

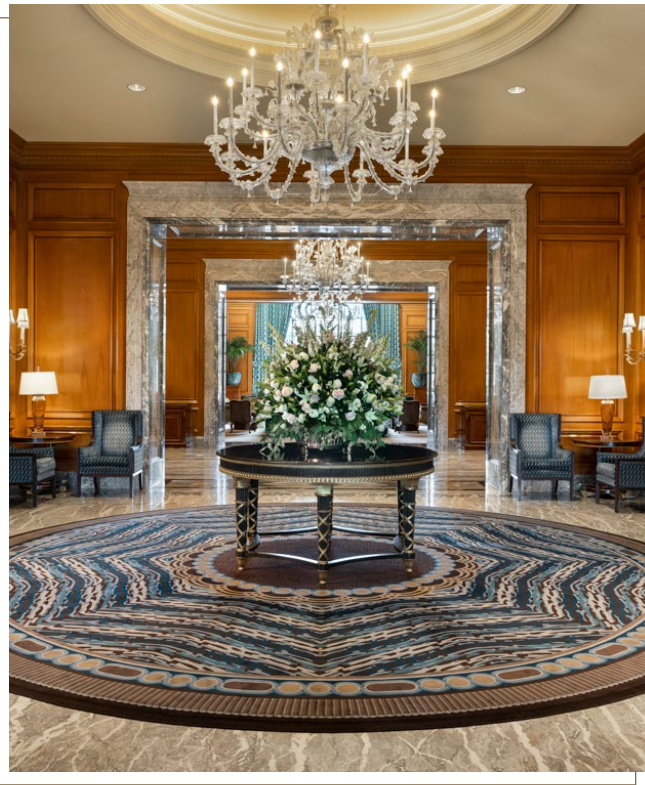
GRAND AMERICA HOTELS & RESORTS

SANITATION GUIDELINES

Banquets & Catering

MAY | 2020

THE GRAND AMERICA HOTEL | THE WESTGATE HOTEL
LITTLE AMERICA HOTEL FLAGSTAFF | LITTLE AMERICA HOTEL SALT LAKE CITY
LITTLE AMERICA WYOMING | LITTLE AMERICA HOTEL & RESORT CHEYENNE
SNOWBASIN RESORT | SUN VALLEY RESORT



Thank you for your interest in Grand America Hotels and Resorts. We look forward to working with you in the coming days and assure you that we have put in place the highest industry standards related to health and safety. The following guidelines and policies have been developed to assure the safety of our guests, as well as that of our employees that will be working your event. We are adhering to the CDC and State guidelines regarding the policies we are implementing. As these guidelines are updated, we will revise our policies to ensure we operate within mandated regulations.



Our daily policy is to pay special attention to all high touch areas of our property. You can expect to see constant cleaning and sanitizing of all public areas including, the lobby, registration, pre-function space, elevator buttons, door knobs and handles, crash bars, hand rails, existing hotel furniture, meeting room furniture and all other high touch areas. Hourly cleaning of public areas will be conducted by appointed stewards who will be working from a Covid-19 sanitation checklist. The checklist has been developed in accordance with current CDC Guidelines for disinfection. Our Public Area Cleaning Department & Banquet Department will oversee the cleaning, and checklist tracking of their areas during all events and functions. Our restrooms will be cleaned every hour. Finally, Electronic Misters will be used to sanitize all large public areas, meeting rooms and conference space daily, and specifically prior to the event start time.



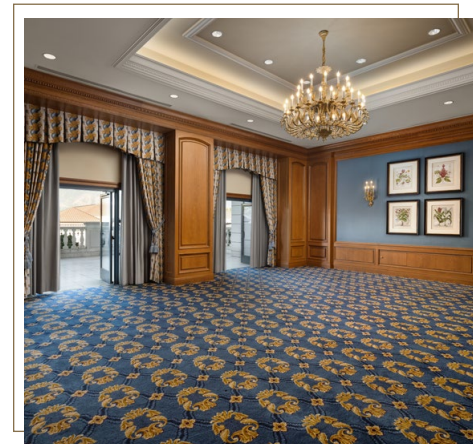
Hand sanitizer will be easily accessed throughout our property. Additionally, groups will be provided with hand sanitizing stations in restrooms, convention hallways and outside of smaller meeting rooms.



Group leaders will be asked to communicate proper self-hygiene practices with their attendees, as well as to allow enough time during their program and breaks for guests to utilize these stations.

Signage will be posted in all common areas such as group registration, convention hallways, ballrooms, reception areas, and entries to any food locations. There will be health and hygiene signs with reminders in all common areas for guests to reference for proper hygiene procedures, as well as proper use and disposal of face coverings and gloves. Staff areas and back-of-house areas will have posted signs communicating reminders to staff for proper hygiene procedures, as well as proper use and disposal of masks and gloves. Additionally, back-of-house signs will communicate information to staff to enable them to answer guests' questions.

Proper guest and employee interaction will be critical to maintain a safe environment for both parties. In all aspects of our business, we will be practicing current CDC and State guidelines related to social distancing. In some cases, this will take coordination between our staff and the meeting planners. All staff interacting with guests, guests' personal items, and working in food service will wear face masks and gloves. Gloves and masks will be changed and disposed of at regular intervals. Hands will be washed prior to putting on gloves in order to avoid contamination. Guests and attendees will be encouraged to wear gloves and masks while on-property.



CATERING & BANQUETS FOOD SERVICE

For all meals related events, the hotel/resort will guide you toward options that will best facilitate your schedule and spacing needs. To accommodate social distancing, buffets and beverage & break stations will require additional space and may likely require additional time.

BUFFETS

- 1 For compliance with distancing requirements, longer buffet tables & additional stations will be necessary. Available meeting room space may limit the use of buffets for some groups and events.
- 2 Single sided stations will be set for food buffets, with chafers facing away from guests. Hotel attendants will serve the guests in order to limit the handling of food serving utensils.
- 3 Buffet food and beverage items will be pre-portioned and individually wrapped, if not already a pre-packaged product.
- 4 When available, outdoor buffets may be considered to provide more space for distancing.
- 5 Line control will need to be enforced to maintain distancing. Hotel staff will guide guests through this spacing requirement.
- 6 Conference Services team and group planners will collaborate on options for timing to help alleviate congestion at buffets and food stations, which may include measures such as:
 - *Staggering arrival times for breakfast to create adequate flow.*
 - *Timed dismissal of groups from meetings for lunches and dinners, broken into smaller groups and/or by table.*
 - *Group planners will be asked to assist in helping to communicate appropriate messaging to group on special arrangements, policies and timing.*

COFFEE & BEVERAGE STATIONS

- 1 Beverage stations will have attendant(s) pre-pouring and preparing coffee for guest pick-up – similar to a barista-style station.
- 2 Attended coffee stations available during designated break times. All day or in-room beverage stations will need to be individual packaged beverages (bottled coffees, teas, soda, juice, water, etc.)
- 3 Bottled beverages, glassware and ice will be dispensed by a hotel attendant.

PLATED MEALS

- 1 Preset salads and dessert are not be permitted at this time. Each course will be served as guests are seated.
- 2 Covers will remain on plated dishes until immediately prior to service into the dining room.

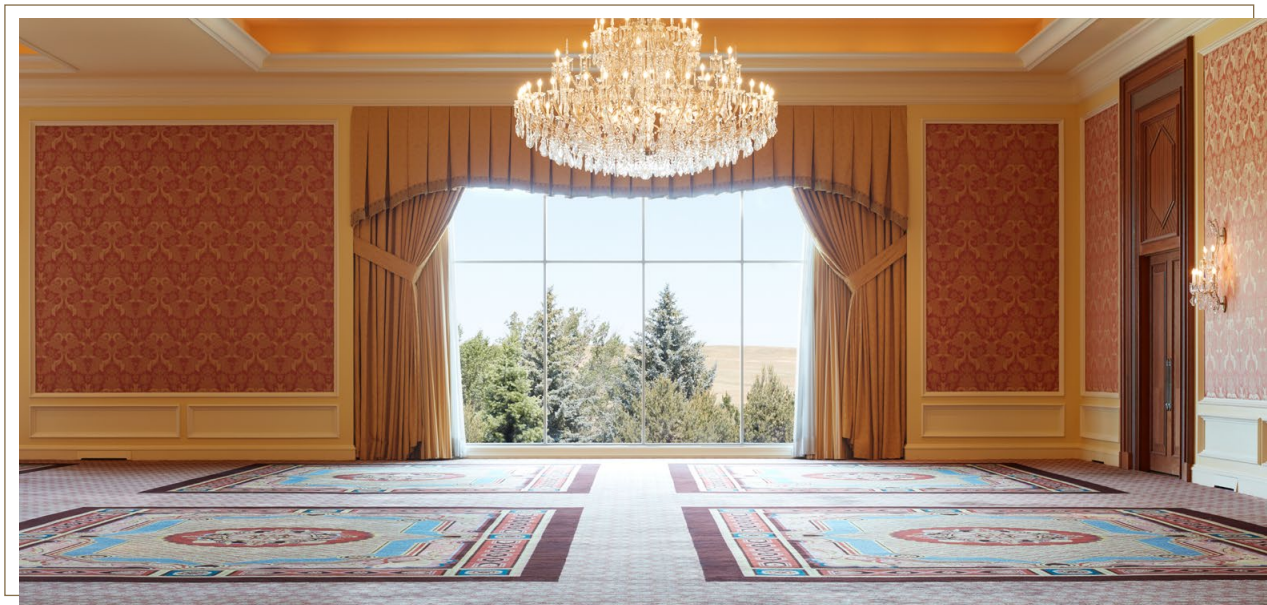


TABLE SET

1 SILVERWARE

- *Pre-set silverware will be pre-rolled in linen napkins (“roll-ups”) and either placed on tables or at buffet stations.*
- *For multi-course meals requiring additional utensils, additional roll-ups can placed on tables.*
- *For soup, dessert, and/or coffee service, these item-specific utensils can be delivered with the course on the plate or saucer.*

2 BREAD & BUTTER SERVICE

- *Bread and butter will be provided upon individual guest request. Bread baskets are not permitted at this time.*
- *Option to have bread delivered on salad or starter plate.*

3 SALT & PEPPER

- *Salt & Pepper will be delivered upon guest request.*

4 WATER ON TABLES

- *Ice water will be preset with meals and will be covered with a disposable cap.*
- *Servers will pour refills if additional service is needed.*
- *Groups may wish to consider purchasing bottled water in lieu of ice water.*

5 TABLESIDE COFFEE&/OR TEA & BREAKFAST BEVERAGE SERVICE

- *Coffee and condiments during plated meal periods will be passed by service staff.*

6 JUICE FOR PLATED BREAKFAST

- *Attended juice station for groups will be available.*
- *Juice, if pre-set, will be provided with a disposable cap.*
- *Groups may wish to consider bottled juices, provided at a cost per person basis.*



RECEPTIONS

1 DISPLAY ITEMS & ACTION STATIONS

- *Action stations for receptions are recommended for receptions.*
- *Items will be pre-portioned into individual servings and will be distributed by an attendant.*
- *Any dietary needs communicated to the hotel prior to the event will be addressed, and servings will be labeled appropriately.*
- *Menus and presentations may need to be modified by the culinary team for optimal service and safety.*

2 HORS D' OEUVRES

- *Hors d'oeuvres at attended stations are recommended. Attendant will provide any condiments and sauces.*

BARS

1 Bar layouts will be designed based upon a persons per square foot / distancing guidelines for the meeting area consideration.

2 Additional bar locations may be required to reduce lines, and guests will need to maintain 6' spacing.

3 Hotel/Resort may choose to use single-use plastic cups for higher volume events. Glass is still permissible and will be single-use only (no refills), and the sanitation will be in accordance with our highest level of standards.

MEETINGS & CONVENTION SERVICES

All of our meeting and event spaces will be configured to adhere to recommended social distancing for meetings, conventions and events. These configurations will be based on a 6ft distancing practice; or four guests for every 100 square feet. Our Catering and Convention Services Managers will develop meeting and event diagrams for client reference prior to arrival.

ADDITIONAL SAFETY & SANITATION PRACTICES

Our meeting and event spaces will be sanitized prior to, and during scheduled periodic breaks of meeting functions. For all of our meetings and events, our linen service will remain at our highest standard of service. Banquet linen will be delivered daily from our onsite laundry facility. Additionally, we will no longer be presetting our meeting rooms with a standard conference set of pens, pads, candies and water glasses on order to limit shared materials.

Our Entertainment and Audio Visual Team will be on-site to clean and sanitize all shared AV equipment between speakers and presentations, or at dedicated breaks. This sanitation practice will include podiums, microphones, laptops computers, slide advancers, etc.

For ease of entry and re-entry into our meeting and event spaces, all interior public access doors will remain propped open to limit the use of shared handles, doorknobs and crash bars.

THANK YOU

GRAND AMERICA
HOTELS & RESORTS