



Kololi, The Gambia

Tel: 00220 2949631 4460092 4460030

Email: [info@metzyresidencehotel.com](mailto:info@metzyresidencehotel.com)

[WWW.METZYRESIDENCEHOTEL.COM](http://WWW.METZYRESIDENCEHOTEL.COM)

29<sup>th</sup> June 2020

Dear Valued Partner/Guest,

### **COVID 19- ENHANCED SAFETY & SANITATION STANDARDS**

Cleanliness and safety have been at the core of our business since its beginning. Taking care of our guests and employees well-being is the essence of what we do.

The recent Coronavirus pandemic has challenged this issue of well-being as it has impacted our economy, industry, and individual lives. Yet, working together, we can reassure everyone that our hotel remains among the safest places for business, leisure, and employment.

We have therefore elevated our standards for hygiene, cleaning, and safety even more rigorously.

Our enhanced measures include:

1. **Training:** Partnering with health experts, to ensure we have training on hygiene and infection prevention expertise. Training hotel staff on cleaning and sanitizing procedures developed by health experts, our proprietary robust cleaning and sanitizing program that includes best practices from in-house and outside experts.

2. **Cleaning and Sanitizing:** Increasing the frequency of cleaning and special sanitizing using high quality products throughout all public areas of the hotel, meeting spaces, guestrooms, and work areas with a focus on high-touch areas and hard surfaces. **These include, but are not limited to:** Entrance doors, conference tables & chairs, microphones, guestroom doors (both sides), handle, latch, peephole light switches, TV remote control, telephones, do-not-disturb sign, closet door, iron, ironing board, hangers, luggage rack, window, curtain rods, headboard, nightstand, inside drawers, knobs, handles, and digital safes.
  
3. **Safe Service in Food and Beverage:** Providing food and beverage offerings in a grab and go format; providing rigorous food and beverage staff training; and adhering to Ministry of health guidelines along with guidance from other Health Experts, such as the use of personal protective equipment and food safety.
  
4. **Allowing for Physical Distancing:** Physical distancing throughout all areas of the hotel including in public areas, meeting spaces, lobby, swimming pool and work areas. Training staff on physical distancing in interactions with guests and with each other.
  
5. **Staff Wellness:** Hotel staff use of PPE such as face coverings, temperature checks, and increased personal hygiene protocols including frequency of hand washing and wearing of gloves.

We believe in the importance of integrity and transparency in all that we do and you have our commitment to continue serving you as we collectively navigate our current challenges and those that we will face together in the future.

Sincerely,

Mr. Abubakr T Drammeh

General Manager