



### Accommodations Front Desk

- Notify management and DO NOT come to work if you or anyone you have been in contact with is experiencing sickness of any kind.
- Wear mask at all times while at work.
- Interview with management and have temperature taken before every shift.
- Maintain a minimum distance of 6 feet from all other staff members, outside vendors and all guests.
- Disinfect any items returned to the front desk (life jackets, paddles, corn hole kit, volleyball, bike locks, helmets, etc.).
- Wash hands after touching any items (cash, credit card, pen, umbrella, paddles, life jackets, room keys, etc.) that was touched by a guest, outside vendor, or another staff member.
- Streamline credit card processing and all transactions with guests whenever possible to limit contact.
- Remove ALL paper vouchers, tickets, brochures, etc from common areas such as lobby, front desk, etc.
- Use one pen for yourself and do not share this pen with other staff members, outside vendors or guests. Disinfect at end of shift and use same pen on next shift.
- Use one VHF radio for yourself and do not share this VHF radio with other staff members. Disinfect at end of shift and use same VHF on next shift.
- Disinfect your workstation and all its components before and after every shift. Use only one workstation during shift.
- One pen is designated for guest use at front desk and is disinfected after each guest use.
- Ensure social distancing floor markings and best sanitation practices signage is intact before each shift.
- Ensure Plexiglas barriers are intact before each shift. Disinfect after each shift.
- No outside visitors allowed behind desk. Staff, approved outside vendors, and hotel guests only.
- Wear nametag at all times.
- Ensure Guest Arrival Document is completed at the beginning of each check in process.
- Disinfect all accommodation keys returned by guests. Do not return keys to another department.



- Encourage guests to call the front desk, restaurant, or any other department with any questions or needs instead of visiting.
- Let guests know of our alternative checkout procedure. Encourage this as opposed to checking out at the front desk.
- Do not allow guest items to be stored indoors prior to check in (luggage, groceries, etc.)
- Any items left behind in rooms or common areas, by guests such as pool/beach toys, food & beverage items, etc. must be discarded
- Ensure Hand Sanitizing Stations within your department are full at the beginning of your shift, end of your shift and throughout the day. Use hand sanitizer liberally and encourage guests, outside vendors and other employees to do the same.
- Disinfect ALL guest access points constantly throughout the day.
- Ensure bathrooms within your department are clean and stocked with hand washing material at the beginning of each shift, periodically during each shift and at the end of each shift.
- Disinfect all workstations and high touchpoint areas in front desk and lobby areas at the beginning and end of every day.