



FRONT OFFICE SOP FOR COVID 19

SCREENING PROCESS AT CHECK-IN AREA

Operational steps to be performed:

- Clean- Disinfect the Check-in areas before using them.
- Place posters with information about the COVID-19 preventive measures in the visible part of the guest's check-in area.
- Place disinfectant gel at the Check-in counters and ask guests to disinfect his/her hands.
- Keep distance minimum 1 meter from any guest.
- Ensure there is sufficient disinfectant gel at the guests' waiting area.
- Assess guest's physical condition i.e. sneezing, coughing, having difficulty in breathing or any other known symptoms.
- The check-in counter staff interacting with guests and their belongings such as luggage, electronics etc. shall use disposable gloves.
- guests shall have their hands sanitized or washed prior to check in
- Ensure gloves are always worn when loading and unloading guest baggage, and pouches.