

# The More You Know

*Hospitality Operations*



WESTFIELD®

*Everybody is at risk during a pandemic.*

*Your work builds the community around you. And every day presents both opportunities and rewards. So, when life changes, you dig in and face what comes your way – envisioning possibility.*

Your business depends on a well-coordinated team to keep things running smoothly. So, facing decisions about adapting to crisis is a lot to consider. You have more than just employees to think about – a pandemic impacts everyone.

You're part of the Westfield community which gives you access to industry, legal and insurance resources to help guide you through decisions you must make. We believe that together we can face a crisis and help you reap some lasting rewards.

You're surrounded by people all day, every day.

Assume everything is contaminated. And consider how a virus can spread:

- Baggage
- Buttons, doorknobs and handles
- Counters, computers and pens
- Garbage and trash
- Housekeeping
- Valet and shuttle services

*The best virus defense is a soap and water offense.*

*Creating distance means protecting each other.*

Social distancing is essential in an active workplace like yours.

Because a smile spreads fast and goes far, consider ways to share a smile instead of space:

- Front desk operations
- Housekeeping
- Traffic patterns

*The more you know, the better you respond, the best you offer.*

## Alternative Use

Alternative use is a non-traditional application of facility and services. For example,

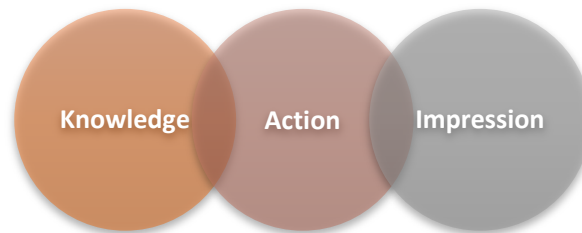
- A form of homeless shelter
- Overnight accommodations for first responders
- Recovery centers
- Temporary hospitals

But a temporary change is just the beginning! How you respond today will influence your operations in the future.

## Limited Use/Temporary Closure

And sometimes the best option is to significantly limit services or close completely. If you find yourself in that situation, consider:

- Security
- Essential utilities
- Staffing



### Knowledge

Because the more you know, the more effective you can be.

- Understand impacts to:
  - Industry
  - Community
  - Organization
  - Employees
  - Guests
- Know where to get help:
  - Health and safety tips
  - Contracts, policies, legal advice
- Plan for business as usual

### Action

Use your knowledge to compel purposeful action.

- Create separation to enable social distancing
- Enforce health and safety protocols
- Train your employees
- Provide appropriate personal protective equipment

### Impression

Make every action lead to a positive connection and experience.

- Employees and guests feel safe and protected
- Employees and guests feel considered and informed
- New protocols make sense and enhance the overall experience

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