MANAGING TEMPORARY CLOSURE

Closing Down to Reopen

Responding to questions from Industry on Coronavirus (COVID-19)
Considerations when temporarily closing a business

- Building Security
- General Maintenance
- Kitchen
- Restaurant and Lobby Area
- Bar Area
- Front Office
- Accommodation
- Leisure Centre and Spa
- Finance
- Human Resources
- Utilities
- Properly secure windows and entrances
- Nominate one entrance for access
- Onsite security presence - 24 hours per day
- Remove all cash from the property
- Ensure security has a list of key support contacts
- Secure all alcohol particularly spirits
- Check CCTV system is recording correctly
- Map shut off valves and mains water valves
- Conduct daily security checks and fire walks of the building.
Fire Safety

- Maintain and service all fire safety systems including kitchen suppression systems
- Close all passive systems such as fire doors to secure proper compartmentation throughout the property
- Maintain pest control contract
- Maintain grease trap maintenance
- Test fire alarm, smoke detectors and emergency lighting
- Put terrace furniture in storage
- If applicable, take flags down
- Remove refuse, get it collected
- Complete generator maintenance checks
- Maintain building façade, garden and grounds
- Complete maintenance list as a result of checking the property during the closing procedure.
- Full stock take of food
- Empty and clean all fridges
- Empty fridge doors, leave open to air
- Check all freezers are working correctly
- Secure dry stores - remove items with short sell by dates
- Deep clean the kitchen and back of house
- Switch off all kitchen equipment that can be turned off.
- Remove table settings and linen
- Dispose of condiments
- Clean and sanitise all table tops
- Store crockery, cutlery and glassware
- Pack away candles, menus, vases etc
- Secure all wines to cellar or wine store
- Stock take all items above
- Deep clean entire restaurant area
- Plug out anything that can be turned off
- Secure the restaurant.
Stocktake entire contents of the bar
Remove beverages back to the stock room
Remove perishable food from the bar
Pack cutlery and crockery away
Stock take all of the above
Deep clean bar and lounge
Clean and sanitise table tops and bar surfaces
Empty and clean all drip trays behind the bar
Wash and store all glasses
Turn off all equipment
Secure the bar area.
Contact all pending reservations
Postpone or cancel the reservation
Refund credit card deposits where appropriate
Close out channel managers, brand.com and OTA sites
Change voicemail on phones
Make a sign for the front door
Secure reception desk files and back office files
Deep clean front office area and reception desk
Complete a back up of systems on a portable hard drive
Remove back up from premises
Automate the night audit function
Monitor the info@ and reservations@ email addresses.
Meetings & Events

- Contact all pending meeting reservations
- Clear down all meeting spaces
- Complete a deep cleaning of all meeting rooms – sanitise surfaces
- Store banqueting cloths
- Secure stock related to meetings and events
- Plug out devices and equipment
- Secure meeting rooms.
- Remove linen from beds and bathrooms
- Clean and hoover bedrooms
- Put tea/coffee, remote, any in-room information, glasses, etc. into wardrobe or press
- Switch off and plug out electrics
- Switch off bedside lights, main lights and air conditioning
- Remove room amenities from the bedrooms and returned to stock
- Remove all soiled linen from the premises
- Complete a linen and cleaning materials stock take
- Secure each of the bedrooms
- Empty all chemicals and amenities from the trolleys.
Leisure Centre & Spa

- Deep clean and sanitise all areas
- Put clean towels in the linen room
- Issue a note to private members of the leisure centre to give details of closing and request that they empty all lockers
- Prepare all leisure centre amenities for closing - pool, sauna, steam rooms
- Cover swimming pool
- Plug out all electrical equipment
- Secure the area.
Complete closing stocktakes by department
Complete payroll and agree on payments to be made to staff during closure
Advise all suppliers and key financial contacts of the closing
Debtors and creditors should be dealt with appropriately
Review / cancel standing orders
Prepare a closing P&L
Revise forecasts for the year once the business closes and revisit this at reopening.
Assist the manager in communicating the intention to close
Support employees on relevant benefits
Support the management team to support own teams
Maintain open channels of communication
Update candidates who may have been in the recruitment pipeline
Water: All taps should be turned off. Familiarise security on duty of the location of the main shut off valve.

Gas: Staff and / or security on duty should be familiar with the location of the main shut off valve.

Electricity: All electrical items not in use should be switched off and plugged out.

It includes a detailed checklist of all items in this video.