

Valet, Bell Stand and Other Lobby Personnel Best Practices and Questionnaire for Travelers Arriving at Your Hotel

Hotel should designate sufficient employees, depending on traffic, as greeters to anyone walking in the hotel. Greeters should ask all who enter establishment from any entrance: Where are you traveling from?

Greeters should inform lobby and other appropriate personnel as to where individuals are traveling from, so that they are prepared to deal with traveler.

If possible, require anyone walking into establishment to immediately use hand sanitizer provided in accessible and visible location. Encourage all parties to wash hands if practical and accessible prior to engaging with lobby staff or walking to guest rooms or other common areas.

All common touch points such as doors, hand sanitizer containers, front desk, lobby furniture, telephones, elevator buttons, stair entrances, computer screens, other office machinery available to guests, restroom doors, stall doors, faucets, coffee stations, breakfast bar utensils, etc. should be sanitized using decontaminant with ability to kill viruses (noted on product label).

Whenever possible establish distance of 6 feet or more between personnel and traveler.

Manage elevators to incorporate distancing requirements.

Minimize lobby personnel if possible. Use the minimum number of employees to manage all activities in lobby and surrounding area.

When checking in, allow traveler to keep pen if one is used. Attempt to conduct all check-in activities electronically if possible. And, please note, in accordance with Chapter 509.141(1) Remember you may refuse anyone "...or who, in the opinion of the operator, is a person the continued entertainment of whom would be detrimental to such establishment. The admission to, or the removal from, such establishment shall not be based upon race, creed, color, sex, physical disability, or national origin."

Be certain to ask anyone checking in the following questions:

In accordance with Governor Ron DeSantis's Executive Orders 20-80 and 20-82, travelers to Florida must comply with the following requirements. You may ask every traveler the following questions:

- Did you know that if you are coming from a location with community spread that you must quarantine for a period of 14 days from the time of entry into the State of Florida or for the duration of your presence in the State of Florida, whichever is shorter?
- Did you know that you are responsible for all costs associated with your quarantine, including transportation, lodging, food, medical care, and any other expenses you expend to sustain yourself during this period?
- Did you know that while in Florida, you are required to advise any person you come into direct physical contact within 21 days upon your arrival that you have traveled from an area with substantial community spread of the Novel Coronavirus Disease 2019 (COVID-19)?
- Did you know that failure to follow these orders is a second-degree misdemeanor pursuant to section 252.,50, Florida Statutes, and is punishable of up to 60 days of imprisonment, a \$500 fine, or both?
- While not mandated by law, did you know that during your quarantine that you should follow these practices?
 - Stay in your room.
 - Monitor your health by taking your temperature twice a day and monitor for a fever of 100.4°F/38°C or higher. Also watch for cough or trouble breathing.
 - Practice social distancing with anyone you come into contact with by maintaining a distance of at least 6 feet or 2 meters.
 - If you feel ill, contact your physician or insurance provider to determine if telemedicine is appropriate.

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