



Front Desk COVID-19 Mitigation Procedure

Department:	Front Desk	Position:	All
Division:	Resort Operations	Effective Date:	5/1/2020
SOP:	Front Desk COVID-19 Mitigation Procedure	Revised Date:	5/12/2020

POLICY: The Front Desk policies and procedures have been updated and enhanced, to better support our efforts in protecting the health and safety of our guests and team members.

Westgate Resorts will provide masks in accordance with guidelines issued April 3, 2020 by the Centers for Disease Control and Prevention (CDC): “CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies) **especially** in areas of significant community-based transmission.” Wearing a mask is **required** for any Westgate Resorts team members who interact with guests or other team members but is not intended as a replacement for social distancing, which should be practiced whenever possible, even while wearing a mask.

DISCLAIMER: Westgate Resorts can neither independently certify nor guarantee the effectiveness of masks in preventing virus transmittal, including but not limited to COVID-19. Westgate Resorts is not liable for any issues arising or relating to the use of a mask (directly or indirectly) including, but not limited to, transmittal of any virus.

GENERAL PROCEDURES

These procedures are guidelines for all team members, and, in appropriate circumstances, for guests.

Screening Process: Team members must undergo temperature and symptom checks at designated building points of entry prior to starting their shift.

- Security and management will check temperature with a non-invasive thermometer.
- Gloves will be worn when taking a team member’s temperature.
- Team Members with temperature reading of 100.4°F (38°C) or higher or showing other signs of illness will be asked to leave immediately.
 - Team Member’s name will be recorded, and they are required to follow quarantine procedures.
 - A physician authorization must be provided to TMS before returning to work.
- When known symptoms are encountered (fever, cough, shortness of breath, sore throat, headaches and muscle aches, new loss of smell and taste), property leaders will be notified, and the team member must follow the SOP for flu-like symptoms.

Distribution, Securing and Use of Face Mask: Appropriate PPE will be worn by all employees based on their role and responsibilities and in strict adherence to state or local regulations, laws, and guidance.

- All team members are required to wear a mask while in any public area.
- Team Members will undergo mandatory training on proper use and disposal of Personal Protective Equipment (PPE).
- Masks and gloves will be distributed and tracked by a single point of contact at the resort property and/or corporate location.
- Team Members will replace their disposable mask every two days when working inside, or every day when working outside. Reusable masks will be washed daily or as needed.
- Masks are to be handled with gloves and issued in individual disposable bags.
- Masks/gloves are to be treated as a required part of the Team Member’s uniform.

Quarantine Procedures: Proper quarantine procedures are a key step to slowing the spread and help ensure the health and safety of other team members and our guests. If it’s believed that the COVID-19 virus has been encountered, the following steps are required:

- 14-day self-quarantine outside of the workplace.
- COVID-19 testing with results verified by a health professional.



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- A physician's authorization must be provided to TMS before returning to work.
- Upon notification of a suspected or confirmed case in the workplace:
 - Security will immediately secure the area, including the immediate workspace.
 - The entire workspace will be deep cleaned and sanitized including, but not limited to: tables, desk, doorknobs, light switches, chairs, keyboard, mouse.
- Upon notification of a suspected or confirmed case with a guest, Security will deactivate access to the room immediately and secure it for 24 hours while enhanced cleaning procedures are performed.
 - As necessary for sanitization, Security will provide entry to the unit and document any entries.
 - Ultra-Low Volume (ULV) disinfectant fogging will be used for any public area, back of house area, or guest rooms where an individual with flu-like symptoms has worked or resided.

Approved Cleaning Products: These EPA-Approved products are to be used to disinfect and sanitize all areas:

- Multi-Purpose Disinfectant and Sanitizer
- Disinfectant Wipes
- Antibacterial Hand Soap
- Hand Sanitizers

Team Member Distancing: Social Distancing, as defined by the CDC, will be practiced by team members at all times, without exception.

- Security will monitor and enforce Social Distancing protocols.
- Team members are responsible for maintaining a physical distance of 6 feet and will be subject to disciplinary action for not following social distancing guidelines.
- Guests are advised to practice social distancing by standing at least 6 feet away from other groups of people while standing in lines or moving around the property and avoiding elevators when possible.

Routing and Queueing Plan: Queue lines and waiting areas will be rearranged to support social distancing.

- Common Area and lobby furniture will be arranged to space groups out 6 feet apart or more.
- Queue lines will have marker bands spaced 6 feet apart to define social distancing space.
- Framed signs will be placed on stands in common areas, and at start of queue lines, notifying guests of required social distancing.
- Team members will not enter elevators with guests or other team members unless necessary and unavoidable (some exceptions may apply).

Hand Washing Procedures – All team members' first course of action should be the washing of hands. Any time a team member uses the restroom or interacts with an item provided to a guest (documentation, food, etc.), an employee should wash their hands thoroughly with soap and warm water for a minimum of 20 seconds. Alternatively, hand sanitizer should be used. Repeating this can greatly reduce the chance of infection.

- Team members must wash their hands, or use hand sanitizer, after any of the following activities: using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break, and before or after starting their shift.
- Team members should avoid touching their face and neck area as much as possible to prevent germs from being spread from hands to areas identified as vulnerable to virus transmission.
- Steps for proper hand washing for all team members:
 - A thorough hand washing with soap and warm water for at least 20 seconds.
 - Regularly wash hands and use the hand sanitizer stations located throughout the properties.
 - Clean and disinfect frequently handled objects such as cell phones, keyboards, desk and table surfaces, and office phones.
- Hand washing procedures and education are part of the Westgate Safety Training Program, which requires Management to inspect all sinks for proper water temperatures.



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- Increased signage for front and back of house restrooms includes signage, in both English and Spanish, that instructs team members to use the required handwashing protocols and promotes the use of hand sanitizers before and after any guest/team member personal contact.
- We have increased hand sanitizing stations throughout all public and administrative areas.

Cleaning and Sanitizing - The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, gym equipment, dining surfaces and seating areas.

Hand Sanitizers - Hand sanitizers should be used with high frequency when available. If a manual door is used or a team member needs to touch a surface used by multiple individuals, the team member should immediately use hand sanitizer. Thorough use of hand sanitizer is defined as wringing the hands, interlocking fingers, and rubbing the backs of hands until the sanitizer is completely dried.

DEPARTMENT-SPECIFIC PROCEDURES

Contactless Curbside Check-In [Based on Resort Availability]

For all properties where possible, we will use a Contactless Curbside Check-in process. There will be three stations to relay information and increase efficiency through the process. These three stations may share or combine duties as necessary depending on resort resources and check-in volume.

Station 1: Located outside on the front drive or similar open space in the parking lot.

- Signage will be placed at the entry to the resort directing guests to the Contactless Curbside Check-in.
 - A traffic attendant will be present during larger arrivals and directing guests to the drive-thru check-in.
- Front desk or similar customer service position will be stationed and spaced just over a car length apart.
- Agent will be wearing gloves and mask. Agents will have a stand, laptop, and credit card machine.
 - Upon vehicle arrival, the agent will request license and credit card. The agent will scan the license and input information from scanner without touching the ID.
 - Agent will make the credit card machine available for the guests to use and provide a sanitizing wipe to wipe down their credit card after use.
 - Agent will communicate outstanding balance and hold authorization.
- Agent will request mobile phone number from the guest and input into the system.
 - Agent will let the guests know that they will receive a text shortly with the status of their check-in.
- Agent will direct guest to a numbered parking space in an area reserved for curb-side check-in.
 - Agent will log the parking space number.
- Once the personal information, cell phone, credit card, and parking space number is in the system, the agent will notify agents at station 2 of the guest's reservation.

Station 2: Located inside behind the front desk or in the back-office area. (These steps may be completed at station 1 based on resources and check-in volume.)

- Agents will receive the reservation text from Station 1 and immediately contact the guests with a welcoming message via Kipsu, letting them know their check-in process is processing.
- Agent will run all credit card charges and authorization holds and assign a unit.
- Agent will be communicating building and unit number via Kipsu.
- If room is available, Agent will provide keys to station 3.
- If room is still being prepared, Agent will provide guests with anticipated wait time and advise them to enjoy their day while they wait. Staff will notify them when their room is ready.
- Pre-registrations need to be logged and followed up frequently.
- Guest will be provided with a link via text with a resort map, FAQ's, amenities, and other information to access throughout their stay.



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Station 3: Bell staff or similar position will deliver keys to parking space assigned to guest (These steps may be completed at Station 2 and possibly Station 1 based on resources and check-in volume.)

- Station 2 will provide agents at station 3 with the key packet and a parking permit.
- Agent will deliver keys and parking permit to guests in parking spaces wearing a glove and mask.
- Agent will inform guest that a Guest Services Representative will text them to setup a virtual call to review activities and amenities with them.
- Key packet will have a verification card in stating that key cards have been sanitized prior to delivery.
- Agent will ask if guest needs assistance with luggage. If guest accepts, luggage policies will apply.

Enhanced In-Person Check-In

For resorts where drive-thru check-in is impractical, we've enhanced in-person check-in.

- Upon arrival in the lobby, all guests will undergo a temperature screening.
- Queues will have "social distancing bands" showing required distance between guests.
- To further assist with distancing, only one person from each party will check-in at a time.
- Check-in agents will have a plexiglass shield between themselves and guests.
- Check-in agents will be spaced with a minimum of one free terminal between agents where permitted.
- Guests will show ID behind the plexiglass and process their own credit card.
- Sanitized key(s) will be passed in a key packet with a sanitization verification card.
- A Guest Services Rep will send a text to set up a virtual call to review activities and amenities.
- Queue lines will have "distancing bands" at 6-foot increments showing required distance between guests. (Signs will be placed at the entry to queue lines explaining the bands).
- Check-in agents will have plexi-glass shield on check-in counter between the agent and guests.
- Agent will require guests to show ID behind the plexi-glass and insert their own credit card into the machine.
- Keys will be sanitized before distribution and put into a key packet with a sanitizer notice card.
- Agent will handle keys and parking permits with gloves.
- Agent will inform guest that a Guest Services Representative will send a text to setup a virtual call to review activities and amenities with them.
- Guest who do not maintain social distancing will be reminded to follow distancing guidelines as displayed.
- Pens will either be "one use" / disposable or be sanitized between uses.
- Agents or lobby representative will request only one person to wait in line or check-in at a time. Signs will be present in the lobby explaining this policy.

Updated Bell Services and Luggage Policies

The bell services policies and procedures have been modified but, when necessary, we will make all possible accommodations for guests with special needs.

- Guests will need to consent to bags being sprayed with disinfectant.
- Guests will photograph bag tag and tag will be discarded. (Picture required for pickup.)
- Bell Staff will deliver luggage to and from the front entry of a guest unit only.
- Room moves will require guests to pack luggage and place outside door to be placed outside the door of the new room.
- Golf carts cannot be used to transport guests unless there is one row separating driver and passengers.
- Bell Staff will not share elevators with guests or other team members.

Additional Operating Procedures

- Guests will not be assigned to a room where the entry door is connected to another occupied unit.
- Guest will be assigned in best sections of the resort, but no single floor or building will exceed 75% occupancy until local regulation permits.
- For room moves requiring luggage assistant, guests will be informed that luggage must be packed and ready to be picked up outside of the door prior to a bell staff agent arriving.
- Welcome Centers will transition to provide curbside service.



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Cleaning, Sanitizing, and Safety Procedures

- Offices, desks, counters, workspaces, and related equipment will be sanitized at least once every 4 hours, or upon a new team member using the equipment.
- No food or drinks will be permitted in work areas.
- Used key cards must be sanitized prior to putting key card back in box and key cards must be sanitized again prior to distribution.
- Hand sanitizer needs to be used frequently, and masks are required.
- Gloves need to be used while transferring items to the guests or receiving items.
- Used keycard return receptacles will be provided at front desk, exits, and at elevators, contingent on supply.
- A box should be present at the front desk for used key card drop.
- Lobby furniture will be arranged to ensure guests are maintaining social distancing requirements.

ACKNOWLEDGEMENT: I hereby acknowledge that I have reviewed and understand this department policy, and further understand that violation of any part of this policy may result in progressive disciplinary action, up to and including termination of employment.

Team Member Signature/TM#		Date:	
Manager Signature/TM#:		Date:	