

Member Meeting – San Diego Tourism Authority 4/30/2020

Lodging Industry notes taken by Robin Boland. Audio was difficult and therefore -

For Complete notes from this entire meeting – visit <https://connect.sandiego.org/2020/05/01/recap-of-may-1-member-call/>

Steve Cowan – Hilton

Focusing on key priorities

- Safety of team members and of the guests.
- Advanced training of employees is paramount in the areas of Cleaning and PPE
- Valet parking – will be an exceedingly difficult thing to provide – a lot will eliminate this service to adhere to social distancing.
- Lobbies and entrances will be stocked with hand sanitizer
- Increased signage to remind guests about social distancing and facility cleaning protocols
- Bell carts that are sanitized after each use – it seemed he indicated no bell hops – sounded like guests would use
- Public areas will require constant wiping down including Elevators, knobs, and handrails.

Guest rooms

Enhanced disinfecting

- Removing unnecessary collateral – pens magazine, etc.
- How long to leave room vacant after check out is a current question.
- Do guests want rooms cleaned while staying or after they check out

Food Service – delivery such as drop at door for example – non contact

Fitness

- Space equipment apart to adhere to social distancing
- Wipes on hand in fitness center for guests to use before and after using equipment
- Signage

Team members

- Increased tool cleaning – especially of shared tools
- No handshaking
- Break areas must be modified to adhere to social distancing – signage

Guest Check ins

- Low and no touch check in is being considered – how to handle this particular action must be addressed and a protocol put into place.
- Digital keys or ?