

Marrakesh
hua-hin-resort & spa

Hotel Operations

After COVID-19 Pandemic



Hotel Operations after COVID-19 Pandemic

The coronavirus COVID-19 pandemic is the defining global health crisis of our time. And social distancing has become a new normal in today for people and the hotels need to re-evaluate and update our SOPs to adapt to this change.

Marrakesh Hua Hin Resort and Spa has prepared this information to inform our customers regarding the formulation of service on how to operate our hotel once the lockdown has been lifted. We strongly request your kind co-operation to follow this guidelines which provided by Provincial Health Department and Central Government to formulate our SOPs.

Hotel Operations after COVID-19 Pandemic

Front of House



FRONT OF HOUSE

GUEST TRANSPORT

- Driver is wearing protection gear such as face mask and face shield
- Car should be disinfected with every arrival
- Limit conversations to minimal

ENTRANCE

- Greeting guest with distance at entrance
- Body temperature checks at main entrance is mandatory (must less than 37° C)
- Guest's hand to be disinfected with alcohol gel
- Provide a mask if guest is not wearing one or if required
- Queue will be done on spot and seat guest with distance marked

RECEPTION

- Service will be done one by one as per queue
- Protective gear will be worn such as face mask and face shield
- Keep physical distancing
- Marking on the floor at Reception to maintain social distancing at least 1 – 1.5 Meter
- Guest requires cleaning hands with alcohol gel at counter
- Pre-registration online provided prior to check-in
- Hotel service facilities will be sent to guest prior to check in and posted at lobby to avoid long discussion
- No cold towel or any refreshment drink served on arrival
- Electronic and digital payment
- Advance breakfast reservation time schedule to be done on check-in
- Guestroom cleaning on every other day to be signed by guest on arrival

ELEVATORS

- The safety instructions, maximum of 4 persons to use guest elevator at one time with direction marked on the floor to maintain social distancing
- Clean your hand with alcohol gel before pressing any buttons

GUESTROOMS

- Housekeeping associates wearing safety gear
- Guestroom will be sanitized with disinfectant solutions including door knobs, handles, tables, wall, floor, Jacuzzi bathtub and decorative items
- Room linen will be changed every day

PUBLIC AREA

- Alcohol gel to be provided at the following areas :

Lobby Entrance

Elevator foyer from 1st - 4th floor

Access way to swimming pool

Restaurants

Spa

Front of restroom in public area

- Public area restroom door will be kept open
- Public restroom will be sanitized with disinfectant solutions including all surfaces, taps, flush valves and doors knobs
- Elevator floor buttons are regularly sanitized
- All indoor areas such as corridors, staircases, office rooms, meeting rooms will be mopped with disinfectant
- Metallic surfaces like door handles, security locks, keys card to be cleaned with disinfectant solutions

MAID CART AND SUPPLIES

- Only clean and sanitized items to be on cart
- No waste bin or rubbish on the cart
- Disinfectant solutions to be used for cleaning
- Guestroom amenities to be packed in a package including alcohol gel
- Minibar supplies to be packed in package
- All cleaned linen will be stored in plastic bag or closed container

RESTAURANT AND BAR

- Reduce number of seats in restaurant by 50%
 - 36 seats in Air-conditions zone
 - 49 seats at outdoor terrace
- Breakfast in room will be available, advance booking by schedule
- Disposal napkins will be used
- Touchless menu will be implemented

SWIMMING POOL AND GYM

- Limited guest to use swimming pool 10 - 12 persons (include children) in a time
- Reduce number of sunbed with physical distancing 16 seats available
- Gym can be used by advance reservation schedule only 4 persons in a time
- Gym will be sanitized after each used

MEETINGS

- Social distancing will be applied when setting up meeting
- Any food or drink will be individually served
- Meeting registration will be touchless
- Disinfect each desk, equipment and work area after guest has moved out
- Limited guest to use restroom in a time
- Restroom door to keep open
- Disinfect hand soap will be provided

CHECK-OUT

- Check-out time to notify in advance to reception associates for queue and advance bills can be made ready
- Separate area of check-out will be advised upon

Marrakesh

hua·hin·resort & spa

Marrakesh Hua Hin Resort and Spa

63/411 Moo Baan Nong Kae, T. Nong Kae,
A. Hua Hin, Prachuap Khiri Khan 77110

Tel : +66 (0) 32 616 777

Email : reservations@marrakeshresortandspa.com

