



WYNDHAM
GRAND
PITTSBURGH
DOWNTOWN

COVID-19
STANDARDS

WYNDHAM.COM 1-800-WYNDHAM



WYNDHAM GRAND
PITTSBURGH DOWNTOWN

WELCOME BACK

The safety of our guests and team members is our top priority. The Wyndham Grand Pittsburgh Downtown team wants to reassure you we are focused on the health and safety of all of our guests.

We have adapted our operations to follow the guidelines and safety information provided by the World Health Organization (WHO) and the U.S. Centers for Disease Control and Prevention (CDC). Incorporating new products and cleaning standards. Our team members are well trained and are adhering to the latest guidance and hygiene protocols.

Implementing the new processes to protect the safety of our guests and team members has resulted in a reduction of certain services and amenities that are normally available at our hotels.

Let us provide you with an award-winning Catering and Banquet team dedicated to turning your vision into reality. Our team is here to assist you in navigating the new standards.

Your grand event begins with the Wyndham Grand Pittsburgh Downtown.



Valet/Entrance

Gloves will be worn by team at all times when opening car doors, hotel doors or handling luggage

Gloves will be replaced each time after handling guest luggage or valet a car

Signage is on display at the entrance of the hotel to support our social distance policies

Bell Staff

Gloves must be worn when handling Guest luggage or opening doors

Gloves must be replaced after handling each Guest's luggage

Any luggage must be delivered using the Team Member service elevators while our Guests use the guest elevators

Bellmen will meet the Guests at their room by knocking on the door and inform the Guests that their luggage will be placed outside of their room

Bellmen will enter a room if a guest is physically unable to handle their luggage

Bell carts will be sanitized after every use

Guest Services

Plexiglas on each desk

Key cards are sanitized before issued to guests

Multiple key drop boxes for guests to utilize to limit contact between team members and guests

Team members to wear gloves when handling any Guest items

All GSAs will remain behind the protective shield while interacting with any Guests

GSAs will have available a copy of the guidelines including operational open/closed facilities

Upon availability Guest Service Agents to offer rooms to Guests that have not been occupied for the last 2, 3 or more days

Express checkout available upon departure

Lobby

Floor stickers are in place to observe 6-ft. social distancing near the front desk and Ground Stop

Furniture is a minimum of six feet apart

Sanitizer station(s) are available for Guests

**The State of Pennsylvania requires that
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Employees and Guests must wear a face-
mask at all times while in public areas.**

Business Center

The Business Center will be limited to one work station
Housekeeping lobby attendants will sanitize the work station hourly during business hours

Ice Machines/Vending Machines

Housekeeping will sanitize these areas every hour with extra focus on early evening hours

Elevators

Housekeeping will sanitize all elevators every hour with extra focus on peak times in the morning or evening hours

Guest Rooms

Housekeepers will wear gloves at all times while cleaning a guest room. Housekeepers are to put on new gloves before entering another room

For Guest stays of two nights, Housekeepers will provide limited service by replacing towels, making beds, empty trash and cleaning bathroom counter.

Longer length of stays will be completely serviced every third day. Written notification will be provided in the room to inform the Guests

Rooms will be cleaned while the Guest is out of the room

All rooms will be completely sanitized upon checkout

Temporary removal of glassware and coffee cups from the rooms and use disposable items

Housekeeping will be using an electrostatic sprayer with a disinfectant in the guestrooms, hall ways and fitness room

Room Requests

All room requests will be delivered on a clothed Room Service table

When the Guests opens the door, they will remove the items requested from the table
For roll away beds, the Guests will need to exit the room while the bed is set up. If they cannot leave, the Guest will be responsible to set up the bed

Public Restrooms

All public restrooms to have touchless soap dispensers, faucets and flushers
Touchless hand sanitizers

Increased frequency of cleaning and sanitizing – minimum once per hour

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Service of Public Restrooms During Events

Public restrooms will be staffed at break times.

Following breaks and meal periods restrooms will be disinfected.

Engineering

Guestroom Calls:

For room calls, it will be requested of Guests to leave their room when an item needs to be repaired or replaced

If the Guests cannot leave the room, the Engineer will request that the guest stay in one area of the room while repairs are being completed. The Guest will be required to wear a facemask while the Engineer is in the room

Engineer Team will sanitize all areas of the spaces in which they were working along with both door handles on the main room door

Meeting rooms:

Deep cleaning all coils both hot and cold with Hydro Kleen and stepping up the type of filters

Cleaning all wall and duct to meeting rooms

Cleaning all cleaning vents and disinfecting them

Restrooms both levels will be all handsfree

Guestrooms:

Cleaning and disinfecting air conditioner Coils with antimicrobial cleaner

Upgrading filters

Changing shower heads

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Restaurants/Food Establishments

Three Rivers

- All restaurant staff must wear facemasks and gloves through service, changing gloves often
- Three Rivers will be open for breakfast, lunch and dinner based on occupancy
- All tables must be spaced at a minimum of six feet and enforced by the Restaurant Staff at all times
- Tables will be set with napkin rolled silverware, salt & pepper shakers sugar caddies. No glassware, cups, etc.
- All menus will be printed on recyclable paper and disposed of after each use
- Water to be served on request only
- Coffee pots may not be placed on the tables for Guest use/handling
- Pens must be sanitized after each use
- After Guests depart, all tables, chairs/arms, salt & pepper, shakers and sugar caddies must be sanitized. Also any high chairs or booster seats must be sanitized before and after each use
- Hand sanitizer will be available for the Guests at the front door for their use before entering and departing the restaurant

Take Out/To Go Orders

- Cashiers will take to-go orders observing all the same rules as above

Ground Stop

- Open 24 hours per day for take-out
- Cashier will be behind the portable shield when interacting with Guests
- Cashier will wear facemask and gloves while changing out the gloves frequently
- Condiments will be distributed by the Cashier
- Front counter will be sanitizer after each Guest

Bar/Beverage

- All Bartenders and Servers must wear face masks and gloves at all time while changing gloves out frequently
- All tables, chairs, barstools and seating must be six feet apart
- Sanitizing station set in bar area.
- Tables, chairs and barstools must be cleaned after each Guest use

Room Service

- Room Service will be open based on occupancy and will offer Grand-to-go service
- All Room service orders will be served in quality To-Go containers using all disposable items
- All condiments are individual packets (PCs)
- All Servers must be wearing a facemask and gloves

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Banquet/Catering/Meeting Rooms

Set Ups

All rooms will be set to current PA and CDC social distance regulations

Meeting room tables will omit mints, pencils, pads, glasses or water on the tables

Chairs will be sanitized nightly

All tables will be sanitized nightly. Guests will be asked to remove all items from the tables each day to allow for proper cleaning

All "touched" items (door knobs, push bars, light switches, etc.) in all meeting rooms will be sanitized at every opportunity such as break times, lunch and at the end of each day

Table cloths will be replaced nightly

Coffee Breaks - (subject to change)

Grab & Go style

Prewrapped or in individual containers

Server would serve the Guests from behind a protective shield

Sanitizer available at break tables or nearby

Condiments in individual packets

Prewrapped plastic ware would be used

Full-Service coffee break

All items would be on displayed but "plated" by a Server behind protective shield

Use of china & silver (rolled in napkin)

Condiments with either be individual packets or served in ramekins

Meal Service

All silverware will be rolled in napkins set on the table

Water served on request only (not preset)

Bread/rolls will be served

Butter will be individually wrapped and served with bread (not preset on table)

Salad dressing will be French dressed or pre-dressed

Receptions

At this time buffets will not be offered.

Butler passed permitted only when individually wrapped

Displayed hors `d oeuvres and stations are temporarily suspended.

Action Stations

ALL items (plates, food, etc. except rolled silverware) must be behind protective screen

Station Attendants/Chefs must also be behind the protective shield

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Bar Service

Additional bars and bartenders maybe added to service event
Social distancing markers need to be in place at each bar
Bar top will be sanitized after each Guest
Protective shield will be in place at every bar

Special Events – Weddings/Parties

Vendors must adhere to Wyndham's cleanliness rules and social distancing and masks must be worn at all times. (bands, florist, cake, photography, etc.)

Culinary/Kitchen

All Culinary and Kitchen Staff are required to wear a facemask and gloves.

Hand washing must occur frequently

All work surfaces must be sanitized after each use

All boxes, cases, etc. need to be handled using gloves

All kitchen door handles, levers, etc. need to be sanitized several times per day

All carts are to be sanitized throughout the day along with at the end of the day

Contact cleaning sheets will be placed in all prep area to ensure that proper sanitation is maintained

Hand sanitizer stations are placed at all handwashing areas and at several high traffic areas throughout the food and beverage service area as well as the entrance to the bar and restaurant

A peroxide multi surface cleaner is being used to clean all contact surface areas in the restaurant, bar and Groundstop

Random temperature checks on all food products will be checked twice during each shift a log will be placed in all prep and production areas and signed off by a manager

A FDA approved microbial no rinse product has been added to all prep areas and all fruits and vegetables will be rinsed for 90 seconds as an added layer of protection

Fruit for bars and service in the restaurant are to be washed in the microbial solution for 90 seconds and gloves will be worn as they are prepared, they will be handled by tongs that have been properly sanitized

All outlets will be thoroughly cleaned and sanitized prior to reopening to include tables, chairs, host stand, bar area and all high contact areas

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