



FIGHT AGAINST COVID-19

BRIEFING HANDBOOK





Dear Guests,

Novel Coronavirus Disease (COVID-19) is widespread in the world.

In our country, protection and control measures should be noted to reduce the contamination risk of the infection at accommodation facilities.

In all areas within ORKA BOUTIQUE HOTEL, it is our only aim to ensure continuous hygiene and sanitation in order not to expose our employees and guests to Coronavirus risk and to provide a safe working environment.

In this period, it has become obligatory to comply with the warnings and measures for both your personal health and public health. For facilitating your holiday, we needed to share this ORKA BOUTIQUE HOTEL Hygiene Manifest with you. The priority for our guests and employees is not coming to common areas without wearing a mask, keeping the social distance at all times and minimum contact with surfaces. Please frequently wash your hands properly or use the hand sanitizers that you may find on common areas.

Cleaning and disinfection are the cornerstones of preventing infections and controlling pandemics.

In all cleaned and disinfected areas, we ensure that products and tools that comply with standard procedures recommended by experts and that have high quality and standards and we follow up the process cautiously by getting consultancy services when necessary.

We pay much attention to hand hygiene and cleaning and disinfection of frequently contacted surfaces and we train our employees about this and similar Covid-19 pandemic.

We follow the agenda and developments closely with the Crisis Management Unit that we have formed at the beginning of the pandemic, Department Committees and Workplace Health and Safety Team and we implement Orka Covid-19 Action Plan with findings and recommendations in accordance with new developments.

By means of the management, committee and our teams that we formed under the control of our General Director, we are able to make fast and appropriate decisions and necessary actions are implemented quickly.

At ORKA BOUTIQUE HOTEL, necessary hygiene measures are taken by taking following publications and statements into consideration.

- “Operational Considerations for Covid-19 Management” published by World Health Organization (WHO) for Accommodation Sector,
- Republic of Turkey Ministry of Health “Statements and Recommendations of the Scientific Committee” and Regulations on the Principles and Conditions that Shall Apply to Swimming Pools
- Republic of Turkey Ministry of Culture and Tourism “Covid-19 Management Guideline at Accommodation Facilities” and “Circular on Controlled Normalization Process at Accommodation Facilities”
- Law No 5996 of Republic of Turkey Ministry of Agriculture and Forest



FRONT OFFICE

- Luggage is disinfected during C/I.
- Guests' body temperature is measured when they enter the hotel.
- Reception desk is disinfected before and after C/I – C/O.
- Pushchairs are cleaned using alcohol-based surface disinfectant.
- Disinfected room key card is handed over to the guest.
- The guest is informed about the measures taken against Covid-19 through info channels.
- There are social distance warnings in front of the reception desk.
- Seating groups are arranged in accordance with social distance rules.
- For the guests staying at the same room, social distance rule does not apply in food-beverage areas, elevators, etc.
- There are “Infectious Waste Boxes” in reception area.
- The guests are requested to fill in the Express Consent Form (Health Notification Form) stating that they know the risks of Covid-19 virus and they will comply with the measures taken by the hotel.

GUEST RELATIONS

- Health complaints of the guests are followed cautiously and the guests are referred to the doctor in suspicious cases.
- Lists of sick guests are followed regularly.
- Customer relations personnel complies with social distance rule while talking to the guest.

FOOD AND BEVERAGE

- The surfaces of tables, chairs, bar and buffet are cleaned and disinfected after each service.
- Chairs and tables are arranged in accordance with social distance in the restaurant and bars.
- There are protective separators and social distance markings at the bar.
- Food and beverage are served by the assigned personnel.
- After being disinfected, baby feeding chairs are wrapped with stretch film and labelled.
- Productions continue in accordance with ISO 22000 Food Safety Management System standard.
- Food and Beverage personnel use masks and gloves.
- There is only disinfectant on every table. When the guest sits at the table, items such as saltshaker, napkin box, etc. are disinfected and brought to the table by the service personnel. When the guest leaves the table, the table and all the items are disinfected again and taken to service tables.



- The spoon, knife and fork are offered to the guest in a disposable package and with table mat.

HOUSEKEEPING

- C/O rooms are cleaned and disinfected with ULV device.
- There are contaminated garbage bins throughout the hotel for throwing contaminated masks and gloves.
- There are warning notices on the elevators about the number of allowed users.
- Rags used for cleaning are single use for each area and cleaning continues within the standards.
- All the personnel use masks.
- Frequently touched surfaces such as door handles, elevator buttons, general area toilets, handrails, etc. are disinfected.

TECHNICAL SERVICE

- Mask and gloves are used in all failures and gloves are replaced after each transaction.
- Ventilation systems in indoor areas such as lobby, restaurant, etc. are operated in full capacity with fresh air.
- Room and general area air-conditioner filters are cleaned and disinfected in determined periods.

HOTEL EMPLOYEES

- All measures to be taken for guests also apply to the personnel.
- Covid-19 hygiene trainings are given to all personnel.
- All hotel employees go through medical check.
- Social distance rule is observed and there are notices in changing rooms.
- Changing rooms are disinfected using disinfection machine at the end of the day.
- Personnel cafeteria and resting areas are arranged in accordance with social distance.
- Body temperatures of the employees are measured.
- In case of high fever, medical check will be ensured.