



# The **HUBERT**<sup>®</sup> CHARGE Action Plan: Customer Health & Reimagining Guest Experience

*A Plan Geared Towards Moving Forward*

# INTRODUCTION

For over seven decades, HUBERT® has been a leading provider of solutions in hospitality. In the past few weeks, we've turned our attention to crafting a plan of strategic suggestions, precautionary steps, and product solutions to ensure your staff, operations and customers are better prepared for changes in the industry. Our insights are carefully collected from every corner of the industry - from notable leaders like AHLA and the CDC, as well as gathered on a personal level - directly from our loyal customers.

The HUBERT® CHARGE Action Plan outlines four initiatives for the hospitality industry, and follows with strategic solutions for implementing these guidelines.

## HUBERT® CHARGE ACTION PLAN

CHARGE Initiative #1: Employee Safety

CHARGE Initiative #2: Guest Safety & Wellbeing

CHARGE Initiative #3: Cleaning & Sanitizing

CHARGE Initiative #4: Communication & Education

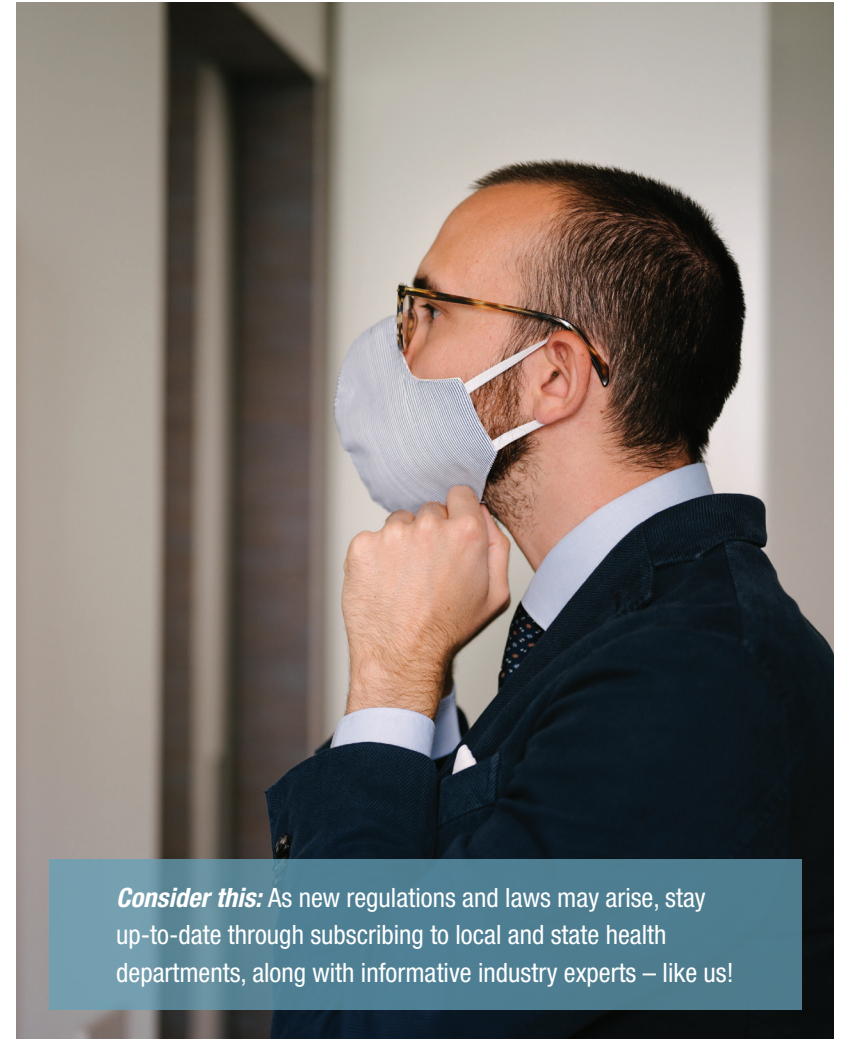


# EMPLOYEE SAFETY

Reopening your doors, you'll notice there are many new expected sanitary standards to be met. While employee health and safety has always been set at a high standard for you, it's time to exceed expectations, and offer your employees an even safer workplace.

- Many new guidelines dictated by CDC recommendations will require PPE to be worn by employees. This applies to everyone - from front desk clerks to housekeeping. HUBERT® offers in-bulk quantities of PPE suggested below to make this possible.
- For employees with daily roles working face-to-face with guests, safety shields are a quick and essential product solution to use at front desks, registers, and anywhere else you want to create a safe protected space for employees. HUBERT® provides different shapes and sizes for the best fit for your environment.
- Touchless, automatic products for foodservice operations within your hotel also help to limit the spread of germs, and can reinforce the urgency behind many new practices (like wearing gloves) as your staff adjusts to new protocols.
- It's essential that employees working each day are healthy and symptom free. Proactively ensure the health of your staff through precautionary measures such as taking temperatures before each employee begins their shift. Depending on state or local regulations, this may be mandated.

*Credit: CDC, Centers for Disease Control and Prevention*



**Consider this:** As new regulations and laws may arise, stay up-to-date through subscribing to local and state health departments, along with informative industry experts – like us!



## Blue 3-Ply Disposable Face Mask With Ear Loops - 7"L x 3 1/2"H

SKU #60815

- Registered with FDA & CE
- Sold in a box of 50



## Infrared Forehead Thermometer

SKU #62420

- Measures temperature on forehead in 3 seconds
- Replaceable battery (2) AAA included



## Disposable Clear Plastic Face Shield - 11"W x 8"H

SKU #75684

- Clear PETG plastic construction
- Elastic band stretches to fit most users



## HUBERT® Clear Polyethylene Powder-Free Disposable Gloves

SKU #92483

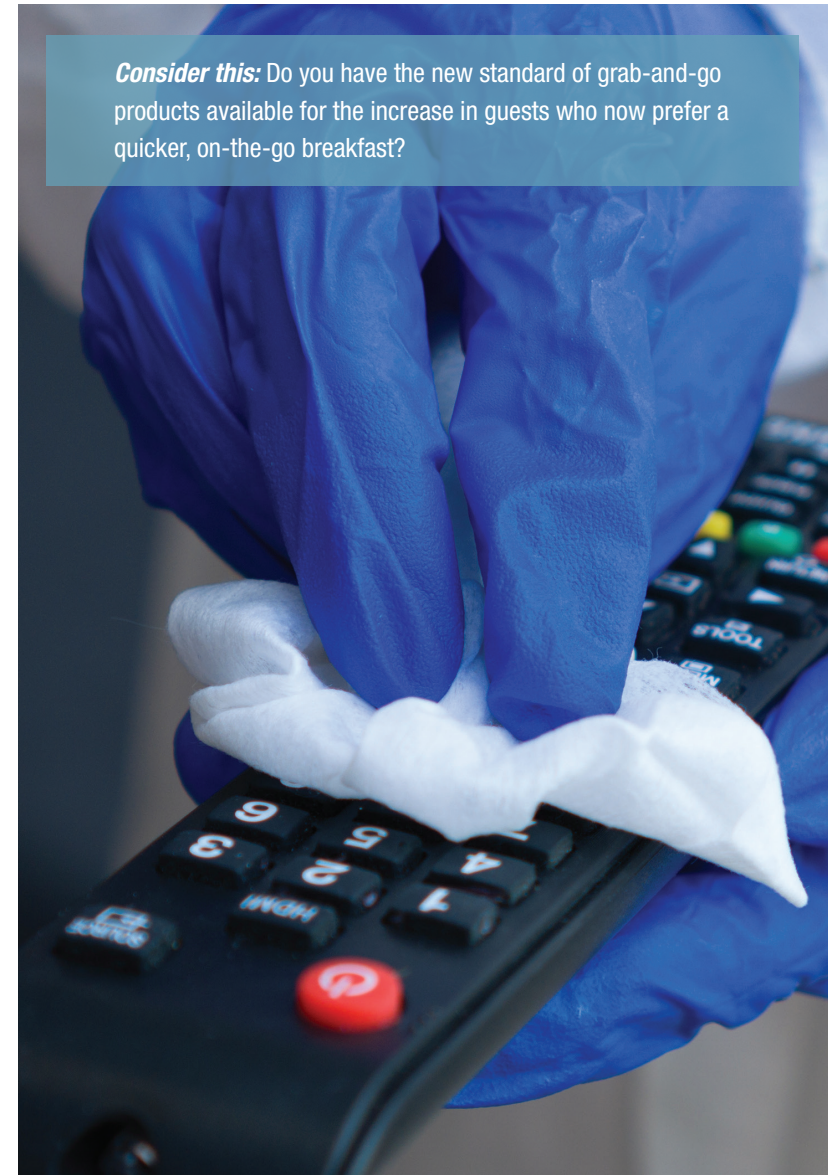
- FDA approved for food contact
- 500 per box

# GUEST SAFETY AND WELLBEING

Hospitality experts have always specialized in making guests feel comfortable and safe. Now, it's time to take that one step further with more strategic options in safety and cleanliness.

- Guest health and comfortability begins with increasing the availability of sanitation supplies around your hotel with products like hand sanitizer dispensers and hand wipes. While cleanliness begins with your staff, we strongly recommend also offering disinfecting wipes to your guests to wipe down heavily used items like door knobs, desk bells, elevator buttons, ice machines, and more.
- According to AHLA (American Hotel and Lodging Association), CDC guidelines will advise guests practice physical distancing by standing at least six feet apart from other groups of people not traveling with them. Space-saving solutions at check-in like crowd management can make this possible.
- As more and more guests have started to shift away from the standard meal routine and more towards a safer, grab-n-go alternative - it's essential that you meet guests' evolving demand for convenience and cleanliness.
- For more peace of mind, reduce in-person contact through room service. This gives guests the choice to stay within the comforts of their own room, while also spreading fewer germs than buffets and in-hotel restaurants and bars.

*Credit: AHLA. "Enhanced Industry Wide Hotel Cleaning Standards."*



**Consider this:** Do you have the new standard of grab-and-go products available for the increase in guests who now prefer a quicker, on-the-go breakfast?



### Vollrath Hydra Rinse Single Use Wipes

SKU #97577

- Single use canister contains 125 wipes
- Safe for cleaning non-porous surfaces



### Touch Free Wall Mount Auto Foam Soap Dispenser

SKU #87528

- ADA compliant and one hand operation
- Helps reduce the spreading of germs



### Tensator RollabARRIER® Crowd Management System Black Plastic "Please Enter Here" Sign

SKU #81450

- Double sided for customer view



# CLEANING AND SANITIZING

Far more than any other industry, hotels have always lived up to high expectations in terms of cleanliness, luxury, and comfortability. Here are a few necessary steps to make your business a place that guests will once again resort to for a clean, up-scale retreat.

- During a time with heightened emphasis on food and public sanitation, plan to budget in more than usual on cleaning supplies. Adopt a new “all hands on deck” approach, along with trainings with your staff to truly make sure food safety and guest comfortability measures are met at every corner of your hotel.

- Maintenance and housekeeping will expect longer, more thorough hours of cleaning rooms, along with more customer requests for deep cleaning. Portable wandstations as featured below are expected to be a go-to for requests like this, as this unit’s flexibility and efficiency reduces the labor costs associated with the manual cleaning process.
- Refine all your previously laid-out cleaning procedures – from in-room cleaning methods to public areas. High-touch items like water faucet handles and dining table surfaces to laundry linens and employee equipment all need to be rethought and improved. For cleaning in every corner of your hotel, we have designed a collection of mobile sanitizing carts to get you started on your way to creating a clean and disinfected place to work and stay.

*Credit: AHLA. “Enhanced Industry Wide Hotel Cleaning Standards.”*



**Vollrath CIPCART-2  
Companion Mobile Cleaning &  
Sanitizing System Cart**  
SKU #53697

- Includes liquid sanitizer & cleaner
- 15 gallon grey water tank



**San Jamar 9” Sani Station  
Counterstand With  
Sanitizer**  
SKU #46688

- No plumbing or electric required
- Includes Pre-portioned cleaner & sanitizer



**Vollrath Blue Plastic  
Portable Wandstation -  
16”L x 16”W x 8”H**  
SKU #12252

- Adjustable flow rate creates a more efficient sanitizing process

# COMMUNICATION AND EDUCATION

Signage is a non-obtrusive yet prominent way to remind everyone - from guests to staff - to practice sanitary guidelines and keep safe distances.

- Hand washing signage in bathrooms and back-of-house is an effective way to regularly remind employees to frequently wash their hands, especially during busy times when it might not be top of mind.
- For front of house, PPE directions are encouraged to be placed at high-traffic areas such as the lobby area (at a minimum), showing the proper way to wear, handle and dispose of masks. As many mask and face shield options are rapidly changing, we recommend our blank signage below to easily update with new protocols as you go.
- As previously stated, new AHHA guidelines will enforce 6 feet between groups travelling. At checkout desks and in busy lobbies, floor markers and crowd control signage are a great way to gently remind your guests of these regulations.



**Vinyl Social Distancing Floor Marker - 12”L x 18”W**

SKU #90851

- Removable vinyl with clear over laminate
- Red, Green and Blue



**Floorstand With Sign Holder For Sani-Cloth® And Sani-Hands® Wipes**

SKU #93379

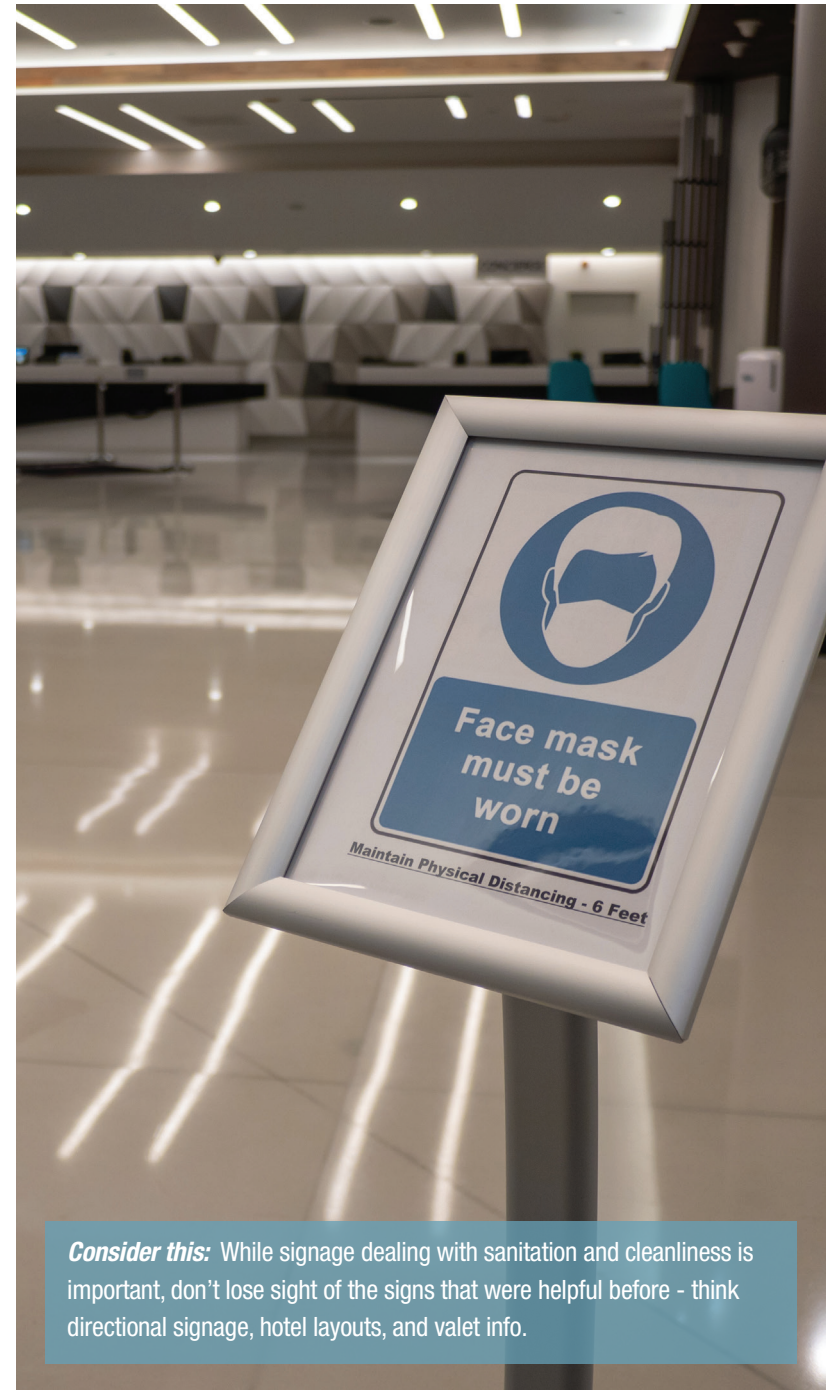
- Sturdy and durable to prevent breakage



**Expressly HUBERT® Yellow Plastic Social Distancing Sign For Crowd Control - 8 1/10”W x 11 3/4”H**

SKU #76681

- Durable plastic construction



*Consider this:* While signage dealing with sanitation and cleanliness is important, don't lose sight of the signs that were helpful before - think directional signage, hotel layouts, and valet info.