

Click to see the [Quality Assurance criteria notes](#) for Hotels.

Click to view the current [Scottish Government guidelines](#) for reopening and operating your business.

## **Considerations from the VisitScotland Quality Assurance Grading Scheme for Hotels**

*The following guidance refers to additional considerations for Hotel businesses, **specifically** with regards to achieving high standards within the Quality Assurance Scheme for this designator whilst implementing temporary Covid19 measures. Please remember to advertise your [Quality Assurance](#) logo and [We're Good to Go](#) mark – both are ways to reassure the visitor and show that you adhere to national standards.*

### **Pre-arrival/Check-in Procedures**

- At booking stage, encourage customers to visit your website and/or social media platforms to familiarise themselves with all information on temporary Covid-19 procedures or changes to normal operation. Potential customers can be reassured by detailed information on the safety provisions which are in place
- A helpful “walk through” of a guest’s journey from arrival can pre-empt any concerns or worries customers may have. The use of video footage on hotel websites showing check-in and out procedures, dining set-ups, etc, have become very useful
- Set guest expectations whilst still offering a welcoming first impression. Pre-arrival ensure guests are aware of any hotel facilities which may not be available, such as the use of certain leisure facilities, or the operation of only one restaurant of several on site, for example. Also ensure that the frequency and/or availability of servicing of bedrooms/bathrooms during a guest stay is clearly conveyed
- A follow up email prior to customer arrival reiterating your new procedures, commitment to guest health & safety, and a personalised warm pre-welcome is strongly advised

### **Hospitality & Service**

- Try to balance all interactions by communicating the appropriate health & safety information (including offering to show risk assessments), whilst retaining your business character and warm hospitality that makes the experience special for your customers. A warm greeting and smile can still be felt through a facemask if the communication is right
- Consider measures to reduce contact time with guests, whilst making the experience easy to navigate for customers. This could include (but not limited to): contactless online check-in and check-out and payment with emailed professional invoice provided; alternative forms of communication with guests via phone or messaging app on site; single-use in-room communication which could be personalised

### **Dispensation/Allowances**

*In order to comply with Government Guidance, some temporary Covid-19 measures will appear to be contrary to certain criteria elements and quality scoring considerations under normal operation of*

*the Quality Assurance (QA) Scheme. Please note that **dispensation will be given for any QA elements which would be out-with Government guidance, and these elements will be obsolete until such time that normal operation can resume.** The main aspects which will be affected are: -*

#### **Luggage assistance on arrival and departure**

Government advice is to avoid handling customer belongings. Ensure that expectations are set, and this is communicated to guests. It may be that, as part of the pre-arrival information, it is mentioned that luggage assistance will not be available, or that there will be an alternative means of delivering this. An example would be to ask guests to place their own luggage on a luggage trolley on arrival and then the luggage can be delivered to outside their room (by a member of staff wearing gloves).

#### **Table Appointment and Menu Provision**

Government advice is to provide menus digitally where possible or by using 'single use' recyclable paper to reduce Covid-19 virus spread. Variety and range of dishes being offered has also been given dispensation so that kitchens can work within Government Guidance. The requirement of staff having to explain food sourcing and menu content has been given dispensation so that interaction between customer & staff is minimised. Ensure therefore that there is adequate detailed information on dishes contained within the menu. Table appointment will be given dispensation due to the advice to avoid any clutter/decorative items on the table and the preference for wipeable tabletops and single use napkins, etc.

#### **Restaurant/Bar Service**

Staff can still deliver a hospitable and efficient service but the amount of contact between server and customer should be reduced as much as possible. Consider reducing to a minimum the number of back and forth staff journeys from bar/kitchen to tables. Drinks for a meal – water and wine, for example – should all be delivered on one visit to the table and customers can carry out their own service and top-ups. Similarly, with tea and coffee. Any sundries being supplied with a meal should, where possible, be delivered at the same time. Whilst staff should be attentive to guest needs, the same amount of staff/customer interaction expected pre-Covid would not be expected now.

#### **Room Service**

There may be an increase in demand for room service, with some customers perhaps feeling safer dining within their own room. Whilst working under Covid 19 Guidelines, room service should be limited to delivering food safely and hygienically via a tray or room-service trolley to outside the bedroom and customers should be encouraged to call down to arrange a time for the used trolley to be removed from outside their room so that used dishes, etc, are not left sitting in corridors for any length of time.

#### **Bedroom /Bathroom Accessories**

Government advice is to temporarily de-clutter bedrooms to provide less opportunity for the Covid-19 virus to contaminate surfaces and spread. As such, the normal suggestions for accessories to be included in rooms will currently be considered obsolete. Consideration could be given to accessories being available "on demand" to enable you to clean and quarantine items after use.

If you have any questions about Quality Assurance, or would like to speak to one of our expert Quality & Tourism Advisors, please make contact via [business.advice@visitscotland.com](mailto:business.advice@visitscotland.com)