

# Pacific Island Holidays, LLC

## Reopening Plan

- Pacific Island Holidays, LLC is slowly opening our office to serve our customers. We are maintaining only 5 staff to deal with answering queries from customers. Some reservations are starting for the month of October, hence we are preparing the office and staff orientation.
- We are lucky because our office workstations are already six feet apart, so we will not be changing our office set-up.
- We are already wiping down the office (door handles, computer keyboards, phone, kitchen, work surface areas, etc.) twice a day. We know that everyone will continue to be vigilant after we return.

### Here is our operation Guideline

#### After Covid-19 Operation Guideline

##### Office overall

- Staff training  
All staff must complete mandated COVID-19 Protocol Training conducted by Pacific Island Holidays Human Resources per guidelines issued by the Government of Guam.
- Temperature checks for visitors and office staff  
Temperature checks for each visitors and office staff employee are strictly conducted when entering office.
- Personal protective equipment for office staff  
All staff are required to wear masks to comply with health and safety procedures nitrite gloves when applicable.

##### Office

- Cleaning frequency  
Through cleaning and sanitizing every day.
- Cleaning products & advanced technologies  
The cleaning products used throughout property consist of antibacterial cleaner from industry leading company to uphold optimum health and safety standards.
- Sanitizing stations  
A hand sanitizer station is placed at office entrance.

- Social distancing protocols  
All office desks to be distanced using the social distancing guidelines as require by the Government of Guam.
- Visitor' s record  
Every visitor should be required to fill form with name, temperature, company name, contact number and visiting time for trace.

### **Tour Desk**

- Acrylic shield  
Acrylic shield is placed on the counter to prevent infection.
- Social distancing protocols  
Markers indicating distances of 6 feet are placed in areas where guests must line up
- Sanitizing stations  
A hand sanitizer station is placed on the counter.
- Minimize cash handling while setting checks  
Designated cashiers who will be in charge of collections in an effort to minimize cross exposure from contaminated currency to staff or guest. Check and debit/credits are highly recommended as a form of payment.
- Cleaning frequency  
Through cleaning and sanitizing of each guest counter is completed after every guest left.

### **Airport counter**

- Acrylic shield  
Acrylic shield is placed on the counter to prevent infection.
- Social distancing protocols  
Markers indicating distances of 6 feet are placed in areas where guests must line up
- Sanitizing stations  
A hand sanitizer station is placed on the counter.

### **Transfer guide and Tour guide**

- **Face shield**  
Face shield will be put on by welcoming staff, transfer guide and tour guide
- **Microphone**  
Handy microphone will be used in the open air when guiding needed to keep social distance.
- **Gloves**  
Transfer guide wear gloves when handling customers baggage.