

# ARE YOU READY TO REOPEN?

We've created a handy checklist to help you get everything ready to re-open your property when COVID-19 trading restrictions are lifted.

## Reopening Your Venue Checklist

### ✓ Staffing

Determine the minimum number of people your property needs to operate safely and effectively.

- Think about how much staffing and labour hours you'll need.
- Reach out to your employees and confirm they're in good health to work before bringing them back.
- If you need to hire new staff, review your job descriptions. Encourage employees to recommend someone who might be a good fit.
- Use markings to guide staff entering or exiting the building. Provide hand sanitiser at all entry and exit points.
- Ensure you are providing face masks, rather than employees bringing their own into work.
- Minimise the risk of transmission. Consider using staggered shifts and assigned staff breaks.

### ✓ Logistics

Prepare early and diligently prior to welcoming guests back.

- Check the number of people allowed within your property
- Clean and sanitise all high contact surfaces
- Stock up on PPE (masks, gloves, sanitiser, protective gear)
- Set up different entry and exit points if possible
- Ensure social distance in dining areas by removing tables and chairs

### ✓ Equipment & Technologies

Make sure all systems are go for the big day of reopening.

- Confirm utilities are working (including phone lines and internet)
- Make sure all networking hardware is connected and functioning
- Make sure your PMS is working properly
- Double check all other equipment and entertainment systems (tablets, TVs, sound systems, etc...)

# Reopening Your Venue Checklist

## ✔ Hygiene

Hygiene standards will be higher than ever before. It's the best way to ensure we stay open.

- Post signage on doors and common areas encouraging guests and staff to:
  - Wash or sanitize their hands often
  - Be mindful of what they touch
  - Be mindful of physical distancing
- Set up hand sanitiser stations in high traffic areas
- Provide hand sanitiser at dining room tables, bar counters, front desk, etc..
- Encourage your staff to stay home if they're feeling unwell
- Maintain good ventilation (open doors and windows when possible, consider air purifiers)
- Frequent screenings of guests and staff for COVID-19 symptoms
- Establish a protocol in the event of a COVID-19 case or potential exposure.

## ✔ Guest engagement

Put guests at ease by sending the message that your property is Covid-19 secure.

- Make sure reception areas are safer, (increased cleaning, short interactions, screens between guests and staff.
- Encourage mask wearing on communal corridors.
- Ensure staff always maintain distance from guests.
- After handling luggage, staff should wash their hands or use a hand sanitizer.
- Room service: consider using trays which can be left at the door or other ways to avoid contact
- Consider a central key card deposit box in the lobby for disinfection of room keys
- EGuest
- Regulate entry to avoid overcrowding, and place markers on the floor to maintain social distancing in queues.
- Remind guests frequently to follow social distancing advice and wash their hands regularly.

## ✔ Communications & Marketing

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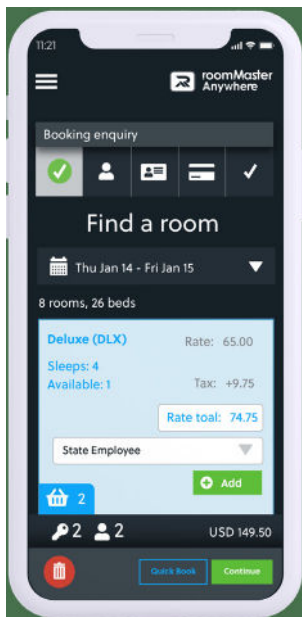


## How Can InnQuest Help?

Our team consists of industry experts, giving us the knowledge to react quickly

In addition to our innovative products ([PMS systems](#), [booking engine](#), [channel manager](#), [POS systems](#), [mobile hotel app](#)), we have been working on new features and enhancements to help hoteliers adapt to the current situation:

- Backend Performance Enhancements to increase performance.
- Additional functionality added to be able to display and booking by room type.
- A full booking chart overhaul to improve usability and increase efficiencies.
- Booking inquiry enhancement that includes mobile compatibility.



### More on the way:

- Brand new feature- Group Blocks!
- Housekeeping hub update, include mobile compatibility
- Mobile compatibility for arrivals, departures, check-in/check-out
- New channel manager from roomMaster Anywhere; [Stayfull](#)
- New accounting integration for QuickBooks and MYOB
- Auto Advance Deposit feature for all bookings.

Would you like to know more?  
Email us at [sales@innquestemea.com](mailto:sales@innquestemea.com)