



MINIMUM
STANDARDS/
EVENT PROTOCOLS

HOTEL ZAZA MINIMUM STANDARDS/ EVENT HEALTH PROTOCOLS

HEALTH PROTOCOL FOR FACILITIES

HOTEL WAIT STAFF AND CONTRACT WORKERS WILL WEAR FACEMASKS AND GLOVES AT ALL TIMES. GLOVES WILL BE CHANGED BETWEEN GUEST INTERACTIONS.

ALL EMPLOYEES WILL CHECK IN AT THE HOTEL TEMP CHECK STATION PRIOR TO ENTERING THE HOTEL.

FREQUENTLY CLEAN AND DISINFECT TOUCH SURFACES (DOORKNOBS, TABLES, CHAIRS, RESTROOMS, ETC.).

DISINFECT ANY ITEMS THAT COME IN TO CONTACT WITH ATTENDEES (SEATS, LINENS, TABLES, BARS, BARSTOOLS, ETC.).

HOTEL WILL PROVIDE SIGNAGE REGARDING SOCIAL DISTANCING, FACE MASKS, ELEVATOR CAPACITY LIMITS, ETC.

SERVICE STANDARDS

A LIMIT OF THREE GUESTS WILL BE PERMITTED IN EACH ELEVATOR.

WAIT STAFF TO ENCOURAGE GUESTS TO PRACTICE SOCIAL DISTANCING.

HOTEL TO PROVIDE SANITATION STATION AT THE ENTRANCE OF EVENT ROOM OFFERING HAND SANITIZER, MASKS AND SIGNAGE.

BARS TO BE SETUP WITH SHIELD GUARD AND ADDITIONAL ATTENDANT TO PRESENT BEVERAGE FROM BARTENDER TO GUEST.

BEVERAGE STATIONS WILL HAVE AN ATTENDANT TO SERVE DRINKS TO GUESTS (COFFEE, SODAS, BOTTLED WATER, ETC.). ALL COLD DRINKS WILL BE ICED DOWN AT THE BEVERAGE STATION.

STANDARD MEETING SETUP WILL INCLUDE A NOTEPAD, PRE-PACKAGED PEN, INDIVIDUAL BOX OF HOT TAMALES AND A BOTTLED WATER.

IF HORS D'OEUVRES ARE PASSED THEY MUST BE IN INDIVIDUAL PORTIONS AND COVERED, OTHERWISE THEY WILL BE PRESENTED BUFFET STYLE WITH AN ATTENDANT TO SERVE.

HIGHBOYS TABLES FOR RECEPTION-STYLE EVENTS TO BE SETUP AT LEAST 6' APART.

ALL DINNER TABLES TO BE SETUP 6' APART AND NOT TO EXCEED 10 CHAIRS PER TABLE.

ALLOCATE A DESIGNATED ENTRANCE AND EXIT IN MAIN ROOM.

NO ITEMS PRESET ON TABLES OTHER THAN VOTIVE CANDLES, CHARGERS, DISPOSABLE MENU CARDS OR DÉCOR PROVIDED BY AN OUTSIDE VENDOR THAT HAVE BEEN PREVIOUSLY APPROVED BY CLIENT. VENDORS TO SIGN HOTEL VENDOR REQUIREMENT LETTER.

ALL FOOD AND BEVERAGE SERVICE ITEMS NEED TO BE BROUGHT TO THE TABLES ONCE GUESTS ARE SEATED, INCLUDING WATER, WINE GLASSES, ROLLED SILVERWARE, ETC. CONDIMENTS ONLY PROVIDED UPON REQUEST AND SINGLE USE (NON-REUSABLE) PORTIONS (SUGAR, SALT, PEPPER, BUTTER, HONEY, ETC.).

CONDIMENTS, SILVERWARE, GLASSWARE OR OTHER TRADITIONAL ITEMS ARE NOT TO BE LEFT ON UNOCCUPIED TABLES.

TOTAL SEATING NOT TO EXCEED 50% OF THE MEETING ROOM'S CAPACITY.



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SERVICE STANDARDS (CONTINUED)

PLATE COVERS WILL BE REQUIRED FOR ALL PLATED DINNER SERVICE, BUFFET, FOOD STATIONS, CAKE SERVICE, ETC. SHIELD GUARDS WILL BE PROVIDED FOR ALL BUFFETS AND ACTION STATIONS. ATTENDANTS WILL SERVE FOOD TO GUESTS WITH PLATE COVERS AND FOOD SIGNAGE WILL BE PROVIDED BY THE HOTEL.

BREAKDOWN TRAYS SETUP INSIDE OF MEETING ROOM WILL HAVE NAPKIN COVERS.

HOTEL TO ENCOURAGE WEDDINGS TO USE FAUX WEDDING CAKES FOR DÉCOR INSIDE OF THE MEETING ROOM AND PROVIDE SHEET CAKES FOR HOTEL TO CUT AND SERVE FROM THE KITCHEN. IF THERE IS NO FAUX CAKE THE WEDDING CAKE WILL BE CUT IN THE KITCHEN AND PASSED TO GUESTS ON TRAYS WITH PLATE COVERS.

BANQUET CAPTAINS WILL PRESENT THE FINAL BANQUET CHECK IN A NEW FOLDER AND INDIVIDUALLY WRAPPED PEN.

WEDDING CEREMONIES

WHEN SETTING UP THEATRE STYLE SEATING, ALLOCATE 2 EMPTY SEATS BETWEEN GROUPS, UNLESS TWO OR MORE ARE PART OF THE SAME GROUP.

ENCOURAGE WEDDING PLANNER TO ASSIGN CEREMONY SEATING WITH ROW AND SEAT NUMBERS PRIOR TO EVENT.

EVERY OTHER ROW TO BE LEFT EMPTY OR ROWS SETUP 6' APART.

IF THE ROOM IS TO BE RESET AFTER THE CEREMONY, THE HOTEL WILL CLEAN AND SANITIZE ALL EQUIPMENT BEFORE GUESTS RE-ENTER THE MEETING ROOM.

INCOMING VENDORS

ALL INCOMING VENDORS MUST CHECK IN AT THE TEMP CHECK STATION AT THE HOTEL LOADING DOCK. A MEMBER FROM THE VENDOR COMPANY WILL BE REQUIRED TO TAKE EACH VENDOR EMPLOYEE'S TEMPERATURE PRIOR TO ENTERING THE HOTEL. EACH VENDOR EMPLOYEE MUST WASH THEIR HANDS, WEAR A FACE MASK AND PRACTICE SOCIAL DISTANCING WHILE ON PROPERTY. ACKNOWLEDGMENT FORMS WILL BE PROVIDED AT TEMP CHECK STATION AND MUST BE SIGNED BY EACH VENDOR EMPLOYEE.

VENDORS WILL BE GIVEN A 30 MINUTE ARRIVAL WINDOW FOR EVENT TEARDOWN AND MUST CHECK-IN AT THE TEMP CHECK STATION PRIOR TO ENTERING THE HOTEL.

SERVICE MANAGERS WILL BE RESPONSIBLE FOR COLLECTING SIGNED VENDOR REQUIREMENT LETTERS FROM EACH COMPANY PRIOR TO THE EVENT DATE AND COPIES OF VENDOR EMPLOYEE ACKNOWLEDGEMENT FORMS SIGNED AT THE TEMP CHECK STATION ON THE DAY OF THE EVENT.

VALET SERVICES

ALL VALET STAFF TO WEAR FACE MASKS AND GLOVES, GLOVES WILL BE CHANGED BETWEEN EACH GUEST INTERACTION.

VEHICLE DOOR HANDLES, IGNITION, STEERING WHEEL, SHIFT KNOB SHOULD BE DISINFECTED AS VALET ENTERS AND EXITS THE VEHICLE.

CLEAN ALL WORK STATIONS, EQUIPMENT BEFORE AND AFTER EACH SHIFT AS WELL AS EVERY HOUR DURING THE SHIFT.

SOCIAL DISTANCING TO BE PRACTICED WHILE GUESTS ARE WAITING FOR THEIR VEHICLES.