

JHG Management

At Jaz Hotel Group, our priority is your health and safety.

Considering the rapidly evolving COVID-19 (Coronavirus) situation, we are taking standards for hygiene and cleanliness very seriously, as well as additional steps to ensure the safety of our guests and staff members.

We follow the guidelines of local health authorities, CDC,WHO and we act according to set-up our routines and procedures to prevent the spread of infection.

Our team members are trained to handle situation at our hotels and we have confidence in their abilities.



General Disinfection for Hotels

Under COVID-19 outbreak and after last guest departure ;general disinfection procedure is done by JHG with special consideration is given to the application of cleaning and sanitation measures in all hotels areas

We disinfect frequently the Building entrances, public areas, rooms, back house areas, vehicles and special attention is given to high touch areas ; using 1000 to 4000 ppm sodium hypochlorite, leave for 15-30 minutes



Staff Members

They provide by all information and practices which should be in place to prevent the spread of COVID-19 and all staff members are requested to measure their body temperature

As they should :-

- Wash the hands frequently with soap and water and dry them well.
- Avoid touching their eyes, nose and mouth.
- Avoid contact with others (touching, kissing, hugging and other intimate contact)
- Cover coughs and sneezes with clean tissues or elbow and dispose of tissues



Staff Members

- Use alcohol-based hand
- Maintain at least 1m distance from anyone who is coughing or sneezing
- If you have a fever, cough and difficulty breathing, seek medical attention immediately
- Ensure that all contact surfaces are thoroughly cleaned with effective sanitizers. Particular emphasis is placed on the cleaning of frequently touched areas such as door handles, switches, controls or public equipment / facilities.



Reception and concierge

They play important role in information and communication

Reception desk staff know sufficiently about COVID-19 so that they can safely carry out their assigned tasks.

Official, up-to-date information is available about travel to and from countries or areas where COVID-19 is spreading.

All front office staff wear surgical masks during their duties.

Concierge team offer hand sanitizer for the guests upon arrival and before entering the hotel.



Reception and concierge

All arrivals especially from affected countries are screened to identify with symptoms of COVID-19 and requested to measure their body temperature upon check-in

Past travel records within the last 14 days are obtained from each check-in guest for record. Manager-on-duty refer all sick guests or suspicious cases to proceed to the hospital for medical check following the JHG guidelines of suspected cases .

Main entrance , the hotel's lobby and Desk are sprayed with qualified disinfectant every hour.

Deliver a letter of following instruction to our guest :-



Guest Stay Instructions letter:-

1. Wash your hands regularly with soap and water. It takes about 20 seconds to wash hands properly.
2. Use a tissue for coughs and sneezes. Dispose them in the room waste bin.
3. If you don't have a tissue use your sleeve.
4. Avoid touching your eyes, nose and mouth with unwashed hands.
5. If you feel unwell, feverish or develop a cough, stay in your room .We will give you necessary advice. Do not go to the restaurant if unwell, food will be brought to your room.



Hotel Rooms

Having a sanitary hotel room is important under normal circumstances but with coronavirus cases mounting in the world, it's a crucial way of helping protect our guests from picking up the COVID-19.

Housekeeping and cleaning staff should inform the management or the reception desk of any possibly sick guests in their rooms.

Cleaning plan is followed for guest rooms by focusing on high touch areas which are used by every one in room as well as housekeeping and else visiting the room So we give them a good wipe down on daily basis



Hotel Rooms

Chlorine at 1000ppm is used for disinfection procedure.

We use specific clothes, scourers (sponges) and bags.

We increase the frequency of cleaning and disinfecting.

We supply housekeeping team by sufficient disinfectants; PPE and others supplies.



Hotel Rooms

For soft furnishings (sofas, mattresses, etc.), other cleaning procedures may be used: steam cleaning (vaporizer)

Linen management

linens, and clothes should be put in special, marked laundry bags and handled carefully.

Clean and disinfect hampers or other carts for transporting of laundry.

Instructions is given for washing them in hot cycles (70°C or more) with the usual detergents.



Hotel leisure facilities

Swimming pools, kids club, spa, gym ...etc.

We increased cleaning and hygiene protocols.

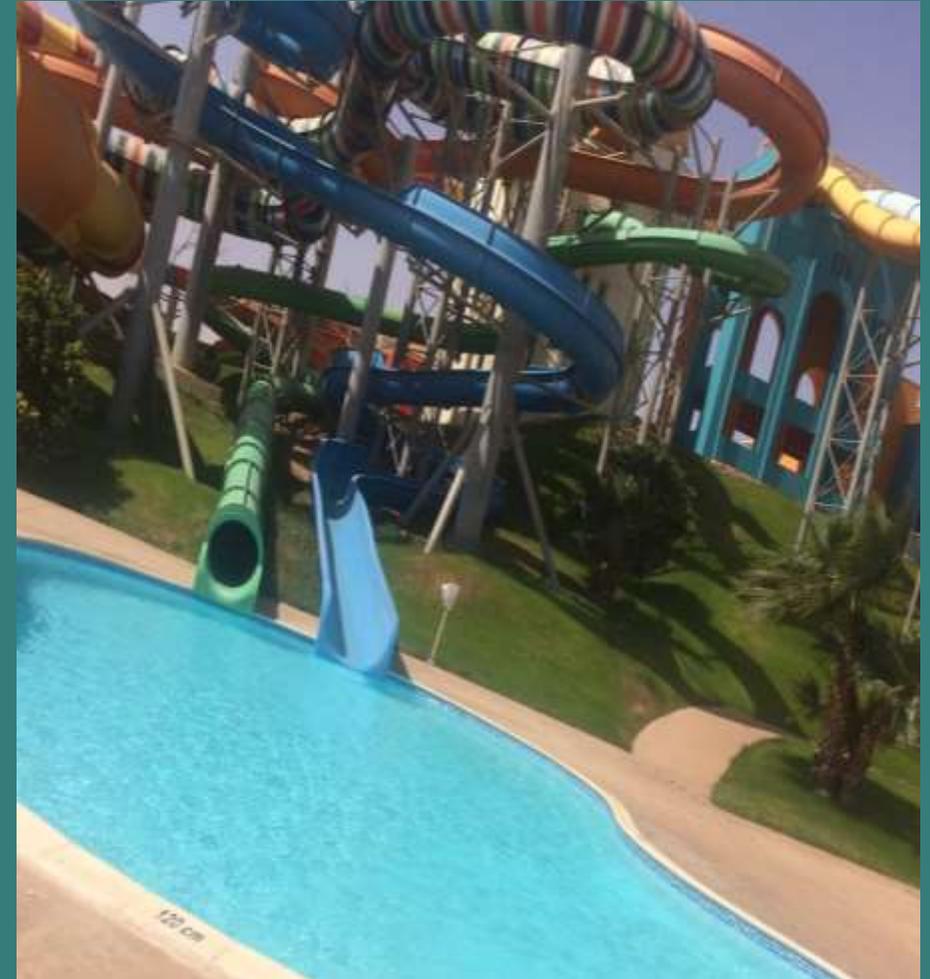
We maintain the conc. of disinfectant in water for consumption and in pools or spas within the limits recommended.

General good practices, sufficient dressing rooms, shower rooms, toilet facilities and lockers for the guests are available .

Adequate handwashing facilities including liquid soap ,paper towels, hand dryer and Hand gel are available.

Regular disinfection of high touch areas such as door handles, card terminals and elevator buttons with anti-bacterial liquids.

We offer disinfectant dispensers in public areas to our guests.



Dining

Different measures from food preparation to dining experience have been implemented to ensure food hygiene safety.

We maintain the highest levels of cleaning across our buffets.

The coffee machines, soda machines, and others, in particular the parts more in contact with the hands of users, are cleaned and disinfected after each service and more often if necessary.

All tableware including salt & pepper shakers, toothpick holders, sugar container, tent card holders, menus and bill folders are cleaned and sanitized on a daily basis.



Dining

All crockery and utensils used at the buffet counters, including tongs, spoons and under liner are changed and sanitized every 20 minutes.

Dining tables and chairs are sanitized with designated disinfectant before serving new guests, so our guests can find a pleasant and safe dining experience at all restaurants.

Table arrangement has been adjusted to 1.5m distance from each other.

Maximum of four people are allowed per table.



Dining

Our staff perform personal hygiene focusing on frequent regular handwashing, cough hygiene; strictly .

Service staff are ensuring (and asking the guests) to use sanitizer gel at restaurant entrance.

Suppliers of goods and services Contractors follow safe systems of work to prevent the spread of COVID-19.

