TEMPORARY HOTEL CLOSURE CHECKLIST

NOVA ASSET MANAGEMENT

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During the crisis, many hotels will, unfortunately, have to stop their operations and close their hotels temporarily. This can be out of necessity if the forecasts suggest the losses experienced at these low occupancy levels are not sustainable.

We've put together a full checklist for every hotelier faced with the difficult decision of a hotel closure. This checklist contains operational best practices and recommendations when preparing to temporarily close the hotel. The checklist covers all the departments of the hotel for the simplicity of tracking and follow up with each department, prior the closure, at the closure, and during the closure & periodic check-ups. All employees are responsible for ensuring that all areas of the hotel, including the pool and kitchen, are secured and maintained in compliance with all applicable laws, codes and regulations and that you display all signage required by such laws.

General Manager		
Completed	**Task Description**	**Frequency/Comments**
☐	General Manager or Hotel Manager or assigned employee / party should be responsible to ensure the accuracy and completion of this temporary hotel closure checklist.	Report to Owner / Asset Manager
☐	Review the organization chart and responsibility for each department / employee prior the closure, at the closure, during the closure	Report to Owner / Asset Manager
☐	Ensure the communication is established and flow between parties during the closure	Report to Owner / Asset Manager
☐	Ensure a proper handover task from each department	For the operation can get back to normal operation as quickly as possible during the crisis recovery.
☐	Support files of the checklist to be stored and recorded in a proper and convenient access	For the operation can get back to normal operation as quickly as possible during the crisis recovery.

Human Resource Department		
Completed	**Task Description**	**Frequency/Comments**
☐	Inform the labour department for temporary business closure	At least 3 business days in advance of the closure (check legal country requirement)
☐	Identify employees that need to be retained/terminated during the business closure	With HR in assistance of all HODs
☐	Review the current HR needs and any necessary either for terminations / employment during closure	With HR in assistance of all HODs
☐	Review employees' current benefits, payment addresses, and severance options if the termination is deemed necessary or payment during the business closure as applicable	With HR in assistance of GM

☐	Ensure to check and comply with the local governments' unemployment policies, and see whether there are any schemes available to support those laid off.	With HR in assistance of GM
☐	Prepare any termination letters to give advance notice as per the law	Check legal country requirement
☐	Advise Team of closure (Time length)	
☐	Ensure to check and comply with the local governments' unemployment policies, and see whether there are any schemes available to support employees during closure	With HR in assistance of GM
☐	Readjust working environment and arrangement for employees by identifying any essential tasks that cannot be performed remotely and search for ways with the affected staff to find solutions.	Consider alternative working arrangements for the employees; while corporate and admin personnel can work from home, there are still ways to re-deploy and improve the on-property operational staff.
☐	Inform medical insurance provider	Prior the closure
☐	Inform pension fund / provident fund management company	Prior the closure
☐	Inform social security	Prior the closure
☐	Inform outsourcing company and part-time company	Prior the closure
☐	Compensation payment should be made to staff within 3 days after the termination date	Check legal country requirement
☐	Prepare/Ensure staff payroll during the temporary business closure.	Prior the closure
☐	Keep daily report to corporate HR / GM / Asset Manager on new updates of people related issues & progress.	Prior the closure
☐	Provide the dedicated HR contact information to all staffs to provide the assistance during the period of temporary closure	Prior the closure
☐	Define communication channel during the closure	Prior the closure
☐	Keep regular communication with all staff (suggested weekly basis) about hotel status encouragement on morale	Prior the closure
☐	Issue employment certificates as applicable.	Prior the closure
☐	Remove recruitment postings at all recruitment channels	Prior the closure

Finance Department		
Completed	**Task Description**	**Frequency/Comments**
☐	Review current Hotel Management, Operating, Loan, or Lease Agreements to make any necessary adjustments.	For the strategic decision for the hotel operation during the crisis
☐	forecast yearly P&L and cash flow statements using several scenarios with varying re-opening dates.	For the strategic decision for the hotel operation during the crisis
☐	Identify any key provisions that can be affected, paying close attention to "force majeure" or "materially changed circumstances" clauses in all the agreements listed.	For the strategic decision for the hotel operation during the crisis

☐	List of the hotel's suppliers subcontractors and consultants and ensure that terms and conditions continue to apply during temporary closing and after reopening. If NOT necessity to discuss with the relevant partners and agree on solutions.	Prior the closure
☐	Contact all suppliers and modify or terminate orders to suit the current operating needs	At time of and during closure
☐	Inform Suppliers Subcontractors and Consultants of temporary closing.	Prior the closure
☐	Ensure tight control of all purchase orders in the period leading into the temporary closing date.	Prior the closure
☐	Review contracts of professional services and fees to ensure that those are either legally terminated or that terms and conditions continue to be enforced during temporary closing and after reopening.	Prior the closure
☐	Monitor contract services & maintenance services and other contracts relating to obligations	To be performed at regular intervals during temporary closing.
☐	Review any barter agreements and determine action required.	Prior or during the closure
☐	Determine status of items ordered that will overlap temporary closing date and ensure Purchase Orders and other documentation are correct as well as liability for payment of suppliers.	Prior or during the closure
☐	List of outstanding account payables and try to prioritise payments in view of latest cash flow forecasts. Negotiate payment reduction and/or delays.	Head of Purchasing / Financial Controller should engage in open, ongoing conversations with suppliers and ensure their on-boarding for the re-opening.
☐	List of account receivables and strong focus as much as team allows on payments follow up for obvious cash flow reasons.	Prior the closure
☐	Review lease agreements with hotel tenants (e.g. shops/ spa / Retail etc.)	Prior or during the closure
☐	Address any payment issues they might have and be forthcoming	For instance, that you can let them pay 50% of the rent and that the rest can be paid monthly until the end of the year, to show goodwill Inform them well in advance of the re-opening
☐	Ensure all Balance Sheet accounts reconciliation are up to date (Cash/ Bank Accounts / Credit Cards / AR incl a thorough review of doubtful debt	Prior or during the closure
☐	Ensure cash flow forecasts updates are sent to VPO / Asset Manager / Owner	Weekly update
☐	Ensure that proper Accounting continues and Reporting to company/Owner is NOT discontinued.	Prior or during the closure
☐	update investors and lenders on what the capital needs could be.	This shows that you are proactive, aware of contract clauses and debt covenants, and that measures are taken accordingly.

		Many banks are practicing goodwill; see whether you can benefit from delaying your loan repayments, debt moratoria, overdrafts and other lines of credit. When making new contracts, reflect on how to communicate regarding the crisis, considering that it would no longer be an unexpected event.
☐	Review all licenses: Hotel license etc. - ensure they will apply during temporary closing and after reopening	Prior the closure
☐	Important documents and correspondences relating to every government institution are up to date and/or renewal process is NOT discontinued and that those documents are safely stored	e.g. Tax / Licenses & Permits/ declaration
☐	Evaluate available insurance claims	The most relevant policies include Business Interruption, Contingent Business Interruption and Civil Authority coverage Ensure that the hotel build up supporting documents to be able to claim under the various insurance policies during renovation and after reopening.
☐	Assign staffs to do basic monthly closing and payroll release in each month end	Submission of financial statement reports remain as a normal responsibility
☐	Issue duty roster including contact number	In assistance with HRM
☐	Issue leave policy (CL / AL)	In assistance with HRM
☐	Review the possibility of buyback programs to reduce current inventory.	At time of and during closure
☐	Account all food that need to be spoiled	Share to employees
☐	Review inventory of all operational stocks and supplies	FC to check prior the closure
☐	Make sure that the latest Inventory of all hotel OS&E is safely stored.	If no recent inventory has been done (in minimum once every 6 months or subject to company policy) ensure that a new inventory is done.
☐	Ensure that all internal control checks are up to date before temporary closing.	GM to check prior the closure
☐	Remain informed of all government orders	AT all time

IT Department		
Completed	**Task Description**	**Frequency/Comments**
☐	Have a full data/image backup of all IT systems (Include business servers network device configuration diagram etc.)	At time of closure
☐	Reboot servers till all patches are updated before hotel closure	At time of closure
☐	Lock server/network rack keep the key/rack password in a safe deposit box controlled by duty personnel	At time of closure and during routine periodic (recommended bi-weekly) check

☐	Update IT Assets inventory	At time of closure
☐	Keep power supply for IT Server room	At time of closure and during routine periodic (recommended bi-weekly) check
☐	The duty person check IT room humidity and temperature every day if the humidity and/or temperature are out range call hotel IT for further action	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Keep power on for all servers and critical network devices (core switches firewall & routers) to maintain these critical devices at a proper status	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Keep IT room lock key in safe deposit box control by duty personnel	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Check user demand of any remote access for required application and discuss the solution	At time of closure
☐	Power Off all terminal devices (PC laptop POS printers monitors & UPS etc.	At time of closure
☐	Ask the user to backup local files on PC or share folder save the media to the right place as per hotel management	At time of closure
☐	Review IT emergency contact information	Before the closure

Sales & Marketing Department		
Completed	**Task Description**	**Frequency/Comments**
☐	Inform all agents & booker to stop sales until further notice	Immediately after the announcement of hotel closure
☐	Inform all guests, booker, & agents having future booking with the hotel to inform them of the measure & offer them relocation option	It is best to be as flexible as possible with booking deposits and returning them as per the booker's request, while still encouraging guests to change the booking to an indefinite date to keep some cash flow.
☐	Relocate any business on the books during closure period as necessary - negotiate terms and conditions	Prior the closure
☐	Advise any partnerships and plan reopening campaigns	Prior the closure
☐	Update any third-party suppliers such as independently contracted PR agencies and GSO and have their insource communication aligned with official company announcement	Prior the closure
☐	Coordinate with Finance for collection of any outstanding payments from Key accounts	Prior the closure
☐	Coordinate delivery of updated visual assets to key leisure partners for upcoming brochure season	Prior the closure
☐	Ensure all generic email addresses and phone numbers used by the hotel sales teams to field customer requests are redirected or on Out of Office notifications.	At time of closure
☐	Ensure hotel website has a clear message of the hotel's temporary closure when entering the booking engine	At time of closure
☐	Prepare a script for sales personnel to use describing the upcoming change	Prior the closure

☐	Distribute letters to community leaders and hotel supporters	Prior the closure
☐	Establish file for articles and press releases related to the change	Prior the closure
☐	Identify websites where hotel is currently listed and determine action plan	Prior the closure
☐	Determine disposition of trade agreement	Prior the closure
☐	Notify Key Corporate & MICE Accounts	Prior the closure
☐	Notify Key Leisure Accounts	Prior the closure
☐	List of contracts entered into with government or with any government agency (if any) for handover	Prior the closure
☐	Provide list of suppliers or partners and inform of upcoming temporary closure and renovation	Prior the closure
☐	Load notice of temporary closure to display on all.company.com - 'Web Flash Information' field in 'Hotel Description' Portal	Only if proactive communication is needed Prior the closure
☐	Load notice of temporary closure to display on microsite	Only if proactive communication is needed Prior the closure
☐	Pause all Agoda Sponsored Listing Campaigns	Prior the closure
☐	Pause all Expedia TravelAds Campaigns	Prior the closure
☐	Update hotel operating hours for Hotel Listing on Google My Business	Prior the closure
☐	Update hotel operating hours for F&B outlets on Google My Business	Prior the closure
☐	Pause paid search campaigns for hotel name keywords	Prior the closure
☐	Pause any remaining paid social media campaigns	Prior the closure
☐	Post status update on main social media channels informing of temporary closure	Only if proactive communication is needed Prior the closure
☐	Update operating hours on Facebook to reflect the temporary closure	Prior the closure
☐	Inform ISO and NSO network via mail	Prior the closure
☐	Maintain PMS integrity and operations - if not possible export excel file	Prior the closure
☐	Ensure Catering and Event calendar is cleared and clients are notified - ensure hotel is able to book forward events	Prior the closure
☐	Set up Task list (projects) for retained crew to complete during shut down period (SOP-Format)	Prior the closure
☐	Ensure conventional advertising platforms are adjusted to take into consideration temporary closure timing - stop activity over relevant period	Prior the closure
☐	If necessary, negotiate via Finance longer payment terms for standing PR and Advertising contracts - to ease cash flow concerns	in assistance with Finance Prior the closure
☐	Adjust annual travel and total SM expense forecast to take into consideration closure impact	Prior the closure

Revenue & Reservations		
Completed	**Task Description**	**Frequency/Comments**
☐	Inform all in-house guest in order to help them to find relocation solution	Prior the closure
☐	Inform OTAs about the closure	Prior the closure
☐	Review future bookings and relocate as from closing date	Prior the closure
☐	Exercise refund on future pre-paid bookings/deposits	Prior the closure
☐	Cancelations and new reservations.	must also be able to access DataWeb to open and close rate planning (future dates)
☐	Review potential legal liability on future bookings	Prior and at time of closure
☐	Review Forecast for full year - make adjustments for upload - DPF / EOM	At time of closure
☐	Inform STR if participating - on non-reporting for closed months	Negotiate if be able to suspend or waive over contract during closure
☐	Inform Fornova about the closure period (if signed up)	Negotiate if be able to suspend or waive over contract during closure
☐	Inform Intouch Data about the closure (if signed up)	Negotiate if be able to suspend or waive over contract during closure
☐	Inform EzRMS/ IDeas about the closure period (if signed up)	Negotiate if be able to suspend or waive over contract during closure
☐	Review Revenue Management System and make adjustments to seasonality pricing	All the time
☐	Disconnect Auto Upload from RMS	At time of closure
☐	Inform OTA insights if participating about the closure period	Negotiate if be able to suspend or waive over contract during closure
☐	Pause all Loyalty Campaigns	At time of closure

Communications Department		
Completed	**Task Description**	**Frequency/Comments**
☐	Inform corporate communications team of any media enquiries	Prior the closure
☐	Validate media statement with the operation	Prior the closure
☐	Validate reservations message with the operation	Prior the closure
☐	Validate any internal messaging to employees with the operation	Prior the closure
☐	Validate any letters to guests/partners with the operation	Prior the closure

Guest Experience		
Complete	**Task Description**	**Frequency/Comments**
☐	Keep Trust You running and make sure to have a dedicated person during the temp. closure to monitor and reply to the incoming reviews	At time of closure and during routine checks.
☐	Brand Audits to be put on hold	At time of and during closure

Engineering Department		
Completed	**Task Description**	**Frequency/Comments**
☐	SOP File for reference All hotel floors staircase fire doors shall be kept closed / panic push bars	At time of closure
☐	All level 1 exit / entrance (except the hotel main entrance)	At time of closure and during routine checks. All door shall be latched on or locked with key control by duty personnel.
☐	Hotel lobby main entrance shall be the only external access with one duty personnel	At time of closure and during routine periodic (recommended bi-weekly) check
☐	One of the duty personnel shall man the fire control room overseeing hotel safety status	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Basement fire doors shall be closed	At time of closure and during routine periodic (recommended bi-weekly) check
☐	M&E plant room shall be secured/closed and key left with duty personnel	At time of closure and during routine periodic (recommended bi-weekly) check
☐	BOH keys shall be kept in safe deposit box and the master key left with duty personnel	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Responsible personnel shall be assigned as duty manager Shall Submit duty roster for entire period including contact numbers	In assistant with HR
☐	Kitchen cooking gas valve shall be kept off and locked meter reading registered	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Smoke / Heat detector system to be kept functional and live monitored by duty personnel in Fire Control Room	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Sprinkler system pressurized and live monitored by duty personnel in Fire Control Room	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Wet Riser system pressurized and live monitored by duty personnel in Fire Control Room	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Smoke extraction system	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Hotel's emergency lighting panel and switches to remain on at all time	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Fire pump switches to be in auto position fire control room can be at manual position Fresh air / exhaust fan system panel to remain ON to allow manual operation to control hotel area within 70% humidity level	At time of closure and during routine periodic (recommended bi-weekly) check
☐	In house telecommunication system to be kept functional and duty personnel be assigned	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Roof top drainage to be clear off debris or blockage to allow free flow of rain water	At time of closure
☐	Aviation / building warning lighting to be kept ON	At time of closure and during routine periodic (recommended bi-weekly) check

☐	High Tension / Transformer / Low Tension distribution panel to be at normal operating position To maintain all the above rooms within 70% humidity level and avoid corrosion / short circuit by operating mechanical ventilation fan manual operation In case of multi transformers only one shall be kept ON by using bus couplers and other transformers switched off	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Generator shall be at manual position so that it is operated only when needed	At time of closure and during routine periodic (recommended bi-weekly) check
☐	keep enough lighting on to assure CCTV coverage	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Sprinkler / wet riser / booster pumps to be set on AUTO position Wet riser and sprinkled system should be pressurized Water tank water level maintained only for firefighting purposes	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Humidity in plant room to be observe	At time of closure and during routine periodic (recommended bi-weekly) check
☐	CCTV at corridor to be on and act as second security source	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Electrical supply to main chiller to remain ON for lubricating oil self-heating to eliminate future bearing jam	At time of closure and during routine periodic (recommended bi-weekly) check
☐	If hotel external ambient temperature still below zero some heating need to be provided to prevent water system freezing causing pipe burst	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Heat Pump and boiler reduced to minimum for energy saving reasons	At time of closure and during routine periodic (recommended bi-weekly) check
☐	CCTV at corridor to be on and act as second security source	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Sewage tank remnants and residues to be cleared before hotel closure to eliminate hardening of the substance and clogged system due to no water usage	At time of closure and during routine periodic (recommended monthly) check
☐	Grease trap to be cleared off before hotel closure to eliminate hardening of substance and clogged system due to no water usage	At time of closure and during routine periodic (recommended monthly) check
☐	All sewerage pump to be on automatic position	At time of closure
☐	Kitchen hood and duct to be clean to grease free	At time of closure
☐	Kitchen be locked and key stored in safe deposit box control by duty personnel	At time of closure
☐	PABX to be kept operational Or automatic diversion to pre-defined personnel	At time of closure and during routine periodic (recommended bi-weekly) check
☐	IT / PABX / Fire control room humidity to be controlled within 60% humidity level and kept at 22 degree C	At time of closure and during routine periodic (recommended bi-weekly) check
☐	keep a minimum of 2 separate elevators operational - especially the fireman's elevator	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Lift motor room humidity level to be control below 70% humidity level	At time of closure and during routine periodic (recommended bi-weekly) check

☐	Kitchen elevator and dump waiter to be kept off	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Fresh / exhaust air for function are to be ON / OFF manually to control humidity below 70% humidity level	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Storage room to be maintain below 70% humidity level	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Only turning on the 10% emergency lighting but using LED light with explosion cover in the storeroom	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Record water / electrical / gas metering reading	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Water / Electricity / Gas Metering each day to ensure no leakage or abnormal usage	At time of closure and during routine periodic (recommended bi-weekly) check
☐	No portable electrical / fuel power appliances from duty personnel allowed	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Scheduled patrolling / recording within hotel schedule to be set up	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Schedule on/ off guest / plant / storage room & function area mechanical fan to maintain proper humidity at below 70% humidity level	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Check roof top sump pit status and condition	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Check electrical distribution room status condition and humidity level	At time of closure and during routine periodic (recommended bi-weekly) check
☐	In house security and safety responsibility	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Return all Cash floats to FIN except for need of FO float for eventual guest transportation at hotel's expenses	At time of closure and during routine periodic (recommended bi-weekly) check
☐	Stock taking of all on temporary closure date for all hotel store and list down details keep by finance department. Lock all storeroom and return key to Security office	At time of closure and during routine periodic (recommended bi-weekly) check

Housekeeping Department		
Complete	**Task Description**	**Frequency/Comments**
☐	Setup a team with schedule to do the routine check	At time of closure
☐	Ensure the cleaning procedures in accordance to the procedures provided by Government / Association / Operator	At time of closure and during routine checks. Helps reduce issues with pests and odor.
☐	Ensure the proper records of all furniture / equipment / inventory / document and location of storage	At time of closure and during routine checks.
☐	Decide a hotel closure skeletal staffing organization	At time of closure
Corridors/Stairwells		
☐	Disinfect window treatment (test small area to avoid discoloration before fully disinfecting).	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	All equipment and hard surfaces should be cleaned and disinfected.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Clean and disinfect stairwells, handrail, doorknobs, light switch plates, and other hard surfaces.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
Laundry/Storage Rooms		
☐	Wash all linen and terry, place in sanitary storage bags.	At time of closure
☐	All equipment and hard surfaces cleaned and disinfected.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Disinfect doorknobs, light switch plates, and other hard surfaces.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Mop and disinfect flooring.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Clean and disinfect all mop buckets, dust pans, mop heads/handles, brooms, and high dusters	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Clean and disinfect all laundry/linen carts.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Unplug guest laundry machines and turn off water access	At time of closure
Lobby		
☐	All equipment and hard surfaces cleaned and disinfected.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Disinfect doorknobs, light switch plates, and other hard surfaces.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Disinfect window treatments (test small area for discoloration before fully disinfecting).	At time of closure and during routine periodic (recommended bi-weekly) cleanings.

☐	Secure all access.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Set all exterior and lobby lighting on timers	At time of closure.
Maintenance Room		
☐	All equipment and hard surfaces cleaned and disinfected	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Disinfect doorknobs, light switch plates, and other hard surfaces.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Mop and disinfect flooring.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Clean and disinfect maintenance cart.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Clean and disinfect all mop buckets, dust pans, mop heads/handles, and brooms.	At time of closure and after use.
Fitness Area		
☐	Move towels, sanitizer wipes, and towel disposal bin to storage.	At time of closure
☐	Close window treatments.	At time of closure
☐	Display closure signage	At time of closure
☐	All equipment to be wiped down, cleaned and disinfected.	At time of closure and during routine periodic (recommended bi-weekly) cleanings. Includes free weights and/or other specialty equipment.
☐	Carpet or rubber flooring vacuumed and/or mopped.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	If a restroom is provided, clean and disinfect vanity, toilet, door handles, mirror, and flooring. Move toilet tissue to storage.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
Meeting Rooms		
☐	All equipment, tables, and chairs cleaned and disinfected.	At time of closure
☐	Place all tables, chairs, podiums, and other equipment in storage.	At time of closure
☐	Close window treatments.	At time of closure
☐	Disinfect doorknobs, light switch plates, and other hard surfaces	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Vaccum flooring.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
Guest Laundry		
☐	Unplug all machines.	At time of closure
☐	Turn off water supply.	At time of closure
☐	Display closure signage	At time of closure

☐	Disinfect doorknobs, light switch plates, and other hard surfaces.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	All equipment and hard surfaces should be cleaned and disinfected.	Periodically (recommended bi-weekly).
Mini Mart		
☐	Remove all inventory from dry and cold storage.	At time of closure
☐	All equipment to be cleaned and disinfected.	At time of closure
☐	Mop flooring.	At time of closure
Breakfast Area		
☐	All equipment, tables, and chairs should be cleaned and disinfected.	At time of closure
☐	Close window treatments.	At time of closure
☐	Clean, disinfect, and remove all breakfast display items and place in storage.	At time of closure
☐	Remove tables and chairs and place in storage closet.	At time of closure
☐	Mop flooring.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Disinfect doorknobs, light switch plates, and other hard surfaces.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
Restaurant and/or Lounge		
☐	All equipment, tables, and chairs should be cleaned and disinfected.	At time of closure
☐	Remove all cutlery and china and store in kitchen. Remove glassware and store in kitchen (lounge area).	At time of closure
☐	Close window treatments.	At time of closure
☐	Display closure signage	At time of closure
☐	Disinfect doorknobs, light switch plates, and other hard surfaces.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Carpet or rubber flooring vacuumed and/or mopped.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Secure all access.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Discontinue purchase of OS&E	At time of closure
☐	List key external contacts for handover	At time of closure
☐	Prepare F&B guest database for handover	At time of closure
☐	Inform F&B promotional sites and applications about temporary closure	At time of closure
Kitchen		
☐	Consider removal of all food from fridge and clean fridge out. All perishables that will expire are removed or donated.	At time of closure. Helps limit opportunities for pests.
☐	All equipment and hard surfaces should be cleaned and disinfected.	At time of closure
☐	Sanitize and completely cover all silverware, china, and glassware.	At time of closure
☐	Mop flooring with disinfectant.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.

☐	Disinfect doorknobs, light switch plates, and other hard surfaces.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
Pool / Spa (Indoor / Outdoor)		
☐	All equipment, tables, and chairs to be cleaned and disinfected and placed in storage.	At time of closure
☐	All outdoor pools to be covered.	At time of closure
☐	Remove towels and disposable hamper and place in storage.	At time of closure
☐	Display closure signage	At time of closure
☐	Shut down pool equipment, including pool pump, filter, heater, etc.	At time of closure
☐	Clean and disinfect all safety equipment but maintain in place. Ensure courtesy phone is operable.	At time of closure
☐	Secure all access.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
Business Center		
☐	All equipment, tables, and chairs to be cleaned and disinfected and placed in storage.	At time of closure
☐	Remove equipment and chairs and place in storage.	At time of closure
Game Room		
☐	All equipment, tables, and chairs should be cleaned and disinfected and placed in storage.	At time of closure
☐	Close window treatments.	At time of closure
☐	Display closure signage	At time of closure
☐	Unplug all machines.	At time of closure
☐	Vacuum or mop flooring with disinfectant.	At time of closure and during weekly routine cleanings.
Guestroom floors		
☐	Close window treatments.	At time of closure
☐	Disinfect window treatment (test small area for discoloration before fully disinfecting).	At time of closure
☐	All case goods and other hard surfaces cleaned and disinfected. Bathrooms included.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Strip and wash all bed linen and remove decorative bed toppings.	At time of closure Ensuring all linen is laundered prior to closure will help prevent shortages in linen once hotel is recovered. Consider bagging or boxing cleaned linen for easy retrieval and setup.
☐	Unplug all equipment and lighting from outlets.	At time of closure
☐	Clean and disinfect all guestroom supplies and place in plastic sanitation bags (plastic trash liner).	At time of closure
☐	Remove all bath amenities, terry, and shower curtains. Place in storage or plastic sanitation bags.	At time of closure
☐	Disinfect doorknobs, light switch plates, and other hard surfaces. Bathrooms included.	At time of closure and during routine periodic (recommended bi-weekly) cleanings. Ensure that there is no buildup in the showers or other areas to minimize mold/mildew growth.

☐	Vacuum and/or mop flooring to include bathroom.	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Flush toilets regularly.	At time of closure and during routine periodic (recommended bi-weekly) cleanings. Important to keep water flowing.
☐	Lock all guestrooms and secure all access	At time of closure and during routine periodic (recommended bi-weekly) cleanings.
☐	Set-up PABX for automatic reply	At time of closure. (recommended telephone message)
☐	Discontinue purchase of OS&E	At time of closure
☐	Review and inventory of all rooms division related inventory - amenities - determine action required	At time of closure
☐	Arrange storage for FF&E and OS&E for future operation	At time of closure
☐	Disposal of unnecessary FF&E and OS&E	At time of closure
☐	List key external contacts for handover	At time of closure

We encourage you to start to plan for a self or government-imposed temporary cessation. Please contact us at **contact@nova-am.com,** we would be delighted to offer you our assistance and tailor-make an action and implementation plan for optimal closure and future reopening.

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