

# Our Response to COVID-19

---

2021/3/11 [News](#)

Dear Valued Guest,

The health and safety of our guests and employees is our first priority.

In consideration of the ongoing Coronavirus situation, we have enhanced our standards of cleanliness and hygiene protocols and are taking the following precautionary and response measures.

## PUBLIC AREAS

### 1. Temperature Check

All visitors including staying guests are required to undergo temperature screenings upon entry to the building. A thermal scanner is installed at the entrance of the hotel and anyone displaying a temperature of 99.5°F (37.5°C) or above will be asked to refrain from entering.



### 2. Hand Sanitizer Station

Hand Sanitizers are placed in the public area for our guests to keep good hand hygiene.



### 3. Frequent Disinfection and Sanitization

We ensure regular disinfection and sanitization of all facilities inside the hotel with extra attention to high-touch areas including elevator buttons, door handles, tables and



chairs, gym equipment, restrooms etc. to maintain good hygiene.



#### 4. Mandatory Wearing of Masks

All staff are required to wear masks. As needed, some staff also wear face shields and gloves when attending to guests and customers. We also ask all visitors and staying guests to wear face coverings inside the property.



#### 5. Implementation of Social Distancing

Social distancing signage has been installed to assist guests maintain 6 feet away from each other in public areas. We also limit the number of guests at some facilities at a time including elevators, fitness room, and Infinity Pool.



#### 6. Protective Acrylic Boards

Acrylic boards are placed in between guests and staff in some areas including Front Desk and Guest Service to prevent droplet infection.



## 7. Limited Elevator Capacity

In order to keep the safe distance between passengers inside the elevator, we are limiting the number of passengers to 3 people at a time.



## 8. Temporary Closure and Limited Services

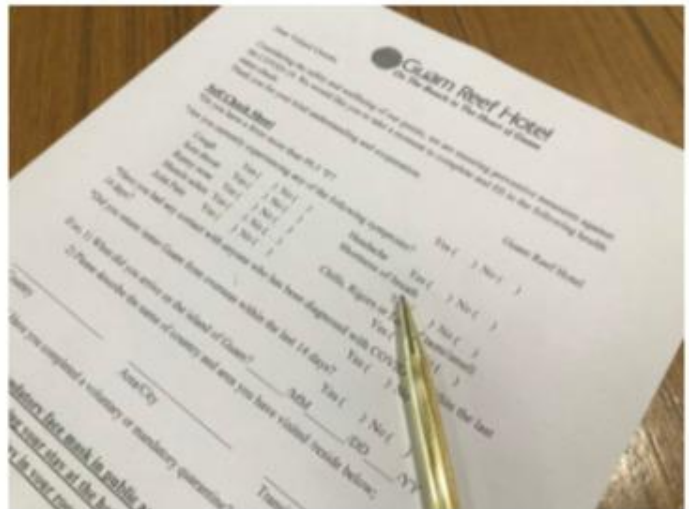
Some facilities and services have been temporarily closed or suspended until further notice in accordance with the Executive Orders issued by the Government of Guam. For more details, please click [HERE](#).

## ACCOMMODATIONS

### 1. Health Screening Questionnaire

All guests will be asked to answer a COVID-19 health screening questionnaire upon arrival, confirming the health condition as well as the points of transit prior to arrival at the hotel.

In compliance with the latest Guam Department of Public Health and Social Services guidelines, we may ask for a valid diagnostic laboratory COVID-19 PCR negative test result for SARS CoV2 within 5 days prior to arrival on Guam.



### 2. Online Registration & Compendium

We have implemented online registration option that can be done by email in advance of your arrival to reduce waiting time and direct contact upon check in. For more details about online registration, please click [HERE](#).



We decluttered unnecessary items from guest rooms including compendium, memo pad, and pen to reduce transmission of germs. Compendium is now available online on our website.



### 3. Thorough Room Cleaning & Utilization of Ozone Generators

Thorough room cleaning and sanitizing is conducted with particular attention paid to high touch items including TV remote, door handles, telephones, water faucet handles, etc. Ozone generators are used to clean guest rooms after check out as needed to disinfect the room under controlled conditions.



If you prefer to limit our housekeeping staff's entry to your room during your stay, we are happy to adjust our service accordingly. Please let us know your preference; reducing the frequency of housekeeping or just delivering additional amenities to your door (contactless delivery).

### 4. Linen Cleaning

We elevated the linen cleaning temperature from commercial grade to hospital grade and are following the guideline for laundry protocols provided by American Hotel & Lodging Association (AHLA).



**ENHANCED INDUSTRY-WIDE  
HOTEL CLEANING GUIDELINES**  
in response to COVID-19.

### 5. Contactless Delivery

In order to minimize the contact, we have implemented contactless room delivery for meals and additional amenities. Our staff will knock your door and leave the item requested.

## RESTAURANTS

## 1. Safe Distancing Table Setup

We are following DPHSS and CDC guidelines for safe restaurant operations. Our tables are arranged with safe distance and outdoor seating is available.

We also ask our guests to wear a mask when not eating or drinking.



## 2. Frequent Sanitization & Protective Board Installment

Tables, chairs and other items are thoroughly sanitized after each use. We have also installed an acrylic board at the bar cashier.



## EMPLOYEES

### 1. Health Check

Before entering the hotel, all employees are required to undergo temperature screenings and anyone displaying a temperature of 99.5°F (37.5°C) or above are required to return home and seek medical assistance.

Any employee showing symptoms of COVID-19 at home are also required to stay home and seek medical assistance.



## 2. Hand Hygiene

All employees are instructed to keep good hand hygiene by regular and thorough hand washing and hand sanitizing. Hand sanitizer dispensers are placed in the back of the house.



## 3. Personal Protective Equipment

Proper Personal Protective Equipment (PPE) is provided to employees depending on the job assignment.

## 4. Training

All employees received training on the infection controls including hygiene measures and proper use of PPE.

(\*More pictures related to the COVID-19 response can be found [HERE](#).)

Above measures are subject to change without prior notice depending on the announcement of the Government of Guam.

We will continue monitoring the COVID-19 updates and respond appropriately based on the advice and requirements issued by our local authorities.

Your understanding and cooperation is greatly appreciated.

Yasuo Hoshino

President and General Manager

Guam Reef Hotel