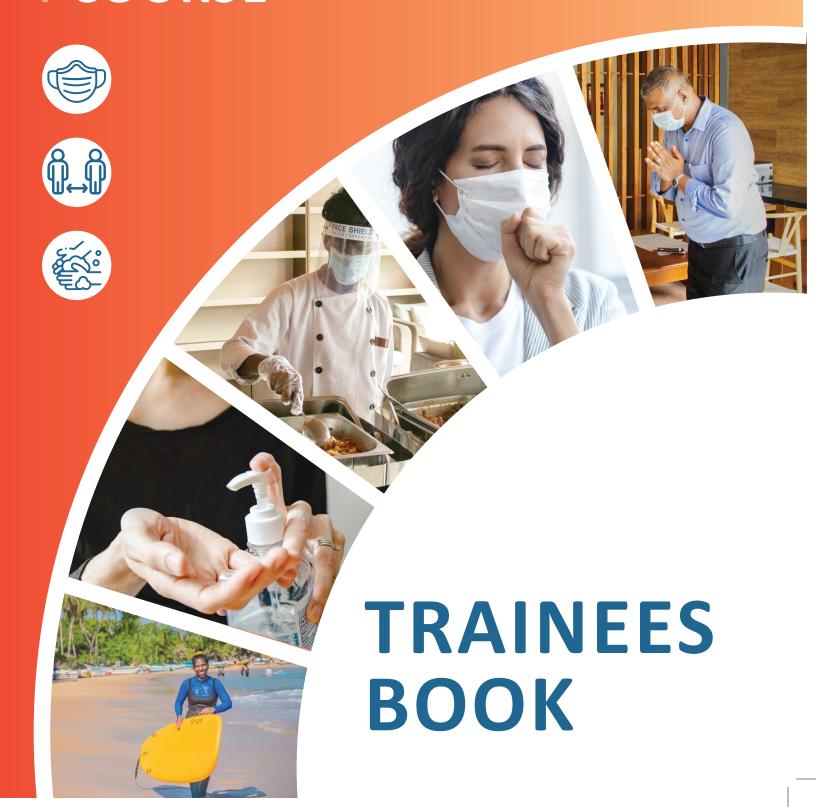








# Sri Lankan Hospitality Industry PANDEMIC PREPAREDNESS COURSE



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#### **FOREWORD**



Message from Ms. Dhammika Wijayasinge,
Director General, Sri Lanka Tourism Development Authority

The coronavirus pandemic is causing large-scale loss of life and severe human suffering globally. It is the largest public health crisis in the recent past, which has also resulted in a major economic crisis. The travel and hospitality sectors are among the most affected by this crisis.

Being a popular tourist destination, the global outbreak of the COVID 19 is having a severe impact on the tourism sector in Sri Lanka. Small and Medium scale enterprises in the tourism industry could be among the most affected.

Sri Lanka has been highly successful in its efforts to control the spread of COVID-19 and has proven that the country is not just the world's number one travel destination, but also a destination with an excellent healthcare system.

Since the relaxing of the lockdown, hotels are opening up for domestic tourism subjected to a firm guideline on health and safety measures. The country plans to reopen for international tourists during this year. It is necessary that all stakeholders comply with the guidelines and take necessary precautionary measures to ensure safety of international travelers and the citizens. I thank Skills for Inclusive Growth for preparing a pandemic preparedness course for small and medium industry stakeholders in line with our operational guidelines.

We are grateful for the Government of Australia for their generosity towards the wellbeing of the tourism sector in Sri Lanka for more than a decade.

On behalf of the Sri Lanka Tourism Development Authority, I take this opportunity to thank Skills for Inclusive Growth for their invaluable contribution in preparing the course contents and the support rendered to Sri Lanka Tourism to follow the path towards revitalized tourism industry in Sri Lanka.

Ms. Dhammika Wijayasinghe
Director General
Sri Lanka Tourism Development Authority

#### **PREFACE**



**Thinking and Working in a Pandemic** 

COVID-19 has created an unprecedented health challenge with governments, donors, NGOs, foundations and the private sector giving priority to the delivery of health and humanitarian assistance and immediate support towards strengthening fragile health systems globally.

The Pandemic is also a profound economic challenge with global and national trade disrupted or halted bringing household businesses to transnational corporations to crisis points with loss of revenue, rising unemployment and increased poverty resulting.

At the Skills for Inclusive Growth Program, an initiative funded by the Australian Government, our priority is to help manage and minimise the detrimental effects of the COVID-19 Pandemic on people, their economic life and their wellbeing through supporting the recovery and resilience of the tourism sector in Sri Lanka.

Tourism provides an opportunity to generate improved incomes for local communities across Sri Lanka by providing quality services and experiences for visitors interested in coming to Sri Lanka. Developing and marketing quality experiences and services is a key means through which visitors can enjoy Sri Lanka and purchase quality experiences, services and products. This revenue can be used to generate local jobs and distribute tourism revenues across the Island.

In working with tourism employers and the Sri Lanka Tourism Development Authority (SLTDA) we have developed a modular training package to support small business to be prepared for the post COVID recovery process to ensure they are able to return to productive enterprise that generates inclusive growth outcomes from a better performing tourism sector in Sri Lanka.

The pandemic provides an opportunity for small business to reshape the ways it has done business and engaged in the visitor economy. Now is the time to define the 'new' normal and reshape tourism services and products for higher value visitors looking for unique and authentic experiences in Sri Lanka. Small businesses dominate the tourism sector but are often overlooked in programs despite being the most likely to provide high value experiences and products for visitors across Sri Lanka.

The future of tourism if it is to achieve government policy objectives for improved local economic development and inclusion requires the integration of small businesses to develop tourism value chains and economic development corridors. It is these small businesses that can employ local communities and ensure gender equity and improved social cohesion. These businesses need support to improve quality, to be adaptive and agile to be able to support the growth and potential from a vibrant visitor economy.

We are very pleased to support the development of this COVID-19 Preparedness training package which provides training materials for Sri Lankans of all languages, has practical enterprise guidelines and workplace protocols which enable small businesses to re-open and improve in compliance with government health and tourism guidelines. The program will be initially rolled out in the East of Sri Lanka in July 2020 and extended to other districts.

To receive more information about the work of the Skills for Inclusive Growth Program please visit our website <a href="https://inclusivegrowth.com.lk/">https://inclusivegrowth.com.lk/</a>

Mr. David Ablett Team Leader Skills for Inclusive Growth Program

### CONTENTS

Foreword	1
Preface	2
Thinking and Working in a Pandemic	2
Contents	4
Welcome Note for Participants	7
Introduction and Background to this Course	8
About S4IG	8
The Course	8
Background	9
Abbreviations	11
Icon Legend	12
Module 1: An Introduction to COVID-19	13
Activity 1: What is COVID-19 and How Much Do You Know About It?	14
Activity 1a: Warm-up	14
Activity 1b: True or False	14
Activity 1c: Text	14
Activity 1d: What are the Symptoms of COVID-19?	16
Activity 2: How Does COVID-19 Spread?	17
Activity 3: How Can We Control the Spread of COVID-19?	18
Activity 4: Correct or Incorrect?	19
Activity 5: True or False? A Re-Cap	24
Module 2: COVID-19 and the Hospitality Industry	25
Activity 1: What Does COVID-19 Mean for the Hospitality Industry?	26
Activity 2: Consider Your Establishment	31
Activity 3: Understanding and Identifying Risk	32
Activity 4: How Can Risk be Controlled?	34
Activity 5: Re-consider your Establishment, Dealing with High Risk Areas	36
Activity 6: Who is Responsible?	37
Module 3: Working with Guests	38
Activity 1: Putting Yourself in a Guest's Shoes	39
Activity 2: Stages of a Customer's Journey	41
Activity 3: More on the Customer's Journey	42

Activity 4: A Reading Task	46
Activity 5: Consider Your Establishment	47
Activity 6: Reflection	48
Appendix: Expected COVID-19 Health and Safety Precautions During the Customer's Journey	49
Module 4: Working with Guests	53
Activity 1: Review of Module 3	54
Activity 2: Catering for Different Guests	56
Activity 3: Role-Play a Problem with a Guest	58
Activity 4: Your Experiences	59
Activity 5: Reflection – What Tips Would You Give?	60
Appendix 1: Possible Ways of Summarising your Establishment's COVID-19 Health and Safety Guidelines	62
Appendix 2: Possible tips for dealing with guests in the current COVID-19 situation	63
Module 5: Working with Staff	65
Activity 1: Review of the Previous Modules	66
Activity 2: Who are your Staff Members?	67
Activity 3: Who Needs to do What?	67
Activity 4: General Considerations for Your Staff (1)	68
Activity 5: General Considerations for Your Staff (2)	69
Activity 6: Reflection – Think About Your Establishment	70
Appendix 1: Departments in a Hotel or Guesthouse Business	72
Appendix 2: General Hygiene Guidelines for COVID-19	73
Appendix 3: General Hygiene and Safety Measures Recommended by the Sri Lanka Tourism Operational Guidelines	74
Module 6: Working with Staff	76
Activity 1: Review – What's the Next Word?	77
Activity 2a: Who's in the Management Team?	78
Activity 2b: What are the Management Team's Duties?	78
Activity 2c: MT Duties and Actions	80
Activity 3a: Who Are the Rapid Response Team and What Do They Do?	83
Activity 3b: Important Questions for the Rapid Response Team	83
Activity 4: Responding to an Outbreak	84

	Activity 5: Reflection – Your Establishment	85
	Appendix: Guidelines Recommended by the Sri Lanka Tourism Authority in Responding to a Potential COVID-19 Infection.	86
Modu	le 7: Working with Suppliers	89
	Activity 1: What Do We Mean by Suppliers?	90
	Activity 2: Hazards Introduced by Suppliers and Current Procedures	91
	Activity 3: How to Control / Minimize Hazards Brought by Suppliers?	96
	Activity 4: Thinking About Your Establishment	100
Modu	lle 8: Working with Service Providers	102
	Activity 1: What Do We Mean by Service Provider?	103
	Activity 2 : A Recap of General Measures	104
	Activity 3: Transport Providers - Before, During and After a Journey	106
	Activity 4: What Do I Need to Check Before Tourists Visit a Tourist Site / Attraction?	108
	Activity 5: High Risk Areas and Measures	109
	Activity 6: How Do My Operations Need To Change?	111
	Activity 7: Do's and Don'ts	112
	Activity 8: Reflection	114
Modu	lle 9: Working with Tour Operators	115
	Activity 1: Who Are Your Customers?	116
	Activity 2: Catering for Different Customers	117
	Activity 3: Role-Play a Problem With a Customer	118
	Activity 4: What Advice Would You Give?	119
	Activity 5: Reflection – Consider Your Business	120
	Appendix: Important Advice for Dealing with Customers in the Current COVID-19 Situation	121
Modu	le 10: Summary and Reflection	122
	Activity 1: A Tripadvisor Review – What Went Wrong?	123
	Activity 2: Customer Feedback Questionnaires	124
	Activity 3: Create Your Own Customer Feedback Questionnaire for COVID-19	125
	Activity 4: Try Your Hand at Training	127
	Activity 5: Socially Distanced Slap-the-Board	135

#### WELCOME NOTE FOR PARTICIPANTS

Dear Participant,

Welcome to this 4 day training course. As a participant in this course, you will learn about the importance of managing your personal behaviours and actions to ensure that you, your guests, and your colleagues are not exposed to added risk of contracting COVID-19.

As hospitality providers you have a **duty of care to ensure the health and safety of your guests, staff and others who work with you.** You also have a duty to keep up to date with new information and guidelines as they emerge.

Your responsibility starts with this training event. You will be required by your trainer to respect the health and safety of all those joining you in this programme. Please respect others by practising the following COVID-19 rules. As a minimum you need to:

Maintain a social distance of a minimum 1.5 metres between you and others.
Wear face masks for the duration of the training.
Regularly wash your hands and keep good hygiene.
Use the hand sanitiser, tissues, paper towels, and additional face masks and disposal bins which are available in the training room. Please ask if you need anything.
Use your own stationery. DO NOT share pens, notebooks, etc.
Leave your bags and other belongings in the designated safe area.
Read the poster with the course's health and safety rules.
Notify your trainer if you feel ill.

We wish you every success on the Pandemic Preparedness for the Sri Lanka Hospitality Industry Course. We hope that you find the course useful and will be able to implement significant changes in your own establishment for your safety, your guests and those you work with.

## INTRODUCTION AND BACKGROUND TO THIS COURSE

This course was prepared by Skills for Inclusive Growth (S4IG) to support Sri Lankan hospitality providers adapt their way of working to manage operations in context of COVID-19. By employing the information outlined in this document and associated training resources, hospitality providers should be well prepared to serve local and foreign tourists (when this restarts), as well as contribute responsibly to keeping the country safe.

#### **About S4IG**

Skills for Inclusive Growth (S4IG) is an initiative of the Australian Government in collaboration with the Ministry of Skills Development, Employment and Labour Relations. The S4IG Program delivers skills training to improve the lives of women, men and persons with disabilities in the tourism and hospitality industry in Ampara, Batticaloa, Polonnaruwa and Trincomalee to strengthen the performance of enterprises, improve their quality of services, generate employment and increase incomes.

#### The course

The Pandemic Preparedness Course for the Sri Lankan Hospitality Industry has been designed to enable Hospitality and Tourism Operators to confidently demonstrate their compliance with any local and international regulations, and manage guests expectations visiting Sri Lanka during the COVID-19 pandemic.

This training is an initiative of the S4IG Program and the Sri Lanka Tourism Development Authority (SLTDA). The training package has been developed by David Webb Consultants with their skilled professional team, with support from the Institute of Health Policy (IHP), S4IG and the SLTDA. The training package is recognised as providing surety of quality to employers and trainees looking to improve their performance in managing COVID-19 across the tourism value chain.

We gratefully acknowledge the support extended from both government and the private sector towards the development of these training resources and look forward to their widespread implementation across workplaces in Sri Lanka.

COVID-19 will impact different businesses in different ways. These guidelines are meant to help accommodation and hospitality service providers operate as safely as possible under COVID-19. While it is important to follow the hygiene and safety guidelines, providers should adapt the information in this document to suit their individual type and size of business.

This course has been designed to make it easy to understand and use. It is broken down into easy access sections with many examples. Hospitality providers have been asked by the Sri Lankan Government and the SLTDA to implement safety and hygiene measures. The course aims to make those measures easy to understand and apply.

The changes to the way hospitality providers operate are not intended to be onerous. The measures are intended to help providers to operate safely by implementing safety and hygiene practices that serve to protect everyone from COVID-19. Then hospitality providers, from large to small can continue to operate their businesses, while we all learn to live with COVID-19.

This document includes measures for small to large accommodation establishments, hospitality industry suppliers and service providers. Where measures need to be heavily adapted to suit smaller operators, we have included sections and examples for them under the heading 'for homestays'.

Overall, we encourage hospitality operators to have their own plan and mechanisms in place that suit their specific business operations. Please adapt the information in this course and ensure that you have COVID-19 measures in place that are fit for your situation.

#### **Background**

Since the COVID-19 virus emerged in China in late 2019, it has spread to almost all countries in the world, causing an unprecedented and global public health and economic crisis. By the end of July 2020, the virus had infected more than 15 million people and killed more than half a million around the world.

These rates are driven by the high infectiousness of the virus, comparable to the common cold. A significant number of people with COVID-19 have no symptoms, and most cases in Sri Lanka have been in this category. Yet people without symptoms can still infect other people, and many infections occur this way.

Experts estimate a vaccine may be 12-18 months away. We will have to live with this infectious disease for some time. Until then, international travel and tourism will remain highly restricted. Countries like Sri Lanka, Australia and New Zealand who have been able to prevent continuous spread of the virus face a particular challenge as their first priority will be to prevent the virus coming back into their countries. These countries are likely to maintain stringent border controls, which not only prevents tourists visiting them, but also makes it less likely that their tourists will want to visit Sri Lanka, since they may face quarantine when they return home.

For these reasons, governments in places, such as Australia, New Zealand and Taiwan, have indicated that they will keep their borders closed to international tourists until 2021 to keep their countries safe. Although the Sri Lankan government agencies have previously announced dates for re-opening to foreign tourists, many medical bodies and experts in Sri Lanka have advised against this and the date for re-opening may be delayed further. However, even if this happens, the country should remain safe for local tourists to travel within the country.

For these reasons, hospitality providers in Sri Lanka need support and guidance to effectively manage the COVID-19 challenge, to protect their staff and to provide guests the assurance that their health is being adequately protected.

This training course is based on information from the Sri Lanka Ministry of Health (MoH), SLTDA, and the World Health Organisation (WHO) as well as insights from a range of international sources, including experts, business owners and officials from various governmental and non-governmental bodies, to understand the varying perspectives on COVID-19 related issues.

The SLTDA introduced guidelines for the Tourism Industry on 8 June 2020. The guidelines were written for the purpose of preparing hospitality operators for managing guests who arrive from abroad. The guidelines provide a detailed outline of the procedures and protocols that those in the tourism industry need to implement as suits their specific situation, with additional guidance, bearing in mind the more likely scenario that most of their guests will be local tourists.

#### **Useful Resources**

Sri Lanka Tourism Development Authority, 2020. Sri Lanka Tourism Operational Guidelines with Health Protocols, Version 1, 08 June 2020. Ministry of Tourism and Aviation. https://www.sltda.gov.lk/storage/documents/SLTourism-OperationalGuidelines.pdf

This course focuses on practical applications of the COVID-19 operational guidelines and is targeted at those working in the hospitality sector. It has been designed to be user friendly.

Below you will find other benefits of the course:

- This is a guide explaining how to implement the SLTDA guidelines for your business so that it can survive and thrive.
- With this course, you can check if what you're doing is right with regards to the new regulations. It aims to answer questions specifically related to hospitality businesses.
- This course will help you understand your guests' concerns relating to COVID-19 and how to keep them informed, safe and happy.
- This guide will help you get the best out of your staff and make sure they follow the rules for their own safety and that of the guests.
- This guide will help you ensure that outside contractors and suppliers follow safety rules when they come onto your premises.
- This guide will help you follow correct procedures to minimise the exposure of guests and staff to the virus, both on-site and when they are outside of the premises.

Preparing successfully for managing COVID-19 focuses on maintaining good health and safety and hygiene and following some basic protocols. This course helps you to address the challenges that COVID-19 brings.

#### **ABBREVIATIONS**

**BOH** - Back of house

FOH - Front of house

**HODs** - Head of departments

**MoH** - Ministry of Health

MT - Management Team

**PPE** - Personal Protective Equipment

**RRT** - Rapid Response Team

SLTDA - Sri Lanka Tourism Development Authority

WHO - World Health Organisation

S4IG - Skills for Inclusive Growth

PHI - Public Health Inspector

**HACCP** - Hazard Analysis and Critical Control Points

MOH - Medical Officer of Health

F&B - Food and Beverage

NIC - National Identity Card

FIT - Free Independent Travellers

COVID-19 - Coronavirus Disease 2019

**HPB** - Health Promotion Bureau

**GM** - General Manager

AC - Air conditioning

**BMICH** - Bandaranaike Memorial International Conference Hall

**SLAPCEO** - Sri Lanka Association of Professional Conference, Exhibition and Event Organizers

EPID - Epidemiology Unit (MoH)

EOHFS - Occupational Health Unit (MoH)

SMEs - Small to medium enterprises

### **ICON LEGEND**



Hotel



Guesthouse



Homestay



Remember / don't forget



Think about



Staff



Guests



Reflection

Hand sanitiser



Record



Avoid physical contact



Avoid touching eyes, nose, mouth



Transport



Trips / excursions



Suppliers



Gloves



Face mask



Wash hands



Social distancing



Stay home



Cleaning



Elbow sneeze



Contact tracing



Hazards / risks



Avoid sharing food



## Module 1:

#### **An Introduction to COVID-19**



Module Aims: By the end of this module, participants will...

- 1. Have considered the significance and challenges of the COVID-19 health crisis.
- 2. Have considered how COVID-19 spreads and measures that can be taken to control the virus.
- **3.** Have discussed some common myths related to COVID-19.

## Activity 1a: What is COVID-19 and How Much Do You Know About It?

ON THE SECOND	

Discuss with a partner what you already know about COVID-19 and make some notes:		

#### **Activity 1b: True or False**

Together with your partner, discuss whether the statements below are true or false. You do not need to write anything in the notes section yet.

	Statements	T/F	Notes
01	Coronavirus only affects older people.		
02	Eating garlic helps prevent infection.		
03 Ultra-violet (UV) lamps should not be used to disinfect hands or other areas of your skin			
04	COVID-19 virus can be transmitted in areas with hot and humid climates		
05	Being able to hold your breath for 10 seconds or more without coughing or feeling discomfort does not mean you are free from the coronavirus disease (COVID-19)		

06	5G mobile networks spread COVID-19	
07	Cold weather and snow can kill the new coronavirus	
08	Adding pepper to your soup or other meals prevents or cures COVID-19	
09	Most people who get COVID-19 will not recover	
10	The prolonged use of masks when properly worn, does not cause CO2 intoxication nor oxygen deficiency	

#### **Activity 1c: Text**

- **10** Your trainer will give you some information, what does it represent? Discuss with your partner.
- Now read the following text about COVID-19 and fill in the blanks with the information from the previous task and your own ideas

t	As of the beginning of July 2020, the virus has affected over countries and territories, with more than million confirmed cases and over reported deaths.
r	The COVID-19 pandemic brought lock downs/shut-downs in almost all countries and halted many sea and operations bringing the entire world to a standstill. Global health experts including the World Health Organisation (WHO), believe that it will be another months or more before an effective vaccine is found and made available.
	n Sri Lanka the total number of active cases of COVID-19 as of July 2020 was under with deaths.
i	The industry is one of the worst affected of all major economic sectors. Given its mportance to the national economy of Sri Lanka, it is vital that tourism activities resume at the earliest, by ensuring all necessary health and safety protocols and are in place.
	Edited from SRI LANKA TOURISM OPERATIONAL GUIDELINES WITH HEALTH PROTOCOLS. VERSION 1 - 08 IUNE 2020 and https://www.worldometers.info/coronavirus/countries-where-coronavirus-has-spread/
)o	stions:

#### **Questions:**

Was	Was there new information to you about COVID-19? Anything that surprised you?			

#### **Activity 1d: What are the Symptoms of COVID-19?**

#### **Symptoms**

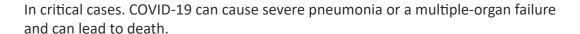
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#### Most common symptoms:

- Fever
  - Fatigue
- Dry cough

#### Some patients may also have:

- Aches and pains
- Runny nose
- Sore throat
- Shortness of breath
- Diarrhoea





#### Remember:

- Some people become infected but don't develop any symptoms and don't feel unwell.
- Most people recover from the disease without needing special treatment.
- Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and develops difficulty breathing.

otes	

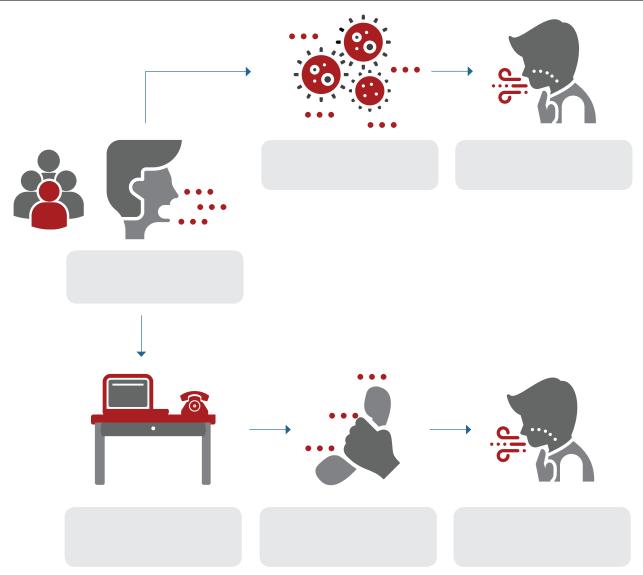


#### **How Does COVID-19 Spread?**

You have already discussed what COVID-19 is, its effect on the world and the symptoms. Because of its implications for the hospitality industry we need to know how it is spread and how to control /minimise the risks.

Work in groups. Can you complete this diagram with the 6 statements below to show how COVID-19 is spread?

Droplets land in nose, mouth, possibly lungs	4. Infected with Coronavirus SARS-CoV-2
2. On fingers from touching	5. The droplets eventually get into nose and mouth
3. Droplets fall on surfaces / objects	6. Droplets containing virus in the air

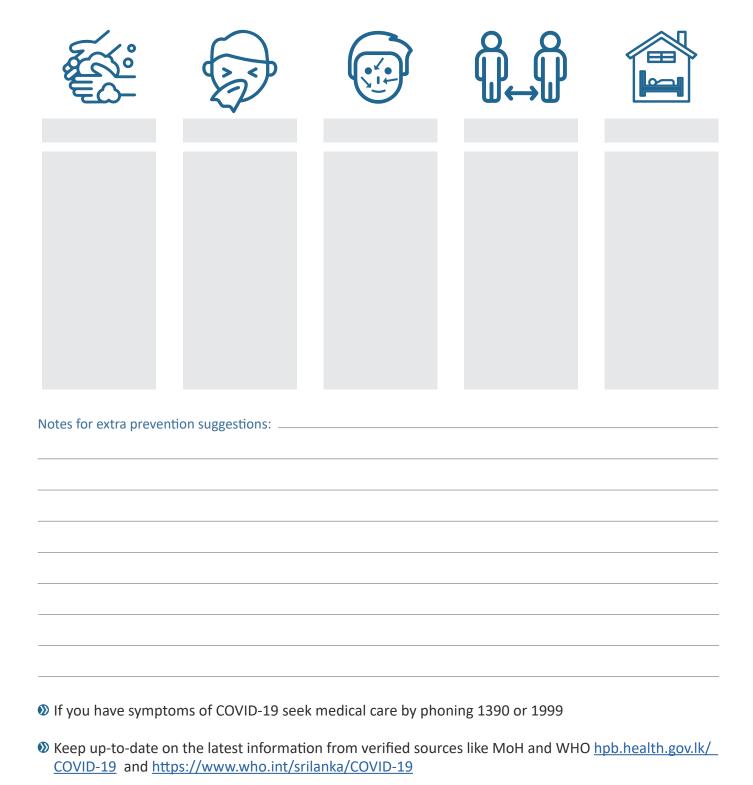




#### **How Can We Control the Spread of COVID-19?**

Below are pictures representing the common prevention tips to control COVID-19. What do they mean?

Can you give a title to each and add some brief advice?



#### **Correct or Incorrect?**

- Correct or Incorrect?
- If incorrect, why?
- What should be done?



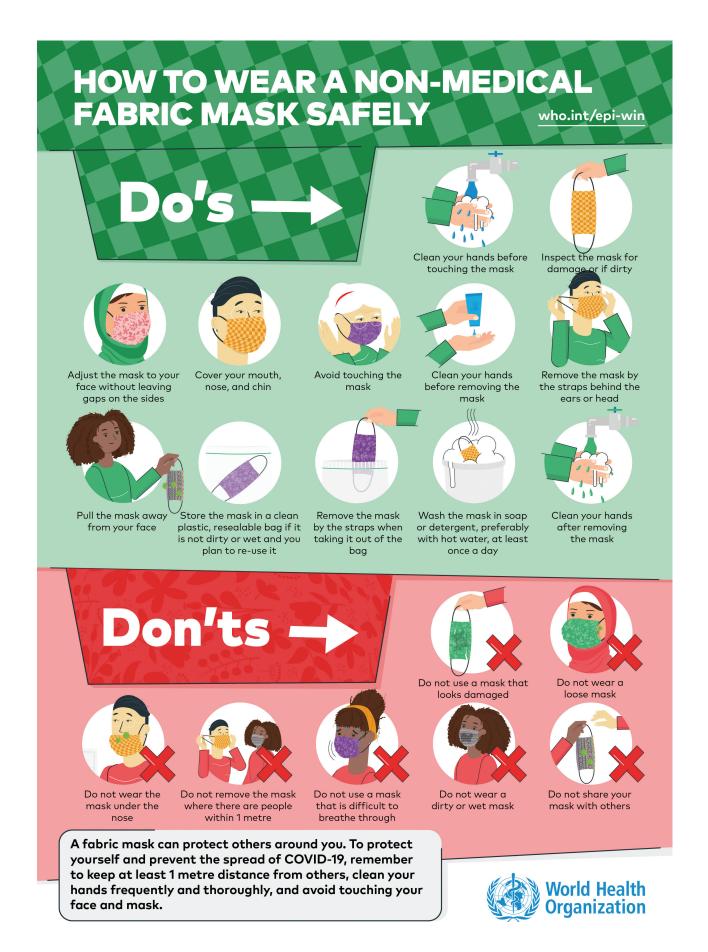
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Notes	



https://www.who.int/images/default-source/health-topics/coronavirus/clothing-masks-infographic---(web)-logo-who.png?sfvrsn=b15e3742 16

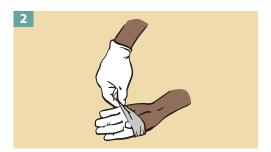
## **How to Remove Gloves**

To protect yourself, use the following steps to take off gloves



Grasp the outside of one glove at the wrist.

Do not touch your bare skin.



Peel the glove away from your body, pulling it inside out.



Hold the glove you just removed in your gloved hand.



Peel off the second glove by putting your fingers inside the glove at the top of your wrist.



Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.



Dispose of the gloves safely. Do not reuse the gloves.

https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf

Notes			

#### True or False? A Re-Cap

Look back to activity 1b in your workbook, True or False. Would you like to change any of your answers based on what you have learnt today?

You will now look at the pictures around the room to check your answers. Please make notes in your workbook.



#### Remember:

- There is no known cure for COVID-19.
- Working in the hospitality industry you must take health, safety, security and hygiene very seriously.
- You are responsible for the health and safety of yourself, your colleagues and your guests.
- Ensuring there is a high standard of hygiene helps to make the workplace safe for everyone.

Continuously evaluate the COVID-19 health and safety precautions enacted by your establishment. Can the precautions be improved?

Notes	



## Module 2:

#### **COVID-19** and the Hospitality Industry



Module Aims: By the end of this module, you will...

- **1.** Have developed awareness of the changes that will need to be implemented to manage COVID-19 and how this relates to your own organization.
- **2.** Discussed problems that may arise when introducing these changes and considered solutions to them.
- **3.** Be able to define what constitutes high-risk areas in relation to COVID-19 and how you can minimise these hazards.
- 4. Have been introduced to Response Teams; what they are and how to implement one.

## Activity 1a: What Does COVID-19 Mean for the Hospitality Industry?

What can you remember about COVID-19 from the last module?				
Your notes				
When making changes in your establishment you need to consider:				
Staff				
Guests				
Suppliers (Contractors / Deliveries / Security)				
◆ Tour Operators / Service Providers				
This training and following workshops will be organized into these categories above.				

Your trainer will give you a page representing one of the groups mentioned above. With your group add in comments about what this group did before COVID-19 and what needs to be done now (Columns 2 & 3 only)

Walk around the room and read about the other groups.

Please remember to socially distance while you walk around the room and read. No more than two people should read each page at a time.

You can add notes during feedback below:

Guests	What was the procedure at your establishment before COVID-19?	COVID-19 health and safety precautions that will need to change	Different / extra measures that need to be taken
Wash	Guests do not have to wash their hands before entering the building		
Cover		Ensure all guests wear masks before entering.	
Avoid			
Distance			
Isolate		If a guest becomes sick	
Other	Guests can come and go from the property as they please, without staff involvement.		

Staff	What was the procedure at your establishment before COVID-19?	COVID-19 health and safety precautions that will need to change	Different / extra measures that need to be taken
Wash			
Cover			
Avoid			
Distance	We hugged or shook hands to say hello to each other		
Isolate			
Other			

Suppliers Contractors Deliveries Security	What was the procedure at your establishment before COVID-19?	COVID-19 health and safety precautions that will need to change	Different / extra measures that need to be taken
Wash			
Cover			
Avoid	Suppliers entered the building and touched many surfaces		
Distance			
Isolate			
Other			

30

Tour Operators	What was the procedure at your establishment before COVID-19?	COVID-19 health and safety precautions that will need to change	Different / extra measures that need to be taken
Wash			
Cover			
Avoid			
Distance	They entered the building assembled groups of tourists together for a briefing / meeting (no distance)		
Isolate			
Other			







#### **Consider Your Establishment**

Now that you have discussed general requirements, it's time to think about your own establishment in more detail. Are there any perceived challenges in getting these users groups to adopt the requirements of the regulations and guidelines?

Look again at the table in Activity 1. This time, look at the third column: **Different / extra measures that need to be taken**. Consider which of the COVID-19 safety precautions listed in the middle column have been enacted at your own establishment. Can all the precautions be enacted? If not, why not? Think about these questions and add notes to the 3rd column in your workbook.

Now work in pairs. Make sure your partner is from a different type of establishment. Tell each other the observations you have made in the third column. Can you find points of similarity in what you are doing or not doing at your establishments?

Notes	

#### **Understanding and Identifying Risk**

Now you have understood the general measures that need to be taken, you will look at risks associated with different areas of the accommodation establishment.

Complete the table below by deciding if each area is a high, medium or low risk for COVID-19 and the reasons why.

Area	High, Medium or Low Risk	Why?
Restaurants / dining area		
Elevators		
Common washrooms		
Reception desk		
Self service tea coffee and water stations		
Games Room		
Lobby seating area		



#### Remember:

- Each accommodation establishment should assess the risk levels for all areas of their premises.
- High risk areas are those with increased exposure or increased contact.
- Many areas in a hotel, guesthouse or homestay are at high risk for COVID-19.

Notes	

#### How Can Risk be Controlled?

Now that the high risk areas have been identified, you will think about ways of controlling, minimising or reducing these hazards for the safety of your staff and guests.

Below is a table with hazards on the left and controls on the right. The headers have been removed and are listed underneath. Read the text carefully and put the headers back into the text.

Now check/discuss your answers with a partner.

What is the main hazard?	How can it be controlled?	
Congestion: in tight spaces and high traffic areas.	e.g. at the hotel entrance, outside lifts and other spots where guests queue.	
<b>Exposure:</b> through close contact face to face with other people.	Stagger restaurant tables so people are not eating in front of each other. This is one of the most high risk activities since face masks are removed. Consider spacing between tables also.  Where face to face exposure can't be avoided, such as at the reception desk, ensure staff wear face masks, to separate staff and guests.	
<b>Exposure:</b> through contact with surfaces or objects	for each FOH area. High touch items and high risk areas should be sanitised multiple times a day.  thoroughly on the COVID-19 cleaning requirements.  from FOH areas, such as sculptures on tables. Items that cannot easily be cleaned and sanitised should be removed from display/use.	

guests to maintain a safe distance.	to your establishment so it is easy for
signage showing where to sit (or n	. Remove excess furniture. Install ot sit).
and pool.	of common facilities, such as gym
prepare suitably spaced out tables	for dining, so that the restaurant can
	at one time to a safe number. , such as perspex on tables to ensure guests stand 1.5m apart.
	signage showing where to sit (or n

Limit how many guests can use shared facilities	2. Train staff
3. Make physical changes	4. Minimise face to face exposure.
5. Use floor markers	6. Remove unnecessary objects
7. Install sneeze guards / plastic screens	8. Space out tables and chairs 1.5m apart
9. Install floor markers a safe distance apart	10. Set up one way flows using directional markers
11. Use dividers to segregate spaces	12. Encourage pre-booking
13. Encourage reservations	14. Establish a cleaning schedule

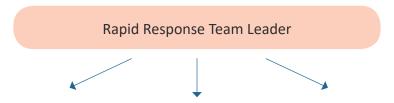
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#### Re-consider your Establishment, Dealing with High Risk Areas

Look back at your notes in exercises 3 & 4. Do you need to change anything in your establishment to reduce and control the hazards in high-risk areas? How would you do this? Discuss these questions in your groups and make notes.

Notes	

## Who is Responsible? Who is in the Rapid Response Team (RRT)?



Rapid response team members from each department

#### What does the RRT do?

#### The RRT will:

- Respond to emergencies
- Attend training by relevant authorities
- Carry out tasks assigned by the management team
- Oc-operate with all staff to demonstrate, educate and collect data
- Report to the management team on COVID-19 situational updates

#### Who is in the Management team (MT)

The Management Team should be headed by the General Manager (or head of the establishment), and include other higher officials, such as Head of Departments (HODs), Hotel Doctor / On-Call Doctor, RRT Team Leader.



#### Remember::

The SLTDA requires all accommodation providers to set up two teams as part of their COVID-19 response: **The Management Team** (MT) and **The Rapid Response Team** (RRT).

The goal of these teams is to prevent incidents, effectively manage COVID-19 cases and reduce the risks for all on the premises.

The correct individuals to join these two teams should be carefully selected based on their role, seniority, capability and willingness.



# Module 3:

### **Working with Guests**



Module Aims: By the end of this module, you will...

- 1. Have considered the stages and places of the customer's journey in relation to a hotel.
- **2.** Have considered guests' expectations for COVID-19 health and safety precautions at each stage and place in the customer's journey.
- **3.** Have evaluated your own establishment's COVID-19 health and safety precautions at each stage and place in the customer's journey.

#### **Putting Yourself in a Guest's Shoes**



Imagine you are this person who is visiting Sri Lanka for a holiday after the COVID-19 pandemic.



Your name is Angela. You come from Germany and you are 62 years old.

Germany took the COVID-19 virus very seriously. The country did a lot of tests and provided a lot of hospital beds for people who were sick. Although 8,800 German people died from COVID-19, the death rate was less than that in many other European countries.

You feel proud of what Germany did during the pandemic. Also, your part of Germany was under a curfew during March and April 2020, so you feel that the virus was a serious problem.

After the pandemic, you decided you needed a holiday. However, your children are a little bit worried about you travelling to Sri Lanka. You are old enough to be in a high-risk group for COVID-19, i.e. over 60 years old. You told your children not to worry and promised them you would be careful

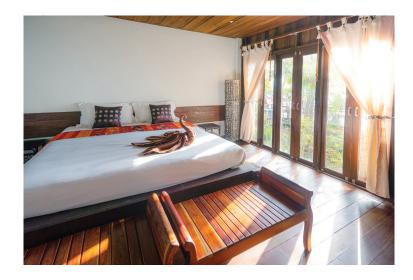
Now you, Angela, are entering different parts of the Sri Lankan hotel she has booked. There are pictures of these parts below.

Mindful of COVID-19, what do you expect to see? What do you expect the staff to do?

01.



02.



03.



Now, work in groups, discuss what Angela would expect for COVID-19 health and safety precautions in each part of the hotel.

### Stages of a Customer's Journey

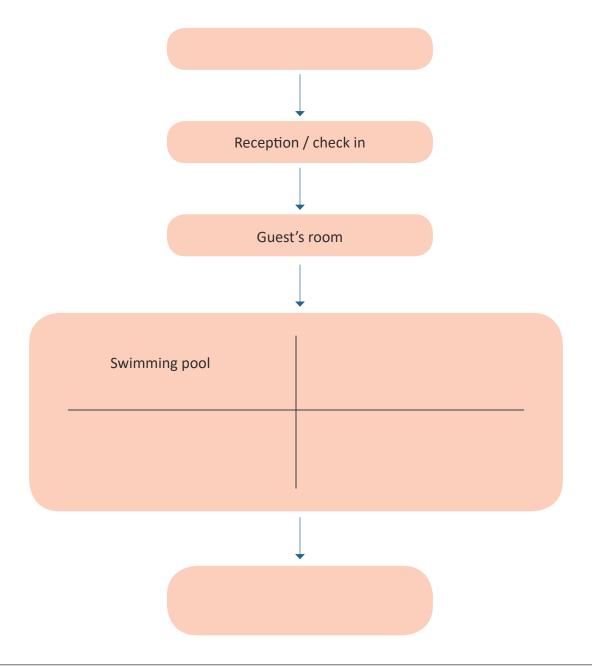


This is a definition of what is meant by the term, 'the customer's journey':

The customer's journey – "the path of sequential steps and interactions that a customer goes through with a company, product and / or service" (from <a href="www.transformation.ai">www.transformation.ai</a>).

You have already talked about three stages – the reception / check-in, the guest's room and the swimming pool – in the journey that customers take when they use a hotel.

Work in groups. Can you complete this diagram with other stages of the hotel customer's journey?



#### More on the Customer's Journey

Look at the table below. Its first column lists eight common stages or places in the customer's journey when he or she stays in a hotel.

In the middle column are COVID-19 health and safety precautions that a guest like Angela might expect from a hotel for the reception / checking in, in the guests' rooms and at the swimming pool. We discussed these in Activity 1.

Think for a minute. What COVID-19-related items would guests expect at the booking stage – i.e. when they are first looking online, searching for possible hotels, evaluating, deciding and making arrangements?

Now work in four new groups. Your trainer will assign you one of the remaining four stages or places on the chart. Discuss the COVID-19 health and safety precautions that might be expected for that area of the hotel. Write your ideas in the corresponding box in the middle column of the table.

Stage or place in the hotel	COVID-19 health and safety precautions that guests might expect	What is the situation at your establishment just now?
Booking		
Reception / check-in	<ul> <li>Social distancing at the reception desk.</li> <li>A system whereby only a certain number of guests are checked in at one time.</li> <li>Chairs arranged in the reception area so that waiting guests are socially distanced.</li> <li>A contact-tracing register to sign.</li> </ul>	

	A health declaration form to sign.	
	A temperature check.	
	A sanitised doormat before people enter.	
	Hand sanitiser at the reception desk.	
Reception / check-in	Regular sanitisation of the reception countertop.	
	Sanitisation of luggage.	
	Staff and guests wearing face masks.	
	Sanitisation of room keys and cards before they are given out.	
	• Use the Sri Lankan 'Ayubowan' greeting. No handshakes!	
	Digital check-in as much as possible.	
	Sevidence that the room has been sanitised since the last occupant.	
	Evidence that 'high-touch' items in particular have been sanitised.	
	Not too many extras or 'decorative' items – the more cluttered the room is with things, the more risk there is of contamination.	
Guest's room	A hygiene kit.	
	A 'designated basket' for used towels.	
	Sufficient time for cleaning between occupancy of the room.	
	A room servicing arrangement that is appropriate for the COVID-19 situation.	

	Use of the pool only by hotel guests, not outsiders.	
	A limit to the number of people using the pool at any one time.	
	Towels being picked up from and dropped off at a designated location.	
Swimming pool	Sunbeds arranged for social distancing.	
	Sunbeds disinfected after use.	
	Evidence that the pool is being regularly checked / chlorinated / disinfected.	
	Consider if it is appropriate to keep the swimming pool open in the current situation.	
	keep the swimming pool open in	
Nata		

Notes	

Dining room / restaurant / café / bar	
Fitness areas (gyms, spas, sports facilities, etc.)	
External trips and activities	
Departure / check-out	

#### **A Reading Task**

Seven panels have been stuck up on the walls of the training room. Each panel shows a page from a document that a hotel has put on its website. The document tells prospective guests what COVID-19 precautions the hotel is taking.

Walk around the room and read the precautions. Are there any ideas that you didn't mention during Activity 1 and Activity 3? If so, add them to the middle column of the table in Activity 3 above.

Are there any ideas that you particularly like? Why?

Please remember to socially distance while you walk around the room and read. There are two copies of each panel, so no more than two people should read each panel at a time.

Notes	
110 003	





#### **Consider Your Establishment**

Look again at the table in Activity 3. This time, look at the third column: What is the situation at your establishment just now?

Consider which of the COVID-19 safety precautions listed in the middle column have been enacted at your own establishment. Can all the precautions be enacted? If not, why not? Also, is there anything about your establishments that might require different or extra precautions? Think about these questions and write notes in the third column.

Then work in pairs. Make sure your partner is from a different establishment. Tell each other the observations you have made in the third column. Can you find points of similarity in what you are doing or not doing at your establishments?

Notes	



#### Reflection

Think back on the training session you have just had and make notes in the table below.

Think about	What was it?
One thing you hadn't known before this training session.	
One thing you knew about but didn't think was important before this training session. However, you have now changed your mind!	
One thing you are going to change or do back at your establishment as a result of this training session.	



#### Remember:

- Think of the guests' experience at your establishment as a 'customer's journey' and put yourself 'in their shoes' as they experience the different stages of that journey.
- Carefully consider what expectations guests will have for COVID-19 health and safety precautions at each stage in that journey.
- Continuously evaluate the COVID-19 health and safety precautions enacted by your establishment at each stage in the journey. Can the precautions be improved?

#### **APPENDIX**

# **Expected COVID-19 Health and Safety Precautions During the Customer's Journey**

Stage or place in the establishment	COVID-19 health and safety precautions that guests might expect
Booking	Material on the hotel's website outlining all the COVID-19 health and safety precautions being administered at the hotel. This might be some general information, with a link to a pdf listing all the precautions in detail.
	Social distancing at the reception desk.
	A system whereby only a certain number of guests are checked in at one time.
	Ochairs arranged in the reception area so that waiting guests are socially distanced.
	A contact-tracing register to sign.
	A health declaration form to sign.
	A temperature check.
	A sanitised doormat before the entrance.
Reception / check-in	Mand sanitiser at the reception desk.
	Regular sanitisation of the reception countertop.
	<b>Sanitisation of luggage.</b>
	Staff and guests wearing face masks.
	Sanitisation of room keys and cards before they are given out.
	• Use the Sri Lankan 'Ayubowan' greeting. No handshakes!
	Digital check-in as much as possible.

Evidence that the room has been sanitised since the last occupant.
Evidence that 'high-touch' items in particular have been sanitised.
Not too many extras or 'decorative' items. The more cluttered the room is with things, the more risk there is of contamination.
A 'designated basket' for used towels.
Sufficient time for cleaning between occupancy of the room.
A room servicing arrangement that is appropriate for the COVID-19 situation.
<b>③</b> Use of the pool only by hotel guests, not outsiders.
A limit to the number of people using the pool at any one time.
Towels being picked up from and dropped off at a designated location.
Sunbeds arranged for social distancing.
Sunbeds disinfected after use.
Evidence that the pool is being regularly checked / chlorinated / disinfected.
Oconsider if it is appropriate to keep the swimming pool open in the current situation.

Stage or place in the establishment	COVID-19 health and safety precautions that guests might expect				
	Where there is queuing, a socially distanced system of queuing is used.				
	Encouraging bookings beforehand, especially for groups.				
	Insisting on bookings for 'walk-in' guests, or restricting the dining facilities to hotel guests only.				
	Restricting the number of people who can sit at tables (though allowances have to be made for families with young children)				
	Designated tables for long-term guests.				
Dining room / restaurant / café / bar	Making sure tables are properly socially distanced.				
	• Hand sanitisers, wipes, etc., for guests when they enter the facilities.				
	All serving staff wearing face masks.				
	Tables and chairs sanitised after use.				
	No pre-set cutlery.				
	Sometimes in the property of the property o				
	• Laminated menus that are sanitised after use, or the menu provided on a single large board.				
	Solution Is it wise / feasible to have a buffet in the current situation?				
	Use limited to hotel guests only.				
	Requirement for advance booking.				
Fitness areas (gyms, spas, sports	Sequipment arranged to suit social distancing.				
facilities, etc.)	• Guests are required to bring their own face masks and water bottles.				

Fitness areas (gyms, spas, sports facilities, etc.)	<ul> <li>Hand sanitisers, wipes, etc., for guests using the areas. Everyone required to sanitise their hands before and after using equipment.</li> <li>Equipment / activity areas sanitised after use. Thorough and regular cleaning of areas.</li> <li>Towels being picked up from and dropped off at a designated location.</li> <li>Sports items (rackets, balls, etc.) dropped off into a designated box afterwards.</li> </ul>
External trips and activities	<ul> <li>Make sure that all 'service providers' from outside your staff follow agreed COVID-19 health and safety guidelines.</li> <li>Ensure all vehicles used are sanitised before and after every trip.</li> <li>Impose a limit on the number of passengers carried in vehicles. The number will have to be significantly smaller than what it was before the pandemic. (For example, two passengers maximum in a car, no more than 50% capacity in a larger vehicle.)</li> <li>Guests must wear face masks when travelling.</li> <li>Limit trips and activities to venues where you are sure of the venues' sanitation and you are sure there is a low risk of infection.</li> </ul>
Departure / check-out	<ul> <li>Neep it digital as much as possible – emailed receipts rather than printed ones, etc.</li> <li>Social distancing at the reception desk.</li> <li>A system whereby only a certain number of guests are checked out at one time.</li> <li>Hand sanitiser at the reception desk.</li> <li>Regular sanitisation of the reception countertop.</li> <li>A drop box for room keys and room cards.</li> </ul>



# Module 4:

### **Working with Guests**



Module Aims: By the end of this module, you will...

- **1.** Have summarised the many specific COVID-19 safety guidelines covered in the previous module with four basic, core guidelines.
- **2.** Have considered the COVID-19-related needs of and possible COVID-19-related problems that might happen with four different types of guests, including two with disabilities. You will have taken part in role-plays that attempt to solve specific problems.
- **3.** Have brainstormed some general tips for dealing with guests in the current COVID-19 situation.

#### **Review of Module 3**





In the previous module, we talked about working with guests. In particular, we brainstormed for, discussed, read up on and made lists of COVID-19 health and safety guidelines.

These are guidelines that most guests would expect to be in force in different areas of their hotel, guesthouse or homestay (e.g. the rooms, the restaurant) and at different stages of their stay there (e.g. check-in, excursions and activities).

Now, think – in the reception area of your establishment, what should be shown on the wall? Why? Can you write all the COVID-19 health and safety guidelines on it? Why not?

Work in groups. Make sure your group's members are sitting at a safe social distance. One of your group will act as a 'secretary' and write your ideas on paper.

In your group, decide on a sign that you can hang on the wall of your establishment's reception area. Because you can't write all the guidelines on the sign, you need to summarise the guidelines with four sentences (maximum).

Make sure your sentences are as short and clear as possible.

Afterwards, you will stick your signs on the walls for other participants to read, so secretaries should make sure their handwriting is large and easy to read!

Before you have a group discussion, you might want to write your individual ideas for the summary guidelines on the lines below.

1.		
Τ.		
2.		
3.		
_		
4.		

#### **Catering for Different Guests**





Your trainers will now arrange you into four new groups. Again, make sure your group's members are sitting at a safe social distance.

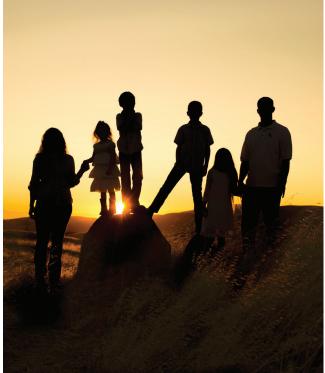
In the previous session, you thought about the expectations of one guest, Angela. She was an older, cautious guest. She was happy to see a strict system of COVID-19 health and safety guidelines in force at her hotel, guesthouse or homestay and was happy to follow those guidelines.

However, different types of people go on holiday. They have different needs in normal situations and will have different needs in the current COVID-19 situation. Because of COVID-19, different types of problems may arise with those guests too.

Your trainers will give one person in each group a profile of a guest or guests. The person will read the information on the profile to the rest of the group. The information includes the names and ages of the guests. It also tells you why they have come on holiday to Sri Lanka, what they hope to do in Sri Lanka, and what their worries are about COVID-19 while they are in Sri Lanka.

Then, in your group, pick a secretary. The trainers will give each secretary a grid that has to be filled in about your guest or guests. Discuss the questions on the grid and get your secretary to make notes in it, about the guests' normal needs, about how COVID-19 might affect their needs and about possible problems that might arise because of the COVID-19 situation.





Finally, in your group, pick one person to be a speaker. He or she will have a few minutes to give a presentation to all the participants. He or she will tell the other participants about your guest or guests, about what you think would be their normal needs, their COVID-19-related needs and possible COVID-19-related problems that could arise for them while they are on holiday in Sri Lanka.

After each presentation, be ready to answer questions from the other participants.

Notes	

#### Role-Play a Problem with a Guest



Remain in the same groups.

Your trainers will give you the profile of another guest, which another group worked with in the last activity. One member of your group should read out the profile to the other members. This will tell you the names and ages of the guests, why they have come on holiday to Sri Lanka, what they hope to do in Sri Lanka, and what their worries are about COVID-19 while they are in Sri Lanka.

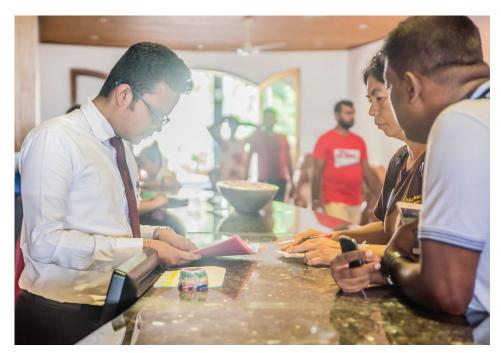
Now your trainers will give your group a role-play situation card. The situation involves the same guests from the profile. Another person in your group should read out the situation to the other members.

In your group, pick people to act the roles of the characters mentioned on the role-play card. The characters are both guests and staff-members. These people should act out the situation in front of the rest of the group.

If you are playing a guest, be as angry as possible.

If you are playing a staff-member, try to find an acceptable solution to the problem

When the role-play is finished, pick different people to play the characters and act out the situation again.



After you have done it a second time, you will demonstrate your role-play in front of the other groups.

#### **Your Experiences**



Now work in pairs.

Think of a time when you had a problem with a guest that you think you handled well. The problem was solved to everyone's satisfaction. What did you do successfully to solve it?

Also, think of another time when you had a problem with a guest that you think you didn't handle well. As a result, the problem wasn't really solved. Everyone was left feeling dissatisfied. What could you have done differently?

Now tell your two stories to your partner.

Then think — would your two stories have been different if they had happened now, with the COVID-19 health and safety guidelines in force? If so, what would have happened differently? Why? Again, tell your partner.

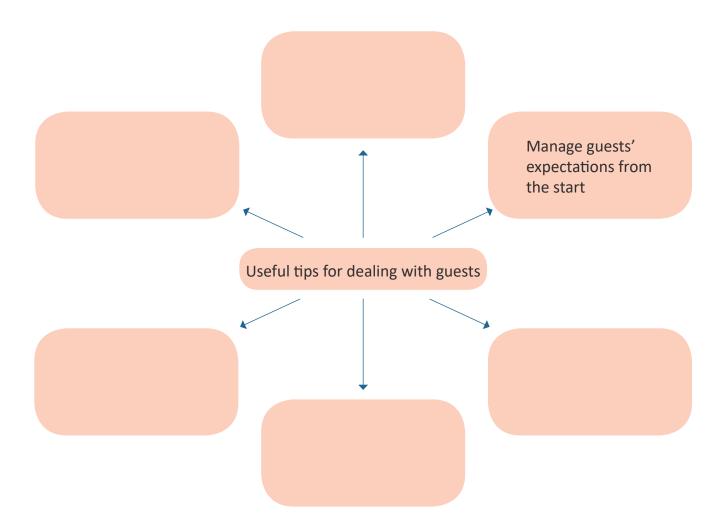
Notes			
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#### Reflection – What Tips Would You Give?

Get into new groups. Again, choose one person to act as your group's 'secretary'. The secretary will receive a sheet of paper.

Brainstorm useful tips for dealing with guests during the current COVID-19 situation. The secretary will write these tips on the paper.

It might be a good idea to arrange your tips on the paper in the form of a mind-map. For example:



When you have finished, stick your mind-map up on a wall of the training room. Then walk around and look at the other groups' tips. What do you think of them? Did they think of anything important that you missed?



#### Remember:

- Make sure your establishment has a few general rules about COVID-19, summarising the guidelines, on display for guests to see when they check in.
- Be aware of the COVID-19-related needs of different guests and possible COVID-19-related problems that might arise with them. This includes guests with disabilities.
- Have strategies ready for dealing with guests and addressing potential problems that may arise in the current COVID-19 situation.

Notes	

#### **APPENDIX 01**

## Possible Ways of Summarising your Establishment's COVID-19 Health and Safety Guidelines

There is no single correct way of summarising in four sentences all the specific guidelines that were mentioned in the previous training session.

However, the following things could be identified as basic priorities when hotels, guesthouses and homestays safeguard against COVID-19:

- Social distancing between guests and / or staff.
- Sanitising all surfaces that may be touched by different people.
- Removing items that may be touched by different people to reduce the risk of infection.
- Ouests and staff have access to personal protective equipment (PPE) and use them.

Therefore, four summary sentences might be:

- We will make sure there is a safe distance between people, seating and equipment in all public areas.
- We will regularly clean all surfaces, furniture and equipment that may be touched by different people.
- We will reduce the number of things, like stationery, receipts and hotel-room extras, that may spread COVID-19 infection.
- We will make sure that everyone has access to PPE such as face masks and hand sanitisers and insist that they are used in public areas.

#### **APPENDIX 02**

#### Possible tips for dealing with guests in the current COVID-19 situation

#### Many of these tips will apply to dealing with guests generally. For example:

Identify potential problems before they arise.

- Manage guest expectations at the start of the stay.
- When customers complain, stay calm, avoid arguing, listen and try not to interrupt.
- Show sympathy and empathy when there are problems.
- Be aware of your voice tone and body language.
- Det guests talk when there are problems. Often, they'll tell you what the solution to the problem is.
- When there are problems, always follow up on what happens afterwards.

#### With guests with physical disabilities, some tips might be:

- Think about the facilities you have provided for guests with physical disabilities. Will they need special treatment because of COVID-19? For example, information about the establishment in braille may be touched a lot and will need to be disinfected regularly.
- Establish what special needs the guest might have when they check in. Even if the guest has a partner with him or her, ask him or her directly. Also, find out if they need any special help or treatment be cause of COVID-19.
- Show a visually impaired guest where facilities are, including the ones that have been put in as COVID-19 precautions. It is important they know where things are. (For that reason, try to provide them with a regular table in the restaurant area.)
- With visually impaired guests, tell them what you are doing as you serve or attend to them.
- For visually impaired guests, have you got hotel information including information on COVID-19 pre cautions in braille? These will be touched a lot, so they need to be disinfected regularly.
- Even if service providers and tourist operators are trained in COVID-19 safety precautions, have they also been trained to deal with guests with disabilities? Check.

#### To ensure guests follow COVID-19 guidelines, some tips might be:

- Again, make sure guests know what those guidelines are from the start of their stay. That way, they'll know what to expect (and know what is expected of their behaviour). Manage expectations in other words.
- Again, identify potential problems before they arise, for example, guests who look like they might ignore guidelines.
- If problems arise, check the guidelines to determine who − guests or staff or both − are 'in the wrong'.
- Sympathise with the fact that the guests may have spent a lot of money and travelled a long way for their holidays, but now face restrictions on their freedom and enjoyment because of COVID-19 guidelines.
- ① At the same time, politely empathise that the guidelines are in force for the guests' own safety.
- Make sure your staff are consistent in following the COVID-19 health and safety guidelines. If they see staff breaking the guidelines, they will either complain or break them too!



# Module 5:

## **Working with Staff**



**Module Aims:** By the end of this module, you will...

- 1. Have reviewed some content of the previous Working with Guest modules.
- **2.** Have discussed COVID-19 health and safety measures recommended by the Sri Lanka Tourism Operational Guidelines, which apply to staff-members working in different departments of an establishment.
- **3.** Have discussed COVID-19 health and safety measures recommended by the Sri Lanka Tourism Operational Guidelines, which apply to staff-members of an establishment generally.

#### **Review of the Previous Modules**



Your trainers will put you in groups.

In your groups, pick one person to be a secretary. The secretary will receive a sheet of paper to write answers on. Also, pick a second person to be a courier. The courier will collect and bring back questions that your group has to answer.

Your trainers will put six questions, on six strips of paper, on a chair a distance from your group.

Then race against the other groups to complete the activity. Follow these rules:

- **1.** The courier must go to the chair, pick up one question and bring it back to the group as quickly as possible.
- 2. The whole group must decide on an answer to the question.
- **3.** The secretary must write down the answer on the sheet of paper.
- **4.** The courier must bring the question back to the chair and collect another question for the group to answer.
- **5.** During the race, there must always be at least **five** questions on the chair.
- **6.** The first group to have six answers correctly written on the sheet of paper is the winner.
- **7.** Keep **socially distanced** while you take part in the race.

Afterwards, the trainers will check the answers with you.





#### Who are your Staff Members?

Stay in the same groups. For this activity, the secretary should turn over the sheet of paper used in Activity 1. Write the group's ideas on the back of it.

For a minute, brainstorm. What are all the different departments, using different members of staff, in a hotel or guesthouse? Give your ideas to your group's secretary, who will make a list.

Then tell your ideas to your trainers.

Finally, think about this question. What different things will the staff-members in each department need to do to safeguard against COVID-19?

#### **ACTIVITY 03**

#### Who Needs to do What?

Your trainer will put you into a new group of **four** people.

Each group will receive a set of four cards. Each person in the group should take one card from the set. Each card contains three measures recommended to help stop the spread of COVID-19 by the Sri Lanka Tourism Operational Guidelines. Do the following things:

- 1. Read your own card and think. In a hotel or guesthouse, which department (or departments) is responsible for implementing each of the three measures? What should the staff in that department do to implement the measure?
- 2. Work with one other person in your group. Tell your partner the three measures on your card. Tell him or her what departments you think will be involved and what different or additional duties the staff-members in those departments need to do to implement the measures. Does your partner agree with your ideas?
- **3.** Finally, work with the other two people in your group. Again, tell the other group-members the measures on your card and your ideas for who should implement them and how they should be implemented. Make sure your group discusses the 12 measures on all four cards.







Although COVID-19 means your establishment's staff will have different duties to carry out in their different departments, it means that they need to follow some basic rules about hygiene too.

Stay in the same groups that you were in for Activity 3.

Discuss the following sentence-prompts. All the sentences are about general hygiene in the current COVID-19 situation. How do you think each sentence ends? What are the missing words?

- **1.** Wash...
- 2. Sneeze into...
- **3.** Avoid touching...
- 4. Use hand...
- 5. Avoid close...
- 6. Clean and disinfect...
- 7. Practice...
- **8.** Stay at...

Now your trainers will do an activity to determine what the real endings of the sentences are.



#### **General Considerations for Your Staff (2)**



Remain in your groups.

Your trainers will ask you two questions about general staff hygiene and COVID-19 safety measures recommended by the Sri Lanka Tourism Operational Guidelines. Can you answer the questions?

Your trainers will give you an extract from the Sri Lanka Tourism Operational Guidelines' recommendations. The extract is folded. Don't unfold it yet. Just read the two guidelines at the top of the folded extract. What are the correct answers to the trainers' questions?

Now you are going to take part in a quiz-activity. Unfold your extract and read the five guidelines for general staff hygiene and COVID-19 safety at the bottom. In your group, make two more **questions** based on the information in these guidelines. Write the two questions on the extract.

When everyone is ready, you will ask your two questions to the other groups. Can another group answer them correctly?

Notes			

#### Reflection - Think About Your Establishment

Think back over the COVID-19 health and safety guidelines for hotel and guesthouse staff that have been covered in this session. We have looked at guidelines for staff in particular departments and at guidelines for staff generally.

#### Think of:



- **1.** Two guidelines for staff mentioned in this session that would be **easy** to implement at your establishment or have been implemented **already** at your establishment.
- **2.** Two guidelines for staff mentioned in this session that would be **difficult** to implement at your establishment but **should** be implemented at your establishment. Why?

Work in pairs. Make sure your partner comes from a different establishment.

Tell your partner your ideas in response to instructions 1 and 2.

Listen to what your partner says and, if necessary, ask questions.





### Remember:

- The same basic hygiene and safety precautions for COVID-19 recommended for the general public, such as washing your hands for soap for at least 20 seconds and practising social distancing, obviously apply to your staff-members as well.
- In addition, there are a number of general hygiene and safety precautions for staffmembers of accommodation establishments that have been recommended by the Sri Lanka Tourism Operational Guidelines. These are listed in Appendix 3 below.
- Different hotel and guesthouse departments also have to follow special COVID-19 hygiene and safety precautions of their own. This means staff-members in those departments will have to do some of their duties differently or do extra duties. Again, these precautions are recommended by the Sri Lanka Tourism Operational Guidelines.

Notes	

## **Departments in a Hotel or Guesthouse Business**

There is no fixed set of departments for a hotel or guesthouse. Larger establishments may have many departments. Smaller establishments may have only a few departments (and each of them may do the jobs of several departments in a large establishment). However, here are some suggestions from websites dealing with the hotel industry.

The site setupmyhotel.com (at 11 Departments In a Hotel) suggests eleven departments, which are:

- Front office
- Mousekeeping
- Food and beverage service
- Kitchen
- Engineering and maintenance
- Accounts
- Security
- Human resources
- Sales and marketing
- Purchase\*
- Information technology

(\*The purchase department is responsible for 'procuring the inventories of all the departments of a hotel', i.e. it buys everything that the hotel needs in order to function.)

The site elenrozario.wordpress.com (<u>Blog 2 – Functions And Divisions In A Hotel And How They Relate To</u> The Room Divisions.) uses the London Hilton Hotel as its model and lists just six departments. However, these departments are broken into many sub-departments. They are:

- Front office (desk clerk, accounts, reservations, night auditor)
- Back office (financial management, guest information)
- Food and beverage (restaurants, room service, conferencing and banqueting)
- Rooms division (accommodation, amenities, entertainment)

- Maintenance (housekeeping, laundry)
- Concierge (porters, security)

# **Departments in a Hotel or Guesthouse Business**

These guidelines are for members of the general public, not just staff.

- 1. Wash your hands often with soap for at least 20 seconds
- **2.** Sneeze into tissues or your elbow, not your hands! Dispose of used tissues in appropriate bins immediately.
- 3. Avoid touching your eyes nose and mouth
- 4. Use hand sanitiser
- 5. Avoid close contact with someone who is sick
- 6. Clean and disinfect frequently touched objects and surfaces regularly
- 7. Practice social distancing
- 8. Stay home if you become ill and prevent the spread of illness

# **General Hygiene and Safety Measures Recommended by the Sri Lanka Tourism Operational Guidelines**

These measures apply to all hotel and guesthouse staff, irrespective of what department they work in. (Section 4.3.24: 'Staff'.)

- ♦ 4.3.24.1. All staff (Executive and non-executive) should undergo random PCR tests and relevant records should be maintained for verification by the SLTDA; staff should also wear face masks when reporting for duty and should enter the premises through one common entrance.
- ♦ 4.3.24.2. Ensure to have an up-to-date list of the contact information of all staff, including emergency contact telephone numbers.
- 4.3.24.3. Check and record temperature and respiratory symptoms of all staff at the point of entry for duty; anyone with a high temperature or with visible respiratory symptoms should be sent back.
- 4.3.24.4. A staff member found with a temperature above 37oC or respiratory symptoms during the shift should be kept in isolation and immediately referred for medical attention; a special room to be designated for accommodating such staff members.
- 4.3.24.5. Resident staff should get their temperature and respiratory symptoms checked on a daily basis.
- 4.3.24.6. Day staff reporting for duty should not carry any additional clothing with them. Resident staff should carry a minimum amount of clothing when coming into the facility; any baggage brought in by staff should be disinfected at the gate before being permitted in.
- 4.3.24.7. The RRT should regularly check and ensure that no staff members are traveling from areas subjected to medical lockdowns or self-isolations.
- 4.3.24.8. Staff members, after entering the premises should go directly to the staff accommodation or the staff locker room as the case may be.
- 4.3.24.9. Establish a procedure to safely deposit the clothes worn by the staff when entering from outside to avoid contamination of the fresh uniforms to be worn by the staff; ensure that the hands are washed with soap after handling the clothes worn, before touching the fresh uniforms.
- ♦ 4.3.24.10. Fresh uniforms and disinfected shoes (or clothing, if not reporting for duty immediately) must be worn after taking a shower.
- ♦ 4.3.24.11. Laundry facilities to wash clothing worn by resident staff when entering from outside to premises should be provided.
- 4.3.24.12. Bed linen and pillow-cases provided for the resident staff should be laundered as necessary.

- 4.3.24.13. All footwear belonging to the resident staff should be kept outside the accommodation area in a washable rack provided.
- ♦ 4.3.24.14. Ensure that the staff washrooms, both resident and non-resident, are cleaned and sanitized a minimum of 3 times a day.
- № 4.3.24.15. The staff lockers (both resident and non-resident) should be regularly sanitized/disinfected.
- 4.3.24.16. All uniforms, dusters and wiping cloths should be replaced daily with fresh ones.
- ♦ 4.3.24.17. If possible, staff uniforms should be washed department wise or segmented team wise, and all dusters and wiping cloths should be replaced at least 3 times in each shift.
- ♦ 4.3.24.18. Ensure adequate hand washing facilities or sanitization facilities are available at convenient locations for staff to use while performing their duties.
- ♦ 4.3.24.19. The sharing of mobile phones, pens, pencils, food/beverage items, cigarettes, personal grooming items, etc. among staff should be totally avoided.
- ♦ 4.3.24.20. Ensure that safe physical distancing is maintained among staff in the meal rooms and staggered meal-times can be considered if necessary.
- ♦ 4.3.24.21. The 1.5 metre safe physical distancing should be maintained by the staff at all times in the staff accommodation, in staff changing rooms and in all other common areas.
- 4.3.24.22. Games such as carom, chess, etc. are not allowed in the staff recreation rooms due to the difficulty in maintaining the safe physical distancing requirements.

Sri Lanka Tourism Development Authority, 2020. Sri Lanka Tourism Operational Guidelines with Health Protocols, Version 1, 08 June 2020. Colombo: Ministry of Tourism and Aviation.

SRI LANKA TOURISM OPERATIONAL GUIDELINES WITH HEALTH PROTOCOLS



# Module 6:

# **Working with Staff**



Module Aims: By the end of this module, you will...

- 1. Have analysed the duties and actions of the Management Team in more detail.
- **2.** Have discussed and analysed what the Rapid Response Team needs to do in a situation where a guest or staff-member might be COVID-19 positive.

### Review – What's the Next Word?



As a warmer, we will do a short, fun reading and memory activity.

Firstly, your trainers will put you into groups. Please keep a safe, social distance from your group-members.

You have half-a-minute to read the text in this box.

These guidelines are for members of the general public, not just for staff at accommodation establishments.

- 1. Wash your hands often with soap for at least 20 seconds.
- 2. Sneeze into tissues or your elbow, not your hands! Dispose of used tissues in appropriate bins immediately.
- **3.** Avoid touching your eyes, nose and mouth.
- 4. Use hand sanitiser.
- **5.** Avoid close contact with someone who is sick.
- 6. Clean and disinfect frequently touched objects and surfaces regularly.

Now – close your coursebooks and your trainers will conduct a team game with you.

- **7.** Practice social distancing.
- **8.** Stay home if you become ill and prevent the spread of illness.

Notes \_

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# **Activity 2a: Who's in the Management Team?**

During Module 2, we talked about how each accommodation establishment needs a Management Team (MT) to deal with the current COVID-19 situation.

Your trainers will arrange you into new groups. Then discuss this question. Can you remember who should be in the MT?

# **Activity 2b: What are the Management Team's Duties?**

During Module 2, you also did an activity that matched the MT's general duties with groups of specific actions. First of all, we will talk about the general duties.

Look at the following lists. Can you match each duty on the left with the correct definition of it on the right? One duty and definition have been matched as an example

Implement	Put information or evidence down in writing, which can be referred to later.
Instruct	Bring resources, e.g. money, into use for a particular purpose.
Mobilise	Direct someone's work and monitor how they are doing it.
Supervise	Put something, e.g. a plan, into place and get it started.
Record	Teach somebody a new skill through instruction and practice.
Communicate	Tell people to carry out new actions and keep them informed about a situation.
Train	Pass information on to or exchange information with somebody.

Now look at this description of the actions the MT needs to do under the duty of 'train'.

#### **TRAIN**

The MT needs to make sure that the Rapid Response Team (RRT) gets all the training that's available about COVID-19 precautions and gets all the information that's available about the current situation.

This training and information might come from the Ministry of Health, from provincial or local authorities, or from the Sri Lanka Tourism Development Authority.

Your trainers will assign each group one of the other duties. They will also give each group a sheet of paper. Write the duty at the top of the paper. Discuss what actions the duty requires the MT to do. Write your ideas on the paper.

Then stick your sheet of paper up on a wall of the training room. In your groups, walk around the room and look at the actions that other groups have suggested for their duties. Do you agree with them?



### Remember:

**Neep social distancing** as you walk around.





# **Activity 2c: Who's in the Management Team?**

Remain in your groups. Look at the following diagram created by the Sri Lanka Tourism Development Authority, which shows the duties and relevant actions of an accommodation establishment's MT.

Duty	Actions	Other relevant parties
Implement	Implement the plan under the SLTDA's guidelines.  Update the plan when necessary in line with new guidance, procedures or regulations.	MOOH  Tourism Associations  Industry Associations
Instruct	Instruct the RRT to:  2	RRT MoH SLTDA Local authorities
Mobilise	3	
Supervise	Be alert to unusual and notable incidents.  Evaluate the plan frequently to identify gaps and discuss with the RRT.	RRT
Record	4	

Duty	Actions	Other relevant parties
Communicate	<ul> <li>These briefing sessions ensure:</li> <li>The flow of correct and pre-defined information on any incident that may arise in future.</li> <li>Precautionary measures and related information are communicated effectively to guests and other stakeholders.</li> <li>RRT carries out debriefings to identify faulty procedures and discuss any ongoing changes required.</li> <li>These communications should include:</li> <li>Promoting hand washing and safe social distancing</li> <li>Respiratory symptoms of COVID-19</li> <li>Cleanliness and basic hygiene practices</li> <li>Contact information of key staff personnel</li> <li>Emergency telephone numbers</li> </ul>	RRT Entire staff and other stakeholders
Train	Instruct the RRT to obtain necessary training and instructions from the MOH, provincial or local authorities and the SLTDA on the prevailing situation and corrective measures required.	RRT MoH SLTDA Local authorities

As you can see, some sentences in the 'actions' part of the diagram are missing. The missing sentences are listed below. Discuss in your group. Can you match the letter of each missing sentence with the number of each gap in the diagram?

A. Compile a log-book of all notable, unusual, important incidents and measures taken in detail.
B. Arrange briefing sessions by the RRT to share accurate and updated information with staff.
<b>C. Ensure</b> sufficient funds and resources are available so that the RRT can implement the plan effectively.
D. Archive records for future references.
<b>E. Communicate</b> important messages at visible places for staff (in back of house areas) and guests (in public areas, hotel entrance, receptions, restaurant entrances, all rooms).
<b>F. Establish</b> a tailored action plan in consultation with the local MOOH, tourism administration and industry associations.
G. Follow guidelines of SLTDA, MoH, tourism and local authorities.
Notes

# Activity 3a: Who Are the Rapid Response Team and What Do They Do?



The trainers will assign you a letter, A or B.

Look at the following questions. If you are A, consider the answer to question A. If you are B, consider the answer to question B.

- A. Who should be in the Rapid Response Team?
- **B.** What does the Rapid Response Team do?

Now get into pairs – one person is A, the other is B.

Share your answer with your partner. Add any ideas of your own to your partner's answer.

# **Activity 3b: Important Questions for the Rapid Response Team**

Now join with another pair, so that you are in new groups of four. Make sure your group members are socially distanced.

The trainers will assign you new letters, A, B, C or D.

Imagine you are a member of a Rapid Response Team (RRT).

Look at the following questions. For a few minutes, think about the answer to the question that corresponds to your letter.

- **A.** How do I identify someone showing possibly positive for COVID-19?
- **B.** How do I safely deal with someone possibly positive for COVID-19?
- **C.** How do I minimise spread of infection in case someone is possibly positive?
- **D.** Who do I have to inform in case there is a COVID-19 positive person?

Now, share your answer with the members of your group. Add any ideas of your own to the other group-members' answers.



# **Responding to an Outbreak**

Stay in your groups. Pick one person to be a secretary. He or she will receive a question-sheet. After the whole group has discussed the questions and decided on the answers, he or she will write them on the sheet.

The question-sheets cover the following topics:

- **10** What to do if a guest is potentially COVID-19 positive.
- What to do if a member of staff is potentially COVID-19 positive.
- How to minimise the spread of infection.
- How to close and disinfect an area that has potentially been infected.
- How to transport an infected person.

When you have decided on answers and filled out the sheet, pick another person in the group to take part in a role-play. He or she will play the role of a member of an RRT and will answer questions from an anxious hotel manager.

Listen to the role-play. Do you agree with all the advice that the members of the RRT give to the manager?

Notes	

### Reflection - Your Establishment



Work individually. Consider your own establishment in light of the following questions.

- 1. Does your establishment have an MT and an RRT in place just now?
- 2. If so, who are its members?
- 3. If not yet, who among your colleagues would you recommend as their members? Why?
- **4.** What would happen at your establishment if a guest or staff-member was potentially COVID-19 positive? Would you be able to handle the situation effectively? Why? Why not?

Now work with a partner from a different establishment. Tell him or her your answers to the above questions. Answer any questions. Listen to your partner's answers and ask him or her questions too.



#### Remember:

- Each establishment requires a COVID-19 Management Team headed by the General Manager and also consisting of higher-up staff-members, such as heads of departments, and the establishment's doctor or on-call doctor, and whoever is head of its Rapid Response Team. The MT's duties are to implement, instruct, mobilise, record, supervise, communicate and train in accordance with the COVID-19 situation.
- Each establishment requires a COVID-19 Rapid Response Team led by a representative of higher management, or an individual appointed by the MT. The RRT's members should be individuals appointed from each department by the MT. The RRT will respond to emergencies, attend training by relevant authorities, carry out tasks assigned by the MT, cooperate with all staff to demonstrate, educate and collect data, and report to the management team on COVID-19 situational updates
- The RRT must follow important guidelines on how to recognise if a guest or staff-member is potentially COVID-19 positive, how to safely deal with a potentially positive person, how to minimise the spread of infection, how to close and disinfect a potentially infected area, how to transport an infected person and who to contact in the event of a potential infection.

# Guidelines Recommended by the Sri Lanka Tourism Authority in Responding to a Potential COVID-19 Infection.

What to do if a guest is potentially COVID-19 positive		
What should I do first of all?	Wear the necessary PPE and screen the guest for possible symptoms.	
Should I record (i.e.) write down anything? What? Where?	Record the incident in writing in the log-book of actions.	
What should I do to minimise contact?	Request the guest to isolate him / herself in their room.	
Who should I inform?	Inform the PHI (and RRT doctor).	
Should I transport the guest to hospital?	Initiate transport only on the advice of the PHI.	

What to do if a member of staff is potentially COVID-19 positive	
What do I tell the staff-member if he / she notices symptoms at home?	Ask him / her to self-quarantine for 14 days. Ask him / her to refrain from coming to work.
What do I do if the staff-member shows possible symptoms at work?	Move him / her to a designated isolation zone.
What should I do while I screen the staff- member?	Wear the necessary PPE and screen the employee for possible symptoms.
Should I record (i.e.) write down anything? What? Where?	Record the incident in writing in the log-book of actions.
Who should I inform?	Inform the PHI (and RRT doctor).
Should I transport the staff-member to hospital?	Initiate transport only on the advice of the PHI.

How to minimise the spread of infection	
What should I do with a possibly infected guest to minimise contact?	Request the guest to isolate him/herself in their room.
What should I do with a possibly infected staff-member to minimise contact?	Move him / her to a designated isolation zone.
What do I tell the possibly infected person?	Inform the person politely to follow the procedure.
What service should the possibly infected person receive while he or she is in isolation?	A designated member from the staff should meet the guest / employee's requirements (food, water, medication etc.).
How should the possibly infected person be monitored while he / she is in isolation?	A designated member from the staff should conduct routine checks on temperature and symptoms and document these until the person is medically cleared.

How to close and disinfect an area that has potentially been infected	
How do I seal off the area?	There should be demarcation of the area as a restricted area using tape.  Security should be assigned to prevent any guest entering the area.
What do I do with washable linen and books in the area?	Transport the linen in biohazard disposable bags to the place where they should be destroyed.  Burn and destroy any books.  Follow any other instructions given by the PHI.
What do I do with furniture in the area?	Wash all items (chairs, tables, beds, coffee tables) using spray sanitizer
What do I do with surfaces (including the floor) in the area?	Wash surfaces and use spray sanitizer. Generally, sanitize all items

How to transport an infected person		
Who travels with the infected person?	Only the driver will be permitted to go along with the person.	
What should the driver wear?	Wear PPE.	
How should the vehicle be organised?	There should be a screen between the passenger and driver.  Remove seats and keep only one seat	
What should the infected person wear?	Wear a disposable face mask, disposable gloves and a disposable gown	
What should be done after the infected person is delivered?	There should be thorough washing of the vehicle with disinfectant.	



# Module 7:

# **Working with Suppliers**

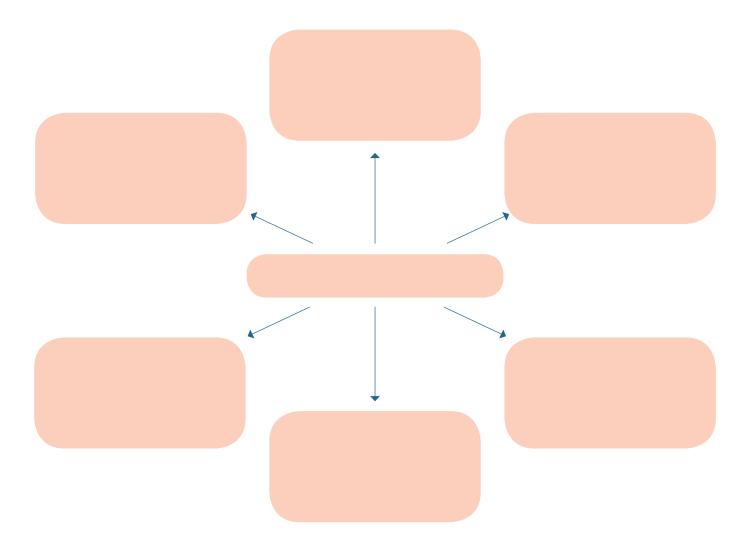


Module Aims: By the end of this module, you will...

- 1. Have considered the main health and safety precautions suppliers need to follow.
- **2.** Have considered the hazards which introduce risks and how you can eliminate, minimise or control COVID-19 health and safety risks brought about by external parties.
- **3.** Have evaluated your own establishments' COVID-19 health and safety precautions at each stage and place in the supplier's journey.

# What Do We Mean by Suppliers?







### Remember:

Outside vendors are needed to keep a hotel / guesthouse / homestay up and running, e.g. deliveries of food and goods are needed daily, and drivers will bring guests. Guests will have more contact with some suppliers than others, e.g. drivers, spa personnel but they will still see others on the premises, e.g. grounds people.

It is therefore vital that we think about this group of people and ensure our premises are secure and hygienic for the health and safety of ourselves, internal staff, guests and those who supply goods and services to us.



# **Hazards Introduced by Suppliers and Current Procedures**

There are many scenarios where suppliers may enter the property. Your trainer will give your group one such scenario from those listed below. Think about what the current procedure is and then list all the possible COVID-19 risks and hazards that could occur due to the supplier coming onto the premises.



a) A driver drops off guests at the front of the establishment. He needs to enter the premises to use the washrooms and he would like to use the café /restaurant to have lunch. He picks up another group of departing guests and leaves the premises.

Current Procedure	Possible COVID-19 hazard / risk
Driver sets passengers     down at the entrance and     goes inside the building     with them	
2.	
3.	
4.	
5.	
6.	



**b)** A delivery of fresh fruit and vegetables arrives by truck onto a small property. They enter the building and walk through to the kitchen area with the delivery. They use the washrooms before they leave.

Current Procedure	Possible COVID-19 hazard / risk
1.	
2.	
3.	
4.	
5.	
6.	



c) A gardener is working on your property. He arrives by local bus everyday. He greets all guests, talks to many and plays with small children. He has access to all buildings and washroom facilities.

<b>Current Procedure</b>	Possible COVID-19 hazard / risk
1.	
2.	
3.	
4.	
5.	
6.	



d) An air conditioner needs servicing and a repairman comes onto the property. He goes up to the guest room (using stairs or elevator) and fixes the air con. He has contact with the reception staff/owner and possibly the guest in the room.

Current Procedure	Possible COVID-19 hazard / risk
1.	
2.	
3.	
4.	
5.	
6.	



### Remember:

All suppliers coming onto the property bring with them a risk of COVID-19. These hazards could potentially harm you, your staff and your guests so it is important that you can identify any potential risks.

Now that you have considered what the COVID-19 hazards are that suppliers can bring, you will need to think about how to minimise or control these risks and what health and safety precautions now need to be followed. Look at the table below and add notes to each scenario.

Notes	



# **How to Control / Minimize Hazards Brought by Suppliers?**

Scenario 1: A driver	How can these COVID-19 risks be minimised?
	•
a) A driver drops off guests at the front of the hotel.	<b>&gt;</b>
	<b>∞</b>
	<b>≫</b>
<b>b)</b> He enters the premises to use the washrooms	<b>≫</b>
	<b>≫</b>
	<b>≫</b>
c) He uses the café /restaurant to have lunch.	<b>≫</b>
	<b>③</b>
	<b>3</b>
d) He picks up another group of departing guests and leaves the premises.	<b>≫</b>
	<b>∞</b>

Scenario 2: Fruit and Veg delivery	How can these COVID-19 risks be minimised?
a) A delivery of fresh fruit and vegetables arrives by truck onto a small property	<b>≫</b>
	<b>≫</b>
	<b>≫</b>
b) They enter the building and walk through to the kitchen area with the delivery.	<b>≫</b>
	<b>≫</b>
	•
c) They use the washrooms before they leave.	<b>≫</b>
	<b>≫</b>

Scenario 3: A Gardener	How can these COVID-19 risks be minimised?
	•>
a) A gardener is working on your property. He arrives by local bus everyday	•
	•
	•>
b) He greets all guests, talks to many and plays with small children.	<b>≫</b>
	•>>
	•
c) He has access to all buildings and washroom facilities.	•
	<b>≫</b>
	•
d) He picks up another group of departing guests and leaves the premises.	<b>≫</b>
	<b>≫</b>

Scenario 4: An air con repair man	How can these COVID-19 risks be minimised?
	<b>⊗</b>
a) An air con repair man comes onto the property	•>
	<b>ॐ</b>
<b>b)</b> He goes up to the guest	<b>≫</b>
room (using stairs or elevator) and fixes the air con	<b>≫</b>
	•
c) He has contact with the	•
reception staff / owner and possibly the guest in the room	<b>≫</b>
	<b>≫</b>



### Remember:

- You should decide which suppliers are allowed inside premises. (necessary suppliers only)
- It is recommended to maintain social distancing and follow safety measures when working with suppliers allowed inside premises, e.g. perform a temperature check, check for respiratory symptoms, provide hand sanitiser at entry/exit point and provide disposable gloves for staff members at entry/exit point.
- It is necessary to maintain a registry and records of all suppliers allowed inside the premises (name, address, NIC number and vehicle number, time of arrival/departure)
- **Security personnel** should be authorised to implement these procedures.

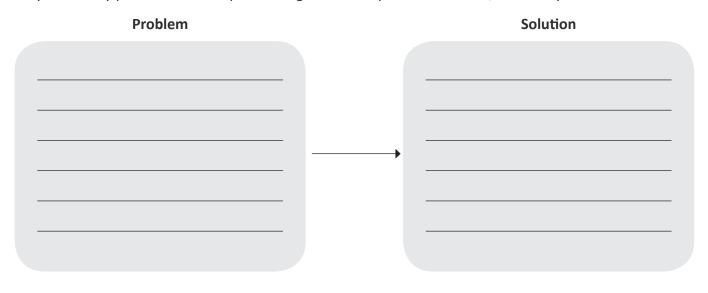
# **Thinking About Your Establishment**

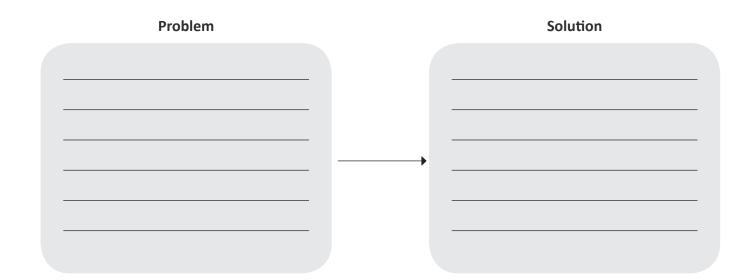


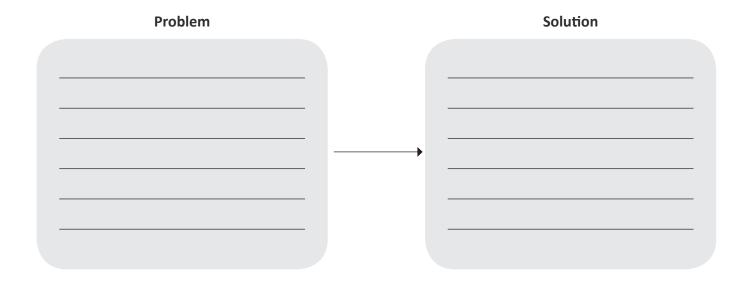
Think about how these procedures can be enacted in your establishment. What do you need to do?



Do you see any problems with implementing these new procedures? If so, how can you solve them?









# Module 8:

# **Working with Service Providers**



Module Aims: By the end of this module you will have ....

- **1.** Understood who the term 'Service Provider' refers to and have considered the COVID-19-related problems that might occur with different types of Service Provider.
- **2.** Brainstormed some general tips for working with Service Providers in the current COVID-19 situation and how to implement controls so that tourists are safe.
- **3.** Learnt how Service Providers can carry out their duties responsibly and safely when operating under COVID-19 conditions.

# What Do We Mean by Service Provider?



What different types of Service Providers are there? Make a list below then check your ideas with a partner.



### Remember:

It is important to think about this part of your organisation since guests are likely to join some sort of activity whether on the premises or off the premises. This introduces greater COVID-19 risks so it is therefore vital that we think about this group of people and ensure we follow the correct procedures for the health and safety of ourselves, staff and guests.

As guests come from different countries, speak different languages and have different expectations posters can help to communicate these procedures. They should display the measures guests need to take when outside their accommodation, on a day trip or taking part in an activity.

Posters can be displayed in places tourists will easily see them, for example:
At the entrance to the building
By the reception desk
In seating areas where guests wait
n restrooms, on doors and above the sink
n vehicles, on the back of the driver's seat
Notes



# **A Recap of General Measures**

All businesses need to follow certain procedures to minimise the risk of COVID-19. Below are the main measures that should be followed.

Hygiene	Operations
Stock up on hand sanitizer and provide it to staff and tourists.	Use the Ayubowan greeting and avoid any touching, such as handshakes
Ensure hand washing facilities are available, in good working order and accessible to able and disabled people. Provide both foot pedal and hand activated taps where possible.	Avoid shared registration forms, where possible switch to digital methods. If tourists need to sign or complete documents, the pen used should be cleaned before being given to a different tourist.
Provide closed bins for people to dispose of used tissues and paper towels.	Record the details of tourists (name, contact number, passport number/ ID number), and keep for 21 days. Keep a record of which staff were working and keep for 21 days. This is to assist with contact tracing should anyone become unwell.
Open doors and windows where practical, to encourage natural ventilation.	Encourage electronic payments, rather than handling cash.
Provide your team with appropriate PPE. Wear masks when interacting with each other and tourists.	Put up posters to remind staff and tourists of good hygiene practices and responsible behaviour.
Ensure your team knows all of the hygiene rules. Place multilingual posters around the workspace.	Limit the size of your teams. Avoid having people arrive and depart together. Consider staggering the lunch break so people are not resting together at the same time.
If possible, provide a dedicated restroom for tourists and visitors, separate from the staff restroom.	

Social Distancing	Cleaning
Respect social distancing measures.	Ensure touching of communal objects is avoided as much as possible. Regularly sanitise any communal objects that cannot be avoided.
Adapt your environment for social distancing, for example, space out any seating to a safe social distance of 1.5m. Remove excess furniture that may encourage people to gather together, or mark as 'not in use' to respect social distancing.	Clean workspaces thoroughly after any shift. Firstly with soap and water or a general purpose detergent. Secondly clean all metal surfaces with a minimum of 70% alcohol solution and all nonmetal surfaces with 0.1% sodium hypochlorite solution.
Limit the number of tourists at any one time so that social distancing measures can be adhered to. This may mean reducing the number of participants in a yoga class, for example.	Clean equipment, e.g. yoga mats and surf boards, thoroughly after each use and before other people can use it.
Avoid group photographs unless social distancing can be maintained.	Clean high touch objects more often with extra attention (e.g. door handles, kettle, coffee machine, phones, staircase handrails).

Notes	



# **Transport Providers - Before, During and After a Journey**

Most guests will likely leave the premises to go to join an activity or visit a tourist site. They will therefore need to use some sort of organised transport and a tour guide since at this moment, foriegn tourists are not permitted to travel independently.

Look at the second table below which shows measures that transport providers need to take before, during and after any journey. These procedures apply to tour buses, taxis and private hire vehicles. Fill in the gaps with the words from the first table.

embark / disembark	records	21	footwear
temperature	declaration	guidelines / procedures	posters
family	audio / video	high touch	1.5
disinfect	uncertified	hand-sanitiser / masks	good health

Before the journey	During the journey	After the journey
Ensure an adequate supply of and inside the vehicle.  Stock a digital thermometer to check tourists' if required.	The recommendedm safe physical distance between seated passengers should be maintained at all times  If a is travelling together, this requirement may be relaxed but 1.5m should be maintained between different groups.	At the end of the journey (or the day, for a multi-day tour), the vehicle should be properly cleaned, washed and the interior sanitised using disinfectant liquid.  Pay particular attention to the areas.

Before the journey	During the journey	After the journey
Thoroughly clean the vehicle inside and out.  high-touch areas including: seats, handles, interior door panels, windows, locks, exterior door handles, drink holders, poles etc.	The driver/staff should communicate health promotional and responsible behaviour of tourist messages by and / or, in the tourist's language if possible.	It is recommended that the driver and crew bathe before proceeding to the driver's quarters or on to any other activity.
Ensure that the driver and staff are in  It is recommended to have them complete and sign a form to say they have no symptoms of COVID-19 (coughing, fever, stomach ache, diarrhea etc.)	After each stop on the tour, touch points within the vehicle should be cleaned, including:  Internal door panels  External door handles  Window latche  Locks  Drinks holders  Sufficient time should be allowed for tourists to and while maintaining 1.5m safe distancing.	Keep detailed of the tourists and the journey, including any stop-offs, for at least days. This is for contact tracing purposes.
Check the temperature of the driver and staff.	Avoid stop-overs at shops, restaurants, sites, shopping malls etc.	
Disinfect driver, crew and tourist before entering the vehicle	The vehicle driver and staff should not consume liquor and/or smoke during the journey	
Display with recommended responsible behaviour for tourists and health advice.	If a tourist shows COVID-19 related symptoms during the journey, follow the recommended and of the MoH	



## What Do I Need to Check Before Tourists Visit a **Tourist Site / Attraction?**

Accommodation owners and Tour Operators need to work together to ensure the safety of their guests. The next activity looks at procedures Tour Guides need to follow but accommodation establishments need to be aware of these measures and ensure that the Operators they work with are following correct procedures.

Before visiting	During the visit	After the visit
Check that the site is open.	Wear masks and other appropriate PPE.	Bring any trash with you when
to the guidelines and regulations set out. Check the website and/or call to find out.	Temperatures will be checked on arrival and footwear will be disinfected.	leaving the site. The disposal of trash at sites is highly discouraged.
Check for changes in opening times, or for tourist-only visiting times.	Wear the sticker provided (or retain the QR code) after completing the disinfection procedures.	Used masks and tissues should be stored in airtight or zip-lock bags and disposed of safely.
Pre-book tickets. Most sites are only allowed to accept pre-booked visitors.	Change into a fresh face mask when entering the site. Dispose of the old mask safely.	Wash hands with soap, disinfect footwear, and disinfect all belongings (e.g. bags) before leaving.
Ensure the <b>transport arranged</b> meets the MoH guidelines.	Carry personal zip-lock or airtight trash bags to dispose of used face masks and tissues etc.	Keep a record of the sites visited, any stop offs, and tourists and staff on the trip for at least 21 days, for contact tracing purposes.
Check availability of F&B outlets. If none are available, tourists should bring their own food and beverages in sealed containers where appropriate.	Follow any and all site instructions on hygiene and safety measures.  Regularly wash and/or sanitise hands.	
	Maintain safe social distancing of 1.5m at all times.	

## **High Risk Areas and Measures**

You will now think about 3 different tour operators, what their main risks are and how to minimise those risks. Listen to the Trainers' instructions.

## **Spa / Wellness Centres**

What are the high risk areas?	How can you minimise the risk?

#### **Surf Schools**

What are the high risk areas?	How can you minimise the risk?

## **Yoga Centres**

What are the high risk areas?	How can you minimise the risk?
Notes	



## **How Do My Operations Need To Change?**

In addition to the general measures outlined at the start of this module, spa and wellness facilities, surf schools and yoga studios should take the following extra steps to endure their client health and safety:

Preparing for operations:				
Try to accept and conduct treatments by appointment only, to assist with				
Encourage and	smart payment methods and	rather than cash.		
Provide adequate facilities for staff and clients, and place them in locations including the entrance, staff areas and in client waiting areas. Remember that on the beach hand washing facilities may not be available so hand sanitising facilities is very important.				
• Limit the number of staff and students for surfing and yoga to maintain safe social distancing. For yoga, encourage lessons rather than group classes. For group classes yoga mats should be spaced apart. This may mean you need to the number of students per class.				
Maintain a clear of clients and the relevant for tracking purposes. Keep the records for at least				
record	social distancing	21 days		
hand sanitising	reduce	easy to access		
1.5m	contactless	one-on-one		
card payments	therapists/instructors	pre-bookings		

## Do's and Don'ts

Now that you have prepared for your guests, think about when they arrive and during their visit. What should and shouldn't they do?

Your trainer will allocate you a specific tour operator. With your group fill in your ideas in the table below.

### **Spa / Wellness Centres**

When a client arrives / During a treatment:

Do	Don't
<b>✓</b>	×
	×
	×

#### **Surf Schools**

When a client arrives:

Do	Don't
	×
<b>✓</b>	×
	×

## **Yoga Studios**

When a client arrives / during a session:

Do	Don't
<b>✓</b>	×
<b>✓</b>	×
<b>✓</b>	×



## Remember:

It is the **responsibility of all tourism operators** to ensure that the tourists understand and follow the guidelines. You should feel comfortable reminding tourists of the guidelines, and informing them to abide by them.

Notes	

## **Reflection**



Think back on the training session you have just had and make notes in the table below.

Think about	What was it?
One thing you hadn't known before this training session	
One thing you knew about but didn't think was important before this training session. However, you have now changed your mind!	
One thing you are going to change or do as a result of this training session	
Notes	



# Module 9:

# **Working with Tour Operators**



Module Aims: By the end of this module, you will...

- **1.** Have considered the COVID-19-related needs of and possible COVID-19-related problems that might happen with four different types of tour and service customers, including two with disabilities. You will have taken part in role-plays that attempt to solve specific problems.
- **2.** Have brainstormed some general advice for dealing with tour and service customers in the current COVID-19 situation.
- **3.** Have considered what COVID-19 measures have been implemented and still need to be implemented at your tour or service business.





### Who Are Your Customers?



For a minute, work individually. Think about these questions.

- 1. Generally, what is the background of the customers who use your business? Where do they come from? Or are they from a mixture of backgrounds, so it's impossible to generalise?
- 2. Do your customers belong to a particular age-group? Or are they a mixture of ages, young, middleaged, elderly?
- 3. Usually, which of the services provided by your business are most popular with customers?
- 4. Do problems ever arise with your customers? Why?

Now work in pairs. Tell your partner how you answered the above questions. While you listen to your partner's answers, you might want to ask questions of your own.

Finally, think about this question. Will COVID-19, and the health and safety guidelines needed to deal with it, change your answers to the above questions? Again, tell your ideas to your partner.

## **Catering for Different Customers**

Your trainers will now arrange you into four groups. Make sure your group's members are sitting at a safe social distance.

As you know, different types of people go on holiday for different reasons. They have different interests, different needs and occasionally different problems while on holiday. This is true in normal times and also true in the current COVID-19 situation. However, because of COVID-19, new needs and problems may appear for these people while they are customers of your business.

Your trainers will give one person in each group a profile of a holidaymaker or holidaymakers. This person will read the information on the profile to the rest of the group. The information includes the holidaymakers' names and ages. It also tells you why they have come on holiday, what they hope to do on holiday, and what their worries are about COVID-19 while they are on holiday.

Then, in your group, pick a secretary. The trainers will give each secretary a grid that has to be filled in about the holidaymakers in your profile. Discuss the questions on the grid and get your secretary to make notes in it, about (1) what sort of tourist tours and services the holidaymakers might be interested in; (2) how the current COVID-19 situation might affect their use of these services; and (3) what possible problems might arise because of the COVID-19 situation.

Finally, in your group, pick one person to be a speaker. He or she will have a few minutes to give a presentation to all the participants. He or she will tell the other participants about your holidaymakers. He or she will also talk about what tourist tours or services they might be interested in, how the COVID-19 situation may affect their use of these services, and what problems might arise for them because of COVID-19.

After each presentation, be ready to answer questions from the other participants.





## Role-Play a Problem With a Customer



Remain in the same groups.

Your trainers will give you the profile of another holidaymaker, which another group worked with in the last activity. One member of your group should read out the profile to the other members. The information includes the names and ages of the holidaymakers. It also tells you why they have come on holiday, what they hope to do on holiday, and what their worries are about COVID-19 while they are on holiday.

Now your trainers will give your group a role-play situation card. The situation involves the same holidaymakers from the profile. It takes place while they are customers of a tour operator or service provider. Another person in your group should read out the situation to the other members.

In your group, pick people to act the roles of the characters mentioned on the role-play card. The characters are customers and staff-members of the tour or service business. These people should act out the situation in front of the rest of the group.

If you are playing a customer, be as angry as possible.

If you are playing a staff-member, try to find an acceptable solution to the problem.



After you have performed the role-play, you will perform it again in front of the other groups. Therefore, make sure you get enough practice!

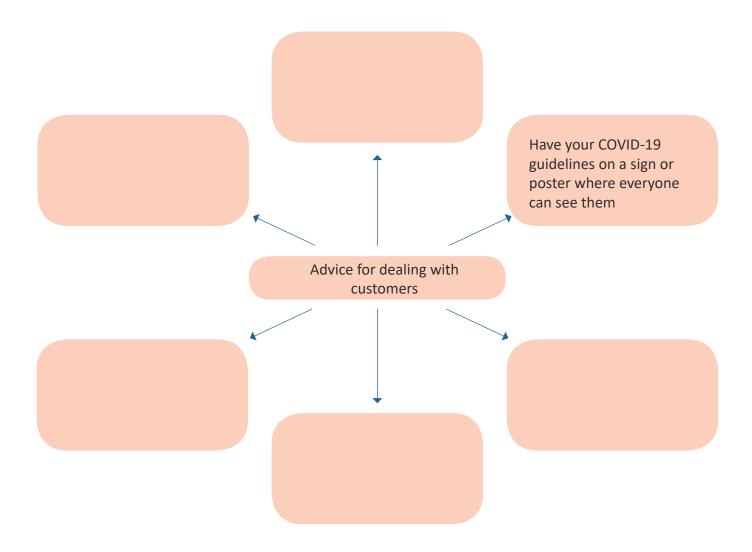


## What Advice Would You Give?

Get into new groups. Again, choose one person to act as your group's 'secretary'. The secretary will receive a sheet of paper.

Brainstorm important pieces of advice for dealing with customers during the current COVID-19 situation. The secretary will write these tips on the paper.

It might be a good idea to arrange your tips on the paper in the form of a mind-map. For example:



When you have finished, stick your mind-map up on a wall of the training room. Then walk around and look at the other groups' pieces of advice. What do you think of them? Did they think of anything important that you missed?



## Reflection – Consider Your Business



Work individually for a minute. Think about your tour or service business just now. What COVID-19 health and safety guidelines have been implemented at the moment? Are there any other guidelines that you heard about in this session, which you could also implement? What are they?

Then work in pairs. Make sure your partner is from a different business. Tell your partner about the guidelines that are already in place and about any other guidelines that you could put in place.



### Remember:

- 1. Be aware of the COVID-19-related needs of different customers and possible COVID-19-related problems that might arise with them. This includes customers with disabilities.
- 2. Have strategies ready for dealing with customers and addressing potential problems that may arise in the current COVID-19 situation.

## **APPENDIX**

## **Important Advice for Dealing with Customers in the Current COVID-19 Situation**

- Deprovide customers with everything they need so that they can follow COVID-19 guidelines: hand sanitiser, handwashing facilities, closed bins, mask-disposal bags, etc.
- Xeep the numbers of customers using your service under control, so that they can follow social distancing.
- Record information from customers that might be needed for contact tracing.
- Departupe Put up signs and posters in premises to remind customers of good hygiene practices and put them in places where they can be easily seen. This applies to vehicles too – for example, you can put them on the back of the driver's seat.
- Neep observing the customers in your care for any symptoms of COVID-19.
- ♦ Warn them what to expect when they visit a tourist site for example, temperature checks, foot sanitisation, changing of face masks, etc.
- On tours, don't give in to customer requests to make unscheduled stops at uncertified sites, shops, eateries, etc.
- Durge them to take care about the other tour operators and service providers they hire and the sites they visit. Are they sure that these tours, services and sites are safe and secure against COVID-19? Have they been officially approved?
- DEnforce COVID-19 guidelines for example, social distancing (this includes posing for group photographs!), wearing of masks, sanitising hands, etc.



# Module 10:

## **Summary and Reflection**



Module Aims: By the end of this module, you will...

- **1.** Have created a guest or customer feedback questionnaire about COVID-19 for your establishment or business, to ensure that COVID-19 hygiene and safety standards remain high.
- 2. Have practised preparing and delivering some training activities for this course

## A Tripadvisor Review – What Went Wrong?



Imagine we are now in the middle of 2021. The COVID-19 pandemic is still in the news. There continue to be new cases and people continue to die from it. The World Health Organisation says a COVID-19 vaccine may be available at the end of 2021.

Meanwhile, the tourism industry in Sri Lanka continues to follow strict COVID-19 health and safety guidelines to protect its customers and workers – officially.

Read this review of a Sri Lankan hotel that has just appeared on Tripadvisor in July 2021.

Is the reviewer happy? Why? Why not?



#### Trincomalee Sea Breeze Hotel

In normal circumstances, this would have been a pleasant hotel. It had reasonable rooms, a cosy restaurant and a lovely garden area overlooking the sea. However, we are still in the COVID-19 pandemic and I am 71 years old, which means I am at a high risk from the virus. I booked this hotel because its website promised a high level of COVID-19 safety, like temperature checks, social distancing, regular cleaning and sanitisation, use of PPE and so on.

In fact, the website listed more than 100 COVID-19 safety guidelines that the hotel said it had implemented. I was disappointed when I checked into this hotel and found that many of those guidelines were not in place, or were being broken. Some guests and staff were not wearing face masks in social areas. In the reception area and restaurant, there was little social distancing. Sometimes, hand sanitisers were not available. Some surfaces in the hotel obviously hadn't been cleaned for a long time.

I did not feel safe in this hotel and after two nights I checked out and checked into another hotel, which seemed to be more careful about COVID-19. It makes me angry that the Trincomalee Sea Breeze Hotel broke the promises it had made on its website. I noticed that its COVID-19 guidelines were dated 'August 2020'. I guess standards at the hotel have gone down during the 11 months since then.

Date of visit: July 2021

Work in pairs. What do you think the Trincomalee Sea Breeze Hotel was like in August 2020, when international tourists returned to Sri Lanka? What do you think it is like in July 2021? What has changed? Why?



## **Customer Feedback Questionnaires**

Getting regular feedback from your guests and customers is an important way for a business to maintain its standards. If something 'slips', a customer will soon tell you about it in their feedback. This will help you to address the problem before it gets any worse and before standards drop more.

Now, with the partner that you had in Activity 1, get up and walk around the training room. You will see some guest or customer feedback questionnaires stuck up on the walls. Discuss them with your partner and fill in the following table with your ideas and comments. Remember to socially distance while you move around.

Guest / Customer Feedback Questionnaire Number	What type of business uses this questionnaire?	What are the positive things about this questionnaire?	What are the negative things about this questionnaire?
1.			
2.			
3.			
4.			

When you sit down again, be ready to tell your impressions of the questionnaires to the trainers and other participants.

## **Create Your Own Customer Feedback Questionnaire for** COVID-19

The trainers will arrange you into groups. You will be grouped with people from the same type of accommodation establishment that you work at, or with people who provide the same type of tours or tourist services that you do.

Imagine your group has to create a new questionnaire for the guests staying at your establishment or the guests using your tour or service. The questionnaire is aimed at finding out how satisfied or dissatisfied your guests or customers are with the measures you have taken to protect them against COVID-19.

Firstly, think of the things you need to cover. Make sure you address every main area or feature of your business's COVID-19 health and safety measures. Make a list below.

1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
<b>.</b>				
9.				
10.				
_0.				

Now choose one person in your group to be a secretary. The trainers will give him or her a sheet of flipchart paper and some marker pens.

As a group, decide what format to use for your questionnaire. Remember that the questionnaire doesn't actually have to contain questions! Then get your secretary to write out the questionnaire on the flipchart paper. Again, make sure your questionnaire covers all the important aspects of the COVID-19 health and safety measures you have implemented at your accommodation establishment or during your tours or tourist service.

When you have finished, stick your questionnaire up on the walls. Then, as a group, walk around, look at and discuss the questionnaires that the other groups have created. Have they included anything that you missed out? Make sure you maintain a social distance while you move around.

Notes	

## **Try Your Hand at Training**

As we near the end of this training course, please remember that you are expected to pass on the training you have received to the staff at your accommodation establishment or tour or tourist service business. In this activity, you will try your hand at doing some training.

Your trainers will arrange you into new groups. Each group will be assigned one of the following training activities. The activity consists of materials to be used by the trainees and notes to be followed by the trainer. You have already done these activities during your training.

Read the trainees' materials and the trainer's notes and, in your group, discuss how you would do the training activity as a trainer.



Module 1 / Activity 1b: True or False

Trainees' materials

Together with your partner, discuss whether the statements below are true or false. You do not need to write anything in the notes section yet.

Statements	T/F	Notes
1. Coronavirus only affects older people.		
2. Eating garlic helps prevent infection.		
Ultra-violet (UV) lamps should not be used to disinfect hands or other areas of your skin.		
4. COVID-19 virus can be transmitted in areas with hot and humid climates.		
5. Being able to hold your breath for 10 seconds or more without coughing or feeling discomfort does not meanyou are free from the coronavirus disease (COVID-19).		
6. 5G mobile networks spread COVID-19.		
7. Cold weather and snow can kill the new coronavirus		

Statements	T/F	Notes
8. Adding pepper to your soup or other meals prevents orcures COVID-19.		
9. Most people who get COVID-19 will not recover.		
10. The prolonged use of masks when properly worn, does not cause CO2 intoxication nor oxygen deficiency.		

## Module 1 / Activity 1b: True or False **Trainers' notes**

- Ask participants to answer the True or False questions in their workbook together with their partner. Again, ensure that participants are still socially distancing. Monitor whilst participants are discussing. They don't need to write anything under 'notes'
- Of Get feedback on the answers.
- 1. Coronavirus only affects older people. (F)
- **2.** Eating garlic helps prevent infection. (F)
- 3. Ultra-violet (UV) lamps should not be used to disinfect hands or other areas of your skin (T)
- 4. COVID-19 virus can be transmitted in areas with hot and humid climates (T)
- 5. Being able to hold your breath for 10 seconds or more without coughing or feeling discomfort does not mean you are free from the coronavirus disease (COVID-19) (T)
- 6. 5G mobile networks spread COVID-19 (F)
- **7.** Cold weather and snow can kill the new coronavirus. (F)
- 8. Adding pepper to your soup or other meals prevents or cures COVID-19 (F)
- **9.** Most people who get COVID-19 will not recover (F)
- 10. The prolonged use of masks when properly worn, does not cause CO2 intoxication nor oxygen deficiency (T)



#### Module 3 / Activity 1 Putting yourself in a guest's shoes Trainees' materials

Imagine you are this person who is visiting Sri Lanka for a holiday after the COVID-19 pandemic.

Your name is Angela. You come from Germany and you are 62 years old.

Germany took the COVID-19 virus very seriously. The country did a lot of tests and provided a lot of hospital beds for people who were sick. Although 8,800 German people died from COVID-19, the death rate was less than that in many other European countries.

You feel proud of what Germany did during the pandemic. Also, your part of Germany was under a curfew during March and April 2020, so you feel that the virus was a serious problem.

After the pandemic, you decided you needed a holiday. However, your children are a little bit worried about you travelling to Sri Lanka. You are old enough to be in a high-risk group for COVID-19, i.e. over 60 years old. You told your children not to worry and promised them you would be careful!

Now you, Angela, are entering for the first time three different parts of your Sri Lankan hotel: (1) the reception area; (2) your room; (3) the swimming pool.

Mindful of COVID-19, what do you expect to see? What do you expect the staff to do? Now, work in groups. Discuss what Angela would expect for COVID-19 health and safety precautions in each part of the hotel.

**Module 3 / Activity 1:** Putting yourself in a guest's shoes

## Trainer's notes

- Of Get all participants to read the profile of Angela in Activity 1 in their workbooks.
- Tell them to think about three parts of a hotel: the reception area, the hotel room, the swimming pool. Tell the participants to imagine they are Angela and they are seeing these three places for the first time in her Sri Lankan hotel.
- Given that Angela is from a country that took the COVID-19 virus very seriously, and lived under a COVID-19 curfew, and is in a high-risk group, what COVID-19 precautions would she expect to see? What would she expect the hotel staff to do? Give them a few minutes to think individually.

- Get participants to rearrange their chairs so that they can have a group discussion. Make sure there is a space of one metre between each member of the group. Get them to discuss their ideas.
- Conduct feedback.



## Module 5 / Activity 4 General considerations for your staff (1) **Trainees' materials**

Imagine you are this person who is visiting Sri Lanka for a holiday after the COVID-19 pandemic.

Although COVID-19 means your establishment's staff will have different duties to carry out in their different departments, it means that they follow some basic rules about hygiene too.

Stay in the same groups that you were in for Activity 3.

Discuss the following sentence-prompts. All the sentences are about general hygiene in the current COVID-19 situation. How do you think each sentence ends? What are the missing words?

- **1.** Wash...
- 2. Sneeze into...
- **3.** Avoid touching...
- 4. Use hand...
- **5.** Avoid close...
- 6. Clean and disinfect...
- 7. Practice...
- **8.** Stay at...

Now your trainers will do an activity to determine what the real endings of the sentences are.

### Module 5 / Activity 4: General considerations for your staff (4) Trainer's notes

- Neep participants in the same four groups.
- Tell them to look at Activity 4 in their coursebooks. They have eight sentence-prompts, i.e. the first one, two or three words in a sentence. The complete sentences are about general hygiene in the current COVID-19 situation.
- DElicit the rest of the sentence from sentence-prompt 1. "Wash..." Hopefully, someone will suggest, "...your hands." If necessary, ask follow-up questions: "How often?" ("Regularly" or "Often.") "With what?" ("Soap" or "Sanitiser.") "For how long?" ("20 seconds at least.) Read out the full guideline: "Wash your hands often with soap for at least 20 seconds"
- 10 Tell them to discuss the other 7 sentence-prompts in their groups. How do they think each sentence will end? (5 minutes)
- 2. Sneeze into...
- 3. Avoid touching...
- 4. Use hand...
- **5.** Avoid close...
- 6. Clean and disinfect...
- 7. Practice...
- **8.** Stay at...
- Read out the sentence-endings in random order. The groups call out the correct number of the sentence-prompt that it finishes.
- "...sanitiser." (4)
- "...contact with anyone who is sick." (5)
- "...home if you become ill." (8)
- "...your eyes, nose and mouth." (3)
- "...social distancing." (7)
- "...tissues or your elbow." (2)
- "...frequently touched objects and surfaces." (6)



Module 8 / Activity 5: High risk areas and measures **Trainees' materials** 

You will now think about 3 different tour operators, what their main risks are and how to minimise those risks. Listen to the trainers instructions.

## **Spa / Wellness Centres**

What are the high risk areas?	How can you minimise the risk?

#### **Surf Schools**

What are the high risk areas?	How can you minimise the risk?

#### **Yoga Centres**

What are the high risk areas?	How can you minimise the risk?

## Module 8 / Activity 5: High risk areas and measures **Trainer's notes**

- Delt participants into 3 groups (Note: if you have a large group then you can have 2 groups working on the same Tour Operator)
- Allocate each group a different category of Tour operator:
- Spa / wellness
- Surf School
- Yoga centre.
- Deach group must think about the high-risk areas for each category and how they can minimise that risk.
- 10 You can start them off by eliciting an example which applies to each group, e.g. reception and areas where clients gather. If they are really stuck for ideas give them the other areas (treatment room / storage areas / inside the studio and washrooms / changing area)
- Of Get participants to think about how they can minimise that risk.
- **10** One person from each group reads out their ideas to the whole group. Other participants make notes in their workbook as they are listening.
- After five minutes, go over their answers:

## • Reception and areas where clients gather:

Practice social distancing. How? Rearrange and remove furniture so that clients can maintain a safe social distance when seated / waiting.

Space out sunbeds / yoga mats to a safe social distance of 1.5m.

Yoga: Encourage ventilation with open doors and windows. Limit the number of students per class to a safe level.

## • During the treatment / inside the yoga studio:

Spa: Wear masks and wash / sanitize hands regularly.

Follow the hygiene guidelines strictly.

Keep a record of guests and therapists for at least 21 days in case of infection.

#### Washrooms and changing facilities:

Notes

Clean facilities regularly. Sanitize frequently used surfaces. Avoid sharing equipment.

Spa: Store used linen in closed bins and wash at high temperature.

Now, your trainers will assign members of your groups to go and conduct the training activity you studied with another group. They will also assign other groups' members to come and conduct their training activity with you.

Sheets of flipchart paper have been stuck on the walls near to each group. These can be used as 'boards' by the trainers.



## **Socially Distanced Slap-the-Board**

Look at the two sheets of flipchart paper that have been stuck up on the wall at the end of the room. Both sheets contain identical sets of numbers and acronyms.

The numbers and acronyms are relevant to the COVID-19 training you have received over the past few days. For a minute, discuss the numbers and acronyms with a partner. What do you think are their significance?

Now your trainers will arrange you into two teams and play a final game.



## Remember:

- 1. The COVID-19 pandemic is likely to be with us for some time. As time passes, don't become complacent and let standards of hygiene and safety slip at your establishment or business.
- 2. To help maintain standards, use a guest or customer feedback questionnaire about COVID-19 at your establishment or business. This will alert you if your standards of hygiene and safety start to slip.
- 3. Be ready to deliver this training to staff-members back at your establishment or business!

Notes		
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		_
		_
		_
		_
		_
		_

