

The Hotel Roanoke & Conference Center

Visit the Hilton's dedicated COVID- 19 page for the latest
<https://www.hilton.com/en/corporate/coronavirus/>

Your health and safety are important to The Hotel Roanoke & Conference Center. A comprehensive review of the physical building and operations has been conducted, utilizing the latest scientific data and best industry practices from several resources.

What's Enhanced at The Hotel Roanoke & Conference Center

- General Prevention
 - Cleaning regimen enhancements
 - Physical distancing signage
 - Abundant hand sanitizer stations
- Employees
 - Extensive training on CV prevention
 - PPE worn by role
 - Daily wellness checks
- Guest Rooms
 - Enhanced cleaning technologies and procedures
- Public Spaces
 - Elevator passenger use limited
 - Public seating reduced
 - Additional outdoor seating
 - Installed glass partitions at Front Desk, Business Center, Regency Host Stand, and other high interaction areas
- Restaurants and Bar
 - Service with minimal guest contact
 - Room service available with no-contact delivery
 - Physically distanced seating

Meeting Room Protocols

- All staff will adhere to the CDC and Local/County guidelines on PPE
- Room sets pre-set to comply with physical distancing guidelines
- All hard surfaces will be cleaned and sanitized at the end of each meeting
- Full refresh of room will be conducted at the end of the day.
 - This is to limit unnecessary traffic in meeting room
- Disinfecting of high-touch points will be conducted during all pre-planned breaks or at guest request
- Disinfecting wipes, latex gloves, and hand sanitizer will be set on a separate station inside of the room
- Maximum occupancy standards will be implemented in all public spaces and restrooms
- Signage and floor markers – throughout the property highlighting physical distancing guidelines and PPE recommendation

Reimagining our Hospitality & Infrastructure

- A relentless focus on sanitation. Standard operating procedures and personal protective equipment are a significant part of our daily operations
- Although contradictory to the nature of hospitality and personalized guest interaction, increased forms of contactless service will become prevalent.
- Our training programs have been redeveloped to include many new service techniques including new social distancing and sanitary procedures, as well as everyday service standards
- Our team members will wear personal protective equipment where necessary and follow CDC sanitation guidelines
- Where it applies, state and/or local directives should supersede all other guidance and operational direction
- Our Food & Beverage menus and service execution in a safe and desirable manner has received our most attention and we will continue to adapt and improve our Four Diamond level of excellence to meet the demands of you our guest. Please be assured you are in good hands!

Food Safety & Sanitation

- New guidelines on how to clean restrooms, tables, chairs, highchairs, waiting areas and public areas in general
- Initiated facility leaders to be food safety officers.
- Monitoring is a big part of the ongoing food safety processes. Training programs, including on-the-spot food safety and sanitation, will be required
- ServSafe certificates are required for all food and beverage employees, including leaders
- Food safety will rank as one of the highest priorities u Jurisdictional standards regarding critical limits and processes will supersede local requirements if the codes, ordinances, statutes or regulations are more stringent

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