



# MAKING OUR TRAVELERS FEEL SAFE IN A COVID ENVIRONMENT

February 2021

Hilton

W  
WALDORF ASTORIA

LXR

CONRAD

canopy

Signia  
by Hilton

Hilton

CURIO  
COLLECTION

DOUBLETREE

TAPESTRY  
COLLECTION

EMBASSY  
SUITES

TEMPO

MOTTO

Hilton  
Garden Inn

Hampton

tru

HOMWOOD  
SUITES

HOME  
SUITES 2

Hilton  
Grand Vacations

Hilton  
HONORS

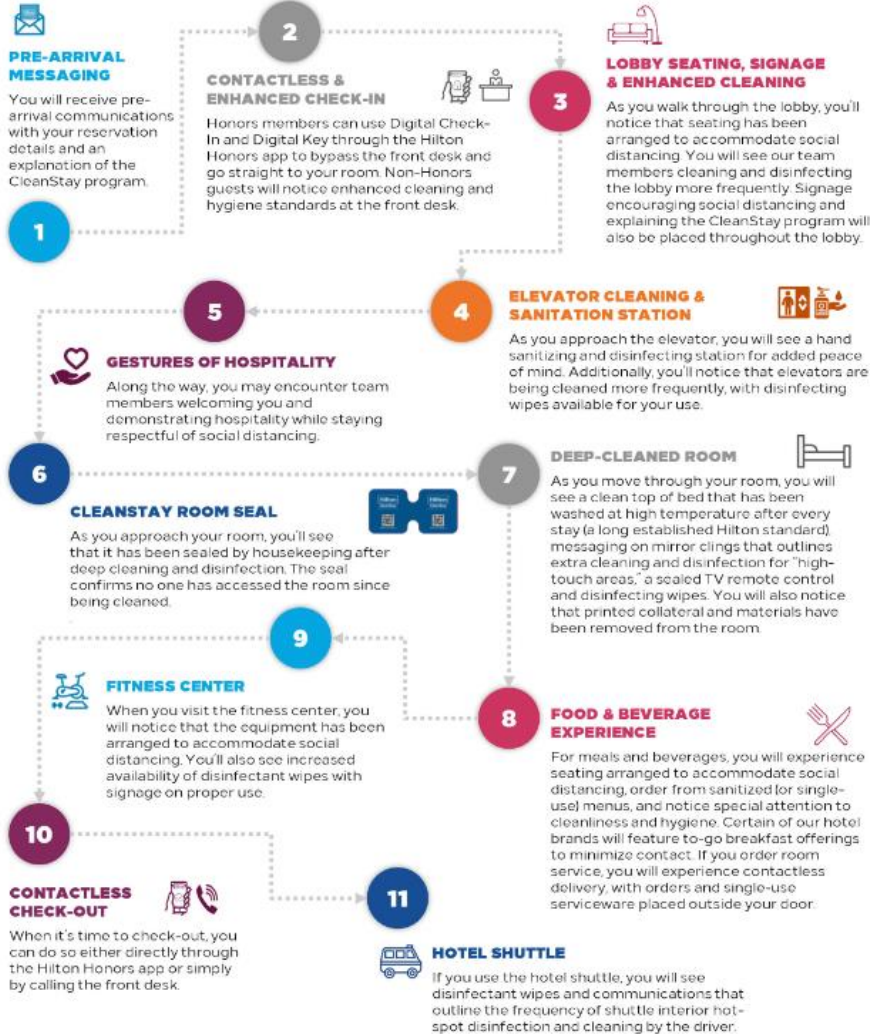
# GUEST JOURNEY



## Hilton CleanStay

### The CleanStay Guest Experience

What you can expect during your stay



# KIPSU – PRE-ARRIVAL MESSAGING



**Kipsu** [Dashboard](#) [Settings](#) [Users](#) [Goals](#) [Reports](#) [In House](#) [Help Center](#)

**[Redacted]** Room 1132 | 02/15/21 - 02/20/21 [Edit](#)

● Arriving Today

[Block](#) | [Opt Out](#)

[Add Tag](#)

- Less


Text Messaging [Main](#)

- [Quick Reply](#)
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**Open Tickets**

**Victor M:** Good morning **[Redacted]** In an effort to protect both our guests and staff members from COVID-19, housekeeping service will be limited and only offered upon request. Please call or text the front desk if you need your room serviced during the day. If you need to replenish any amenities, please call the front desk at any time and we will be more than happy to deliver items to your room. Thank you for staying with us and hope you enjoy your stay. -Victor [Translate](#)

# CONTACTLESS TECHNOLOGY



**GET CONTACTLESS ARRIVAL  
WITH THE HILTON HONORS APP**  
PLUS ENJOY MEMBER-ONLY BENEFITS

 <p><b>Contactless check-in and check-out with the app</b></p>	 <p><b>Stay connected with free wifi</b></p>
 <p><b>Save 2% on future stays</b></p>	 <p><b>Earn points towards free nights</b></p>

**STOP BY THE FRONT DESK  
TO JOIN HILTON HONORS TODAY**



## Dear Valued Guest



### Your Guest Room

For your comfort and safety we want your stay to be as undisturbed as possible.

We will only provide housekeeping service if requested at check-in.

To schedule service during your stay, please advise the front desk which days during check-in.

### Food & Beverage

To ensure your safety our Food and Beverage team is providing extra cleaning and disinfection to the dining areas. Seating has been arranged to facilitate social distancing.

Shutters Cafe: Open Daily 6am - 1pm  
Breakfast and Lunch - Cooked to Order

Starbucks Barista - Shutters Pantry Grab & Go  
Bakery, fresh sandwiches, salads. Beer, Wine, Cocktails

Spencer's for Steaks & Chops - 5pm - 9pm Daily  
Steaks and seafood prepared fresh with locally sourced products.  
Craft cocktails and extensive Northwest Wine list.



## Elevator Etiquette

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Social distancing and good hygiene practices can help reduce your risk.



Family max #5 in the elevator to ensure distancing.



Wash hands regularly with soap.



Maintain distance.



Use Hand Sanitizer Stations



Emergency Stairs at end of each wing



Avoid touching your face.

# CLEANSTAY DOOR SEAL



## Your Hilton CleanStay Room



- 1 SWITCHES & ELECTRONIC CONTROLS**  
Lights, lamps, switches and electronic controls.
- 2 HANDLES & KNOBS**  
Doors, closets, drawers, furniture knobs and drapery pull handles.
- 3 MAJOR BATHROOM SURFACES**  
Toilet handles and seats, splash walls, shower/tub controls and sink faucets.
- 4 CLIMATE CONTROL PANELS**
- 5 TELEPHONES, REMOTE CONTROLS AND CLOCKS**  
Handsets, dial pads and function buttons.
- 6 BED & BEDDING**  
All bed linens including duvet covers, pillowcases and sheets.
- 7 BATH AMENITIES**  
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.
- 8 HARD SURFACES**  
Tables, desks and nightstands.
- 9 CLOSET GOODS**  
Iron, safe handle and keypad.
- 10 IN-ROOM FOOD & BEVERAGE**  
Cutlery, glassware, ice buckets, mini bars, kettle and coffeemaker.





## We've made some changes to Fitness Center policies.



For your comfort and protection Housekeeping is providing extra cleaning services in the Fitness Center.

State guidelines limit number of guests. Please contact the Front Desk to confirm availability.

To help us maintain a high level of cleanliness, please practice social distancing and use sanitizing wipes clean the machine after each use.



# EVENTREADY – MEETING SOLUTION



# MAKING CUSTOMERS FEEL SAFE

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We Are **HILTON**  
We Are **HOSPITALITY**

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# ELEVATOR ETIQUETTE



## Elevator Etiquette

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**Social distancing and good hygiene practices can help reduce your risk.**



**Family max #5**  
in the elevator  
to ensure  
distancing.



**Wash hands**  
regularly  
with soap.



**Maintain**  
distance.



**Use Hand**  
Sanitizer  
Stations



**Emergency**  
Stairs at end  
of each wing



**Avoid**  
touching  
your face.