



## GREETINGS FROM HOTEL GOLDEN GRAND !!!

FIRST OF ALL WE WOULD LIKE TO PRAY TO GOD FOR THE GOOD HEALTH OF ALL OF US , AS WE BELIEVE IN THE PHRASE, 'VASUDHAIVA KUTUMBAKAM' WHICH MEANS 'THE WORLD IS A FAMILY.'

WE WOULD LIKE TO APPRISE YOU OF THE FACT THAT WE HAD CLOSED OUR OPERATIONS ON/SINCE 21<sup>ST</sup> MARCH 2020, EVEN BEFORE THE NATIONAL LOCKDOWN WAS ANNOUNCED BY THE HON'BLE PRIME MINISTER, SHRI NARENDRA MODI JI IN ORDER TO ENSURE THE SAFETY OF OUR GUESTS, OUR TEAM MEMBERS & THE MANAGEMENT.

NOW, WE ARE ONCE AGAIN RE-STARTING OUR OPERATIONS WITH ALL THE POSSIBLE SAFETY MEASURES IN PLACE FROM 1<sup>ST</sup> SEPTEMBER, 2020 ONWARDS & ARE READY TO WELCOME YOU ALL WITH A SMILE ON OUR FACES AND UTMOST CARE FOR YOUR SAFETY. PLEASE FEEL FREE TO VISIT US OR GIVE US A CALL FOR ANY OF YOUR REQUIREMENTS. IT WILL BE A PLEASURE FOR US TO SERVE YOU.

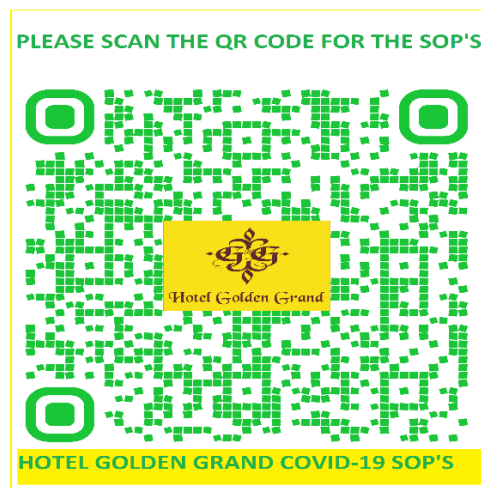
WE ARE FOLLOWING ALL THE GUIDELINES LAID DOWN BY THE MINISTRY OF TOURISM .

WE HAVE LAID DOWN ALL THE SOP'S TO ENSURE THE BEST POSSIBLE SAFETY OF OUR GUESTS & OUR TEAM MEMBERS.

YOU HAVE TO SUPPORT US IN MAINTAINING ALL THE SOP'S AS IT IS FOR THE SAFETY OF YOU AND US BOTH, TOGETHER WE CAN AND WE WILL WITH THE GRACE OF GOD SAVE OURSELVES AND STAY PROTECTED FROM THE COVID-19 MENACE. (WE WILL DO WHATEVER WE CAN & TAKE ALL POSSIBLE PRECAUTIONS TO STAY SAFE)

THE SOPS LAID DOWN FOR YOUR PROTECTION ARE BELOW IN THE LINK AND THE QR CODE BELOW :-

[https://www.hotelgoldengrand.com/sop/hotel\\_golden\\_grand/all\\_sops/](https://www.hotelgoldengrand.com/sop/hotel_golden_grand/all_sops/)



**VERY SOON WE WILL SHARE A DETAILED VIDEO IN WHICH OUR TEAM MEMBERS WILL DEMONSTRATE OUR SOP'S FOR YOUR PROTECTION AND HOW WE WILL ENSURE THAT THERE IS NO OR MINIMAL CHANCE OF CROSS CONTAMINATION.**

**FOR YOUR INFORMATION, WE HAVE MADE THE BELOW GUIDELINES FOR YOUR SAFETY :-**

- 1. WE HAVE MADE IT MANDATORY FOR ALL GUESTS TO WEAR MASKS FOR ENTRY TO THE PREMISES.**
- 2. AAROGYASETU APP IS MANDATORY FOR ALL GUESTS, AS THEIR OK OR SAFE STATUS WILL BE CONFIRMED BY OUR TEAM MEMBERS TO ALLOW ENTRY INSIDE THE PREMISES FOR THE SAFETY OF ALL GUESTS.**
- 3. INSTALLED SANITIZER MIST MACHINE AT THE ENTRY-EXIT POINT**
- 4. INSTALLED WALL MOUNTED THERMAL SCANNER-GUN TYPE THERMAL SCANNER FOR TEMPERATURE SCANNING AT THE TIME OF ENTRY AND GUESTS WITH NORMAL BODY TEMPERATURE WILL ONLY BE ALLOWED INSIDE THE PREMISES**
- 5. WE HAVE INSTALLED UVC LIGHT BASED MACHINE IN ORDER TO SANITIZE/DISINFECT EACH TIME ANY DOCUMENT EXCHANGE TAKES PLACE BETWEEN THE FRONT OFFICE TEAM MEMBER & THE GUEST (Philips UV-C Disinfection System 30 LTR | IISc/Boston University and Intertek Certified for efficacy of 99.99% Germs within Minutes)**
- 6. WE HAVE INSTALLED UVC BASED DISINFECTANT LIGHT BAG IN THE KITCHEN TO SANITIZE ALL POSSIBLE ITEMS, CROCKERY, CUTLERY ETC TO ENSURE MAXIMUM SAFETY**
- 7. WE HAVE PLACED QR CODE MENU GOLDEN RESTRO BAR MENU IN THE RESTAURANT TO AVOID THE TOUCH POINTS**
- 8. WE HAVE PLACED THE QR CODE IN ROOM DINING MENU IN THE ROOMS TO AVOID THE TOUCH POINTS**
- 9. WE HAVE PLACED THE QR CODE GUEST SERVICES MENU IN THE ROOM UNDER WHICH ALL THE BELOW ARE AVAILABLE TO AVOID THE TOUCH POINTS :-**

- I. AMENITIES AVAILABLE ON REQUEST**
- II. CAB ON DEMAND PRICE LIST**
- III. GOLDEN RESTRO BAR MENU @ HOTEL GOLDEN GRAND**
- IV. HGG HOUSE RULES**
- V. HGG LAUNDRY RATE LIST**
- VI. HGG SAFETY BOOK**
- VII. HOTEL GOLDEN GRAND COVID-19 ALL SOP'S**
- VIII. IN ROOM DINING MENU @HOTEL GOLDEN GRAND**
- IX. MINIBAR MENU @ GOTEL GOLDEN GRAND**
- X. TELEPHONE CALL PRICING LIST**
- XI. WELCOME LETTER**
- XII. BAR MENU**

**(FOR YOUR INFORMATION PREVIOUSLY ALL MINIBAR ITEMS USED TO BE PLACED ON THE STUDY TABLE & INSIDE THE REFRIGERATOR, BUT NOW AS A PRECAUTIONARY MEASURE TO AVOID CROSS CONTAMINATION THESE HAVE BEEN MADE AVAILABLE ON DEMAND, GUESTS CAN SCAN THE QR CODE MINIBAR BAR MENU , AND ORDER AS PER THEIR NEEDS)**

(PREVIOUSLY THE ENTIRE GUEST AMENITIES WERE ALWAYS PLACED IN THE ROOM & THE WASHROOM BUT NOW AS PER THE COVID-19 SCENARIO, SOAP, SHAMPOO, BODY LOTION & BODY WASH ARE PLACED AND REST ARE AVAILABLE ON DEMAND FROM THE GUEST AMENITIES MENU AS PER THE REQUIREMENT)

10. ALL LUGGAGE WILL BE SANITIZED/DISINFECTED WITH SODIUM HYPOCHLORITE 1 % SOLUTION AS PER STANDARD GUIDELINES BEFORE ENTRY IN THE PREMISES
11. ALL AREAS IN THE HOTEL WILL BE SANITIZED/DISINFECTED ON REGULAR INTERVALS WITH SODIUM HYPOCHLORITE 1 % SOLUTION USING FOG MACHINES ,
12. ALL SURFACES/TOUCH POINTS WILL BE CLEANED/SANITIZED/DISINFECTED ON REGULAR INTERVALS USING SODIUM HYPOCHLORITE 1 % SOLUTION TO ENSURE MAXIMUM PROTECTION
13. PROPER CLEANLINESS & HYGIENE LIKE WE ALWAYS HAVE BEEN MAINTAINING WILL BE ENSURED
14. ALL GUESTS ARE REQUESTED TO PLEASE FOLLOW THE SOP'S AS LINK/QR CODE PROVIDED ABOVE TO ENSURE SAFETY.

OVERALL WE WOULD TRY OUR LEVEL BEST TO ENSURE THE GUEST'S SAFETY

WE ARE TOTALLY READY TO WELCOME ALL WITH ALL POSSIBLE SAFETY PRECAUTIONS.

REGARDS,  
TO ALL,  
TEAM,  
HOTEL GOLDEN GRAND.

MAY GOD BLESS US ALL