Hilton Greenville

COMMITMENT TO CLEAN

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TO CLEAN

UPDATED:
July 28, 2020

HILTON GREENVILLE'S COMMITMENT

All employees must be trained on and comply with the Commitment to Clean Plan. The plan outlines 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 be familiar with the hotel's plan and be able to communicate it to guests as needed.

Hotel Address: 45 West Orchard Park Drive
This protocol was most recently updated on July 28, 2020
Maximum number of people allowed in Hotel at any time: 50% of allotted occupancy by fire code
Total Meeting Space Square Footage: 14,000

PROTOCOLS

HOTEL PLAN



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. In some instances, a second Champion may be required.

Cleanliness Champion:

Maaike Ashley	Director of Operations	864-271-1145 m.ashley@hiltongreenville.com
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TRAINING

Associates will be required to take training on COVID-19 safety and sanitation protocols, including any new or modified measures.

Cleanliness Champion will lead efforts.

Associates are trained on [COVID-19 information from CDC](#), how to prevent from spreading, who is especially vulnerable to the disease and when to seek medical attention

Associates are trained on the need to stay home and get tested if they have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have diagnosed with COVID-19. All workers have been directed not to come to work if sick or exhibiting symptoms of COVID-19

Associates are trained on guidelines for when it is safe to return to work if they are symptomatic or have tested positive for COVID-19.



GUEST GUIDELINES

- Hilton requires all guests to wear face coverings in “public indoor spaces”, this does not apply to private functions.
- Signage posted asks guests not to enter if they are experiencing symptoms associated with COVID19, such as fever, persistent cough, loss of taste/smell.
- Guests are reminded to social distance whenever possible and wash hands frequently.



EMPLOYEE GUIDELINES

- All associates are required to wear face coverings approved by the CDC (re-evaluated every 30 days).
- Health questionnaire prior to coming back to work
- Breakroom to have social distancing at tables when eating
- Sanitation stations at time clocks
- Meal and break periods spaced to allow social distancing
- Sneeze Guards on Desk in front of each agent station
- Sanitization of Front Desk itself every hour min. with documented time stamp
- Key Cards disinfected prior to reuse
- Distancing Statics for FD, Elevators, Meeting Room Doors
- Fitness center will be rigorously cleaned and no towel service
- Shuttles – sanitized every day plus after each trip wiped down and sprayed with disinfectant, 50% capacity
- Driver provided with PPE



CLEANING PRODUCTS & HEIGHTENED CLEANING PROTOCOLS

- All touch points sanitized every 1-2 hrs. min. with approved EcoLab® products
- Luggage Carts disinfected after each use or every 30min.
- Hand sanitation stations in lobby, by meeting areas (multiple) and back of house
- Wipes station in elevator bank lobby and on each landing
- Number of Guests Per Elevator – 2 Posted
- Elevators cleaned every 2-3 hrs.
- All meeting room doors wiped hourly during meeting times
- Bathrooms cleaned and sanitized every 2-3 hrs. min.
- Public Space cleaning log to be documented with attendant and time stamps

- Allow 24-48hrs between check-out and cleaning when possible
- PPE for housekeepers to include disposable apron, mask & gloves
- Use only approved EcoLab® and Lysol® products
- Additional sanitation of Hilton 10 key touch points outlined in sequence of cleaning (doors, remotes, light switches, thermostats, toilet handle, etc.)
- Ensure Hilton CleanStay® seal is placed on door indicating a safe and sanitized room
- Additional amenities, towels, shampoo, etc. to be door dropped in a sealed bag
- Stay over service will be discontinued unless specific request from guest and only then while they are out of the room.
- Additional terry, amenities and linen if requested will be dropped outside of the guest door in a sealed plastic bag.
- All collateral and microwaves have been removed from guestrooms. Microwaves can be requested by a guest and installed when they are out of the room.



FOOD & BEVERAGE AND MEETINGS & EVENTS EXECUTION

Hotel will follow Hilton EventReady® procedures including but not limited to:

- Mask and gloves for all servers, line cooks and prep cooks
- Sterilize every table after each guest
- Silverware/roll-ups presented to guest only after being seated
- All service is from servers – No Self-serve coffee or waters for large groups
- No Breakfast Buffet
- Made to order breakfast, Grab and Go + pre-packaged cereal or yogurt available
- 6ft distancing
- Visible sanitation station
- No Self-Serve Buffet's for groups
- All banquet servers and bussers masked and glove
- Distancing guidelines recommended (6ft per table)
- Room Service – All disposable serving and eating. Order is door-dropped in paper bag
- Associates to complete ServSafe® COVID-19 training
- Hand sanitizer stations set up and available in the lobby and pre-function space.
- For large groups (over 20) coffee stations will be served with a masked/gloved attendant. The attendant will prepare the coffee for the guests and hand them prepackaged cream, sugar etc.
- For small group under 20 guests, coffee stations can be self-service, however they will have prepackaged cream, sugar, disposable cups and wipes.

HILTON GREENVILLE CLEANLINESS PROTOCOLS

- Restrooms to be propped open to eliminate touch on door handles. A lobby attendant wiping down all "high touch" surfaces every 1-2 hours.
- All linen, including underlays, to be replaced after each use.
- Self-service buffets are suspended however, using masked/gloved attendants to serve the buffet or plating meals depending on the menu.
- Metal flatware to be provided as a roll up.
- All hors d'oeuvres will be butler passed
- The bar will be marked with 6ft spaces for waiting in line
- Cocktail tables will be placed 6 feet apart with plenty of room for social distancing
- Individual bottled water will be provided in lieu of water carafes