



SILKARI

HOTELS

Over the last few months and weeks we have all been impacted by the effects of COVID-19 and it has changed the way we interact with each other. This is especially true for Silkari Hotels, where personal interaction, service and cleanliness have always been a cornerstone of our brand.

As we are now adjusting to the new “normal” we have evaluated and redefined our processes to not only ensure, but to increase the safety and health of you (our guests) and our staff.



SANITISATION
OF SURFACES



PHYSICAL
DISTANCING



INCREASED
CLEANING



SANITISER
STATIONS

Staff

As part of our ongoing efforts all staff have completed the Infection Control Training – COVID 19, delivered through the Australian Government’s Department of Health. All staff continue to practice social distancing in work areas and with guest interaction.

All staff work areas are sanitised several times per day and are sanitised on each change of shift.

Back of house staff continue to work from home, reducing the number of non-guest facing employees at the Hotel.

No staff are to attend work if feeling unwell or presenting with flu like symptoms. The Hotel monitors staff commencement of shift with a touchless forehead thermometer.

Carparking has been provided to all staff to avoid the use of public transport.

Public Areas

The Hotel provides a hand sanitiser station in the lobby area for guests to use on arrival and departure from the Hotel.

Additional signage has been placed around the Hotel to highlight social distancing and personal hygiene protocols and is monitored by the Hotel staff.

Increased cleaning and sanitising of high touch areas in the lobby area and all lifts.

The Hotel has also introduced no touch key sanitisation after each check out. All keys handed to guests have been sanitised.



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The Hotel has amended our interaction with all guests to reduce touch points and encourage all guests to receive their receipts and bills via email.

Our Registration card has been adapted to include a reminder to guests that if they are experiencing cold or flu-like symptoms whilst in the hotel, they should inform Reception immediately, not leave the apartment and consult a doctor or contact the National Coronavirus Health Information Line on 1800 020 080 for further instructions.

Rooms and Housekeeping

As part of the hotels comprehensive review, it was concluded that all our cleaning materials are compliant and where possible, exceed the standards set by the Australian Government. This review was done in co-ordination with Diversey, a leading provider of hospital grade cleaning and disinfection chemicals.

The hotel “rests” all of our rooms, the longest unoccupied room is allocated to the next arriving guest. This means rooms are vacant as long as possible between arriving guests.

Housekeeping staff have been re-trained in the use of these chemicals, such as bleach and alcohol (that have shown to be most effective to eliminate Corona viruses on surfaces and materials).

The housekeeping team have also been re-trained in comprehensive cleaning techniques in accordance to the appropriate needs of combating the spread of Covid-19.

Special attention has been given to commonly touched areas in rooms and across the whole hotel, such as;

- Door handles and light switches
- Tables and counters
- Armrests of chairs
- TV buttons and remote controls, air conditioner remote controls, kettle handles and fridge door handles
- Bathroom door handles, door locks, toilet seats and buttons, taps and wash-basins

Our staff have access to the necessary personal protective equipment, such as gloves and face masks.

We are looking forward to welcoming you and your travellers back to Silkari and working together through these challenging times.

Markus Sigmann
Director of Hotels

