

## #hotelberncaresforyou concept of protection

### Dear guests

The spread of the Corona Virus has a big impact on our daily life and we are all facing major challenges. To protect oneself and others from the virus and how to handle the situation will continue to be a part of our everyday life.

In our hotel we take the issue of security from the virus and the reinforced hygiene very seriously. We developed an extensive concept of protection which we implement and realize in the whole company every day.

Our guest shall not only feel welcomed, but they shall also recognize that we will do our best to make them feel safe and secure.

With **#hotelberncaresforyou** we defined many measures which include PROTECTION, SECURITY AND RESPONSIBILITY. Our team cares for our guest and their health and we all do our best to stay healthy!



**Dear guests, we want to thank you sincerely for your loyalty!  
Stay healthy!**

### Measures of hygiene: department Front Desk/Lobby

Responsibility and controlling: Livia Egger

Deputy: Laura Britschgi

([reception@hotelbern.ch](mailto:reception@hotelbern.ch))

- ✓ All employees working at the front desk wear a protection mask
- ✓ Hygienic protection shield between guests and employees
- ✓ Signs on the floor to maintain social distancing (1,5m)
- ✓ Enough distance between the seats in the lobby
- ✓ If needed, only disinfected pens will be handed out to our guest
- ✓ Disinfectant dispenser at the reception desk and in the lobby
- ✓ The lobby will be regularly aired
- ✓ The guest are offered electronical methods to pay (especially contactless)
- ✓ Objects from guest (for example their luggage) will only be touched with gloves and only if really necessary
- ✓ Key Cards and Luggage-Tags will be disinfected after use
- ✓ Tables, chairs, the front desk, elevator buttons etc. will be regularly disinfected
- ✓ Employees may only use the staff entrance

### Measures of hygiene: department Housekeeping

Responsibility and controlling: Gloria Pereira

Deputy: Conceição Pereira

([reception@hotelbern.ch](mailto:reception@hotelbern.ch))

- ✓ All employees wear gloves and protection masks
- ✓ After the room inspection of the head of housekeeping the room will not be entered by the employees anymore.
- ✓ Disinfection dispenser in the hotel will be filled up regularly
- ✓ The hotel rooms are sealed after cleaning (Seal: this room has been disinfected for you)
- ✓ The hotel rooms will only be entered by the employees if the guest is not present
- ✓ The personal belongings of the guests will not be touched if absolutely necessary only with wearing gloves
- ✓ No magazines or newspaper in the hotel rooms
- ✓ Dishes and glasses in the room will be replaced daily
- ✓ Laminated objects in the room will be disinfected after the departure of the guest
- ✓ The rooms will be cleaned and disinfected professionally after each guest
- ✓ The rooms will be aired daily
- ✓ Working clothes will be changed daily
- ✓ The public toilets will be controlled, cleaned and disinfected professionally and regularly
- ✓ Employees may only use the staff entrance

### Measures of hygiene: department Restaurant

Responsibility and controlling: Rosario Capomolla

Deputy: Xhevat Istrefaj

([info@volkshausbern.ch](mailto:info@volkshausbern.ch))

- ✓ All employees wear protection masks and gloves
- ✓ Signs on the floor at the entrance and in the restaurant in order to maintain social distancing (1.5m)
- ✓ Only 4 people are allowed to sit at a table, except for families.
- ✓ Personal details are either taken in detail over the phone or we take them ourselves when the guests enter the restaurant. An OR code is also available. Each guest must give their personal details and it is obligatory to be seated.
- ✓ The tables, chairs and the menu will be disinfected after the guest is accompanied to the table
- ✓ The guest are offered electronical methods to pay (especially contactless)
- ✓ The touchpad from the cash desk will be covered with a protective foil
- ✓ If needed, only disinfected pens will be handed out to our guest
- ✓ Contact details of at least one person of each group/table have to be recorded
- ✓ At the entrance and exit points as well as on the toilets are disinfectant dispenser
- ✓ The distance between the tables is 1.5 meter
- ✓ The official hygiene and distance rules must be strictly observed and the employees are allowed to remind the guests
- ✓ The breakfast buffet will be equipped with a spit protection, disinfectant and one-way gloves free for all guests
- ✓ At the pass-through between kitchen and restaurant the distance of 1.5 meter needs to be maintained
- ✓ No mix of the guest groups
- ✓ No personal belongings of the guest will be touched, if necessary only with wearing gloves
- ✓ The following objects in the restaurant will be disinfected regularly: Credit card terminal, cash desk, bins, ash trays, coffee machine, tables, chairs, menus and many more).
- ✓ Laminated menus will be disinfected regularly
- ✓ The hands will be washed regularly, after each contact with the guests
- ✓ The menu will be offered in a digital way
- ✓ No body contact. Neither between employees nor with guests
- ✓ The rooms will be aired regularly
- ✓ The employees may only use the staff entrance



## Measures of hygiene: department Meeting & Events

Responsibility and controlling: Eleonore Peracchia

Deputy: Antonio Machado

(veranstaltungen@hotelbern.ch)

- ✓ All employees wear a protective mask.
- ✓ Gloves are compulsory in the catering area.
- ✓ Disinfectants are available in the meeting and event area for thorough disinfection of hands.
- ✓ Pads and writing materials are available on request.
- ✓ Only pre-disinfected pens are handed out to guests.
- ✓ The cash register touchpad is protected daily with a protective film.
- ✓ Separating discs between guests and staff at the reception.
- ✓ Floor markings to maintain the distance (1.5 metres)
- ✓ No mixing of guest groups.
- ✓ Regular disinfection of the objects (waste bins, ashtrays, coffee machine, tables, chairs, cards incl. complete technical equipment).
- ✓ We do not touch the guests' objects, if necessary only with gloves.
- ✓ Any physical contact is avoided.
- ✓ All premises are regularly ventilated.
- ✓ Do not put on magazines & brochures etc.
- ✓ Spray bottles for disinfection are available in every room.
- ✓ Employees may only use the staff entrance.

If certain meeting or event areas, such as entrance or break areas, are used by guests from different meetings, the official rules of distance must be observed or protective measures must be taken and implemented.

**In addition to all other safety measures we always try to make a bigger meeting room available in order to maintain the distance between the participants**

### Measures of hygiene: department Kitchen

*Responsibility and controlling: Frank Weissenberger*

*Deputy: Steffen Schneider*

*(kueche@hotelbern.ch)*

- ✓ All employees wear a protective mask and gloves.
- ✓ In the kitchen 3M protective masks are worn. As soon as someone enters the restaurant, they wear our Signed Protective Masks Hotel Bern.
- ✓ Washing hands regularly
- ✓ Protective masks including gloves are changed several times a day.
- ✓ We do not touch the guests' objects, if necessary only with gloves.
- ✓ Any physical contact is avoided.
- ✓ The HACCP concept still applies.
- ✓ External guests are not allowed to enter.
- ✓ Suppliers are only allowed to enter the kitchen with protective masks and gloves.
- ✓ Employees may only use the staff entrance.

### Measures of hygiene: department Attika Bar

*Responsibility and controlling: Alicia Abde-Hamid*

*Deputy: Irina Nüssli*

*(info@volkshausbern.ch)*

- ✓ All employees wear protection mask and gloves
- ✓ Only 6 people are allowed to sit at a table, except for families.
- ✓ Personal details are either taken in detail over the phone or we take them ourselves when the guests enter the restaurant. An QR code is also available. Each guest must give their personal details and it is obligatory to be seated.
- ✓ The tables, chairs and the menu will be disinfected after the guest is accompanied to the table
- ✓ Contact details of at least one person of each guest group needed to be recorded
- ✓ If needed, only disinfected pens will be handed out to our guest
- ✓ The touchpad from the cash desk will be covered with a protective foil
- ✓ After the guest has noted his contact details, the list will be restored. Do not leave the list lying around.
- ✓ As well as at the entrance and the exit of the bar and also on the toilets are disinfectant dispenser
- ✓ Distance between the tables is 1.5m
- ✓ The official hygiene and distance rules needed to be maintained. The employees are allowed to remind the guests
- ✓ No mix of the guest groups
- ✓ Any physical contact is avoided.
- ✓ No newspaper or magazines offered from the hotel
- ✓ Personal belongings of the guest will not be touched. If necessary only with gloves
- ✓ Hands will be washed regularly

## Protective measures

In the hotel rooms on the pillows a small disinfectant bottle awaits the guest

Our employees will be trained regularly so that the protective concept is applied correctly

All employees receive branded protective mask to protect themselves and the guests

## General rules

If symptoms of illness occur, guests are asked to stay in their hotel room and employees will be sent home immediately. They are instructed to follow the isolation rules of the Federal office of public health FOPH (see [www.bag.admin.ch/isolation-und-quarantaene](http://www.bag.admin.ch/isolation-und-quarantaene)).

The company informs the employees about their rights and protective measures in the company. This includes in particular the information of particularly endangered employees. The company will display the protective measures in accordance with the FOPH in the entrance area.

The guests are to be made aware of the distance rules and the avoidance of mixing the groups of guests. The company regularly instructs employees on the hygiene measures to be taken and on how to deal safely with customers.

## Personal data / contact details

The company will use the data exclusively for the stated purpose. The company keeps the data for 14 days and destroys them completely after that; the explicit consent of the person concerned for further processing of the data is reserved. The cantonal medical service may request the contact details if it deems it necessary.

## Further information needed?

If you would like further information about our concept or about the Hotel Bern, please do not hesitate to contact us.

We are looking forward to your visit and stay safe!



Manuel Cornioley

(COO) Operative Stellvertretung Direktion

Berne, 31<sup>st</sup> Mai 2021