






OUR HOTEL PLAN:

# Marriott Marquis Washington DC





COMMITMENT TO CLEAN

**Marriott**  
INTERNATIONAL

UPDATED:  
7/1/20

 <p><b>CLEANLINESS CHAMPIONS</b></p>	<p>Thank you for selecting the Marriott Marquis Washington DC to host your upcoming event. As you prepare for your stay, we would like to share details of <a href="#">Marriott International’s Commitment to Clean</a> and the additional measures we are taking to provide you with a safe and comfortable environment. Here is our Hotel’s current plan.</p> <p><i>*Please note the information in this plan is subject to change due to the fluid nature of the COVID-19 Pandemic.*</i></p> <p>We have identified two senior leaders to serve as our Hotel’s Cleanliness Champions. They are Bibi Rahimi, our Resident Manager, and Lewis Nelson, our Director of Services. They will work with our Department Heads to ensure cleanliness standards are adhered to throughout the Hotel.</p>
 <p><b>TRAINING</b></p>	<p>All Associates will be trained on COVID 19 and the role they play in the safety and sanitation/cleanliness of our property. Training topics include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Associate PPE and hand hygiene</li> <li>• coughing/sneezing etiquette</li> <li>• proper use of chemicals/cleaning products and their frequency/protocols throughout the property</li> <li>• social distancing standards</li> <li>• guest signage and communication around cleanliness and social distancing</li> <li>• guestroom entry protocols</li> <li>• F&amp;B and Meeting &amp; Events execution to promote clean and safe execution</li> <li>• COVID-19 case approach and room recovery</li> </ul> <p>To keep cleanliness at the forefront of our team’s focus, Commitment to Clean information/training will be shared in our Daily Stand-Up packet.</p>
 <p><b>HAND HYGIENE AND ETIQUETTE</b></p>	<p>Associates must wash their hands every 20 minutes for 20 seconds following the CDC’s handwashing guidelines. Associates who are unable to wash their hands every 20 minutes should use hand sanitizer as an alternative.</p> <p>Guests are encouraged to wash their hands frequently using CDC handwashing guidelines.</p> <p>Touch-free hand sanitizing stations are located at the Hotel’s entrances, restrooms, elevator landings, F&amp;B outlets, meeting space, fitness center and in several other high traffic Front of the House and Heart of the House areas.</p> <p>Proper handwashing, sneezing, and coughing protocol signage in addition to social distancing signage will be present throughout the Hotel.</p>



 <p><b>CLEANING</b></p>	<p>We have increased the frequency of cleaning and disinfection, especially in high-traffic areas like restrooms, elevators, and escalators and provide more hand sanitizing stations.</p> <p>Hand sanitizing wipes will be in each guestroom as an additional measure to ensure cleanliness.</p> <p>Electrostatic sprayers will be used for sanitation in high traffic public space.</p> <p>The following will be removed/discontinued:</p> <ul style="list-style-type: none"> <li>• decorative pillows in both the guestrooms and public areas.</li> <li>• magazines, pads, pens and any other soft printed collateral in guestrooms</li> <li>• self-service ice machines (signage to be in place to call Front Desk for ice delivery)</li> </ul> <p>We will continue to build on our reputation for high standards of hotel cleanliness with well-established cleaning processes, using EPA-approved cleaning &amp; disinfecting agents that kill the COVID-19 virus.</p>
 <p><b>PERSONAL PROTECTION EQUIPMENT</b></p>	<p>All Associates are required to wear face coverings while working.</p> <p>Associates will wear gloves and glasses as required by their specific job duty.</p> <p>Associate temperature checks are conducted daily upon their entering the building to start their shift.</p> <p>Per DC regulation, all guests are required to wear face coverings while in the public space of the building. This will be reinforced by leadership.</p>
 <p><b>COVID-19 CASE APPROACH &amp; ROOM RECOVERY</b></p>	<p>For all departments we have protocols for presumed positive COVID -19 cases and self-quarantine procedures.</p> <p>We will follow CDC and local health department guidelines.</p>
 <p><b>SIGNAGE/COMMUNICATION</b></p>	<p>We have created guest facing signage as well as signage for the Heart of the House to notify guests of PPE and social distancing requirements based on state/local jurisdictions.</p> <p>There are floor decals promoting social distancing where lines/queues may form.</p> <p>Proper handwashing, sneezing, and coughing protocol signage in addition to social distancing signage will be present throughout the Hotel.</p> <p>Guests with an email address on file will be sent a pre-arrival email detailing our safety and cleanliness efforts.</p>



**SOCIAL & PHYSICAL DISTANCING**

Social distancing signage is located in both the Front of the House and the Heart of the House.

Floor decals are placed on queuing areas to denote safe distances for waiting.

Lobby/pre-function furniture and seating have been redesigned to encourage compliance with social distancing requirements.

Workstations throughout the Hotel to facilitate social distancing have been set up, and Plexiglas barriers are in place at the Front Desk, Bell Stand and Valet.



**GUEST ROOM ENTRY**

We will reduce Associate guestroom entry during stays (i.e. housekeeping, in-room dining, etc.), and work with guests to ensure their safety and the safety of our associates.

We will encourage guests to utilize our Mobile Guest Services for example, Mobile Check-In, Mobile Dining and Mobile Chat. All of these services are easily accessed using Marriott’s Bonvoy App.

The Hotel’s guestroom amenity program has been reevaluated to offer pre-packaged items.

Our Fresh Bites program has been modified so that items are delivered without contact.



**FOOD & BEVERAGE AND MEETINGS & EVENTS EXECUTION**

We continue to closely monitor local and CDC guidelines regarding F&B and Meeting Space capacity and social distancing guidance.

We will utilize signage, floor markings and furniture placement to ensure compliance.

We will increase the frequency of cleaning and disinfection of all F&B and Meeting and Events areas and equipment.

We will use the “knock and step back” method of delivery for Fresh Bites.

We created a re-designed diagram for utilized F&B and meeting space that supports social distancing standards and that adheres to local regulations.