

## Healthy Property Tips

Health  
& Hygiene  
Web Guide



In this day and age of virulent flu strains, SARS, and other infectious disease outbreaks, it should be no secret that the general public is concerned about cleanliness and hygiene. For hotels, this means having to provide sanitary and hygienic conditions as well as a warm, welcoming environment.

Clean guest rooms, restrooms and public spaces can make a lasting impression on hotel guests. Consider the findings of two recent national surveys. In

one survey, 55 percent of American travelers said they examine their hotel room's bathroom immediately upon entering their room. In fact, cleanliness is so important to these travelers that fully half of those responding to the survey said that a "truly clean room and bathroom" were what they would most like to find in a hotel room upon arrival.

Respondents to this national survey gave hotel rooms middling marks on the cleanliness scale. Forty-one percent said hotel rooms looked clean but probably weren't, while 37 percent said most hotel rooms were not as clean as their own home. Common areas, such as the lobby, meeting spaces and restaurants were considered the cleanest areas in most hotels, according to 43 percent of respondents. After this were public bathrooms (30 percent), followed by the guest rooms and sleeping areas (16 percent) and the closets (9 percent).

On the bright side, respondents in another national survey named hotels the hands-down winner among all types of public restrooms in terms of perceived hygiene, as selected by 42 percent of all respondents.

While most hotel guests won't employ the "white glove test" to check for cleanliness, don't be fooled....they ARE monitoring the cleanliness and hygiene of their surroundings. What can you do to establish a marketing advantage that comes from having a truly clean and hygienic property?

## In The Guest Room & Bathroom

- Follow property and industry best practices for cleaning guest rooms, relying on household bleach and other germicidal cleaning products where necessary. *Tip: Help cleaning staff avoid spreading germs and exposure to chemical vapors or splashes by using a disposable wiper within a contained dispensing bucket as an alternative to using a spray bottle or open bucket in combination with a rag.*
- Allergies, colds and the flu can be tough on anyone, but especially when traveling away from home. Give your guests the comfort they're used to at home with brands they know and trust. *Tip: During the height of the cold and flu season, stock guest rooms with extra lotionized facial tissue, for extra comfort against sore, runny noses.*

## In The Public Restroom

- Identify "hot zones" for germ transmission. The toilet, the floor surrounding the toilet, the sink and counter, and high-touch objects such as handles and levers (found everywhere from water faucets and paper towel dispensers to the door you open on the way out of the restroom) can all harbor germs just waiting for the next pair of clean and unsuspecting hands to pick them up. *Tip: According to one of the seminal studies on microorganisms in public restrooms, the hot water tap may be more likely to harbor germs than the toilet seat!*
- Stop germ transmission in its tracks by employing no-touch systems. No-touch technology is especially crucial for hand towel dispensers, since hand towels are typically used once hands are clean, after having been washed and rinsed. That is the most important time for guests to not touch potentially germ-laden surfaces. *Tip: Look for towel and tissue dispensing systems in which users touch only need to touch the towel or toilet paper they use, reducing the spread of germs. Or look for completely "touchless" roll towel dispensers that don't have levers or cranks.*

## Around The Property

Identify "hot zones" for germ transmission. Check-in counters, elevator buttons, fitness center equipment, and door handles are just a few of the common surfaces that are touched hundreds, if not thousands of times during the day. *Tip: Choose a surface sanitizing system that's portable and easy to carry for spot-cleaning activities. And to help guests keep their hands sanitized and free from germs, provide alcohol gel hand sanitizers, which can be found in a variety of pump or wall-mounted dispensers for use throughout the property.*

- A large majority of restaurant patrons say their purchasing decisions are influenced by the cleanliness of the establishment. Don't let your restaurant be your Achilles heel by paying close attention to surface sanitation. *Tip: Color-coded disposable foodservice towels make it easy to keep surfaces clean. Use a white towel to wipe tables or countertops in the front of the house, a red towel for use with raw meat or seafood, and a blue towel for use with ready-to-eat foods. This color-coding helps to reduce chances for the cross-contamination of germs from one area to the next. Or, consider a surface sanitizer wipe to eliminate bacteria transfer between dirty rags and surfaces. Look for a sanitizer wipe that kills 99.999% of bacteria (on hard, non-porous surfaces).*

## Back of the House

- Keep your employees healthy, and they'll be less likely to transfer colds, flu and other germs to guests and other employees. *Tip: Contact your local health department or the U.S. Centers for Disease Control ([www.cdc.gov](http://www.cdc.gov)) for materials and information on staying healthy while at work. Or visit [www.kcprofessional.com](http://www.kcprofessional.com) for more tips.*
- Encourage proper handwashing among all employees. Post reminder notices in employee restrooms and make sure those restrooms are stocked with plenty of mild soap and soft, absorbent hand towels.
- For areas where a hand sink is not accessible, such as behind concierge or check-in desks, provide portable bottles of alcohol-based hand sanitizers. *Tip: Look for an instant hand sanitizer with built-in moisturizers like aloe and other skin conditioners to moisturize and prevent dry skin.*