Retainify

Contact Tracing Playbook for Hotels

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www.Retainify.com

Introduction to Contact Tracing

What Is Contact Tracing?

Contact tracing is a process that is used to identify, educate and monitor individuals who have had close contact with someone who is infected with a virus and can help the individuals understand their risk and limit further spread of the virus.

How Does It Work?

By deploying Symptom Pulse Checks to your guests post-arrival and post-departure, you can collect data you need to help prevent and stop the spread of the virus, allow you to keep your guests and employees safe and business running.
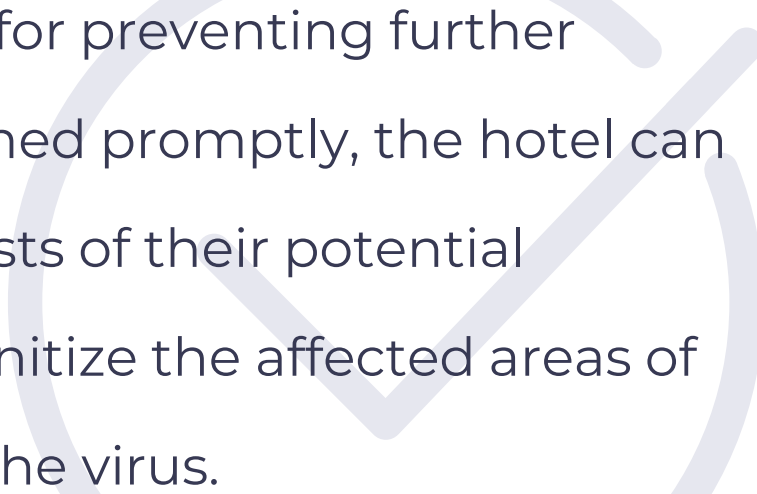
Benefits Of Contact Tracing

Contact tracing is a key strategy for preventing further spread of COVID-19. When informed promptly, the hotel can immediately notify staff and guests of their potential exposure for self-isolation and sanitize the affected areas of the facility to stop the spread of the virus.

Challenges With Contact Tracing

Contact tracing apps and wearables are:

- **Costly** to purchase or maintain

- **Time-consuming** to implement

- **Big change management** for staff and guests

- You **can't enforce** guests to download and use the app

How can hotels rapidly deploy a cost-effective solution that works and doesn't require a lot of change management on their guests?

Outline

A Cost Effective Solution That Can Be Rapidly Deployed With Little Change Management...

Symptom Tracking Pulse Surveys for Guests (And Employees Too!)

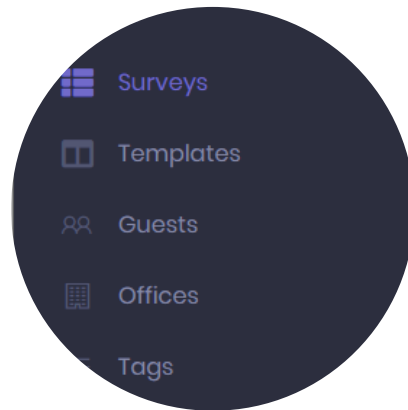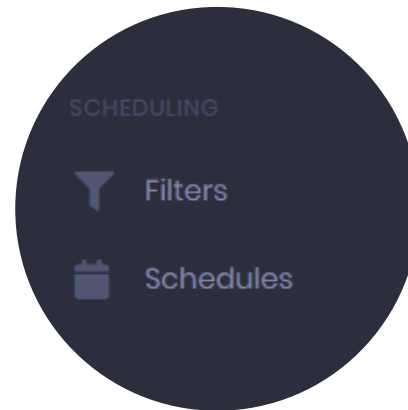# Setting Up Contact Tracing For Your Hotel

Outline

1. Identify a Tool to Collect Your Contact Tracing Data

Our Features

Create
Surveys

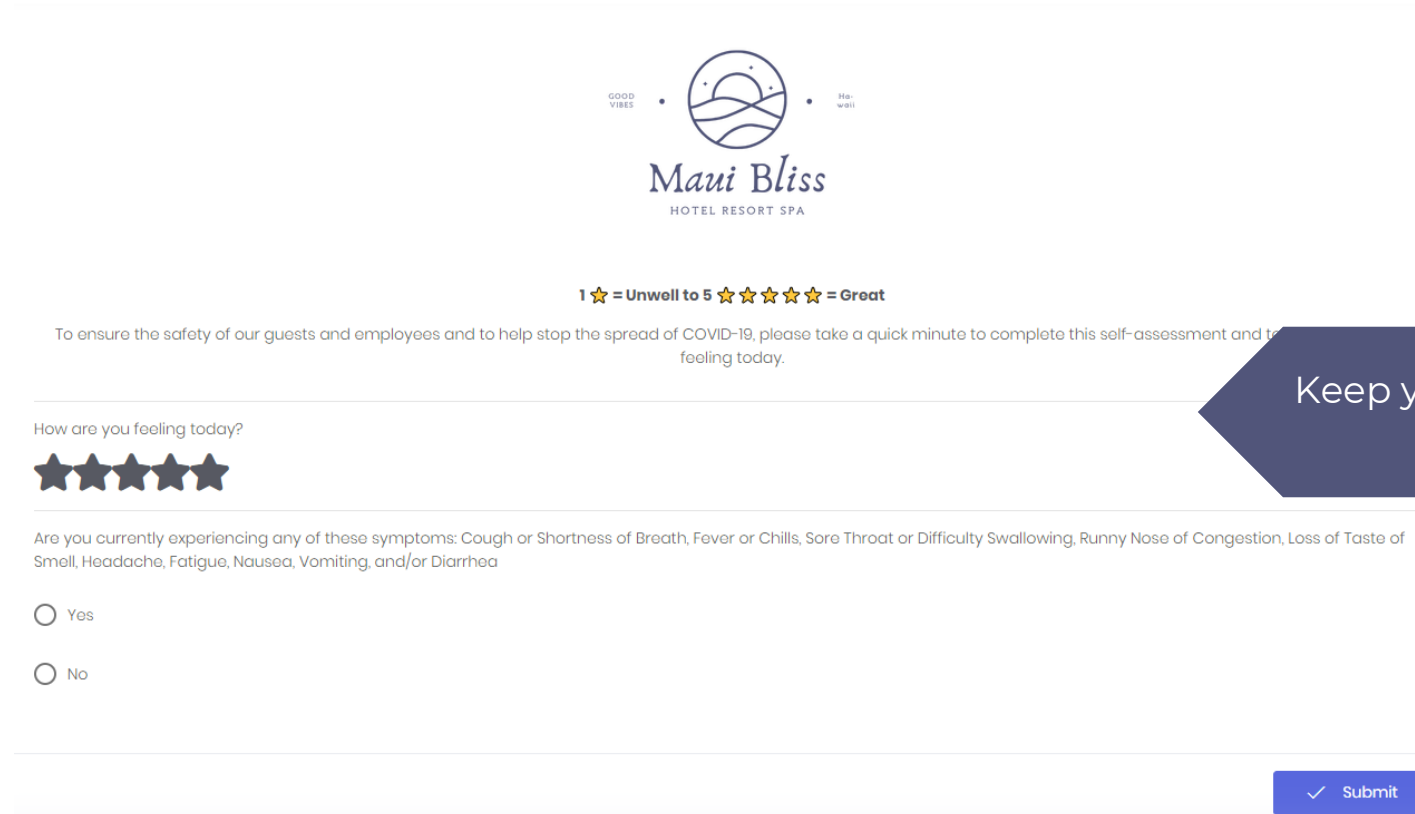Automate
Surveys
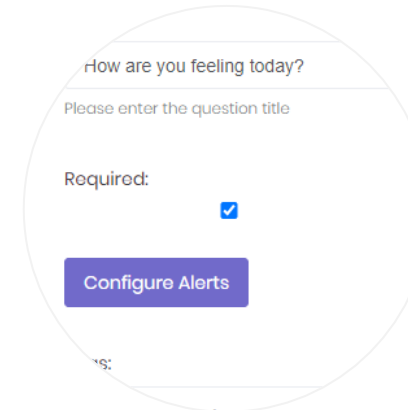
Set Up
Alerts

Mobile
Friendly

Outline

2. Create Your Symptom Tracking Survey

Keep your survey short and concise!

Outline

3. Set Up An Alert For The Symptom Tracking Survey

Identify who receives the alert.

4. Schedule Your Symptom Tracking Pulse Surveys

🔍 Guest

🧑 New Schedule

Name	Template	Survey	Enabled	Delete
Guest Symptom Tracking Pulse Survey Post-Arrival		Guest Symptom Tracking Pulse Survey	true	🗑
Guest Symptom Tracking Pulse Survey Post-Departure		Guest Symptom Tracking Pulse Survey	true	🗑

Schedule Guests to Receive a Pulse Survey **One Day** After Check In

Schedule Guests to Receive a Pulse Survey **One Week** After Check Out

10 ⌄   Displaying 1 - 2 of 2 records

Your Tool Is All Setup!

5. Update Your Check-In and Check-Out Procedures

Hotel Ambassador to inform guests at check in the importance of this survey.

Hotel Ambassador to inform guests at check out the importance of this survey.
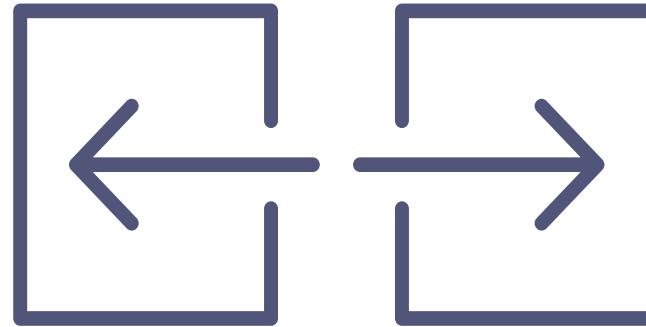
Guest Check In

Guest Check Out

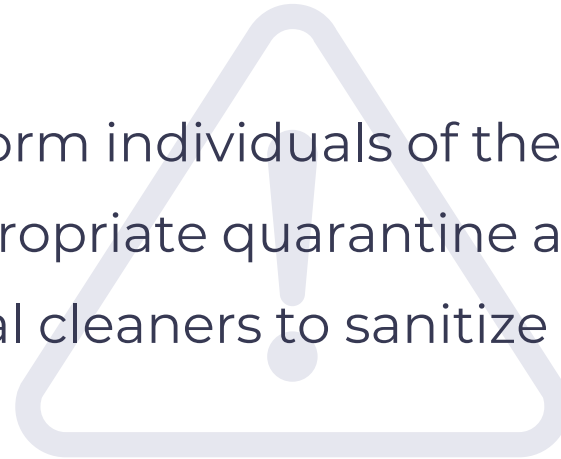Your guests are already very familiar with hotel surveys! There is very little training you need to provide!

6. Establish & Train Staff On Safety Procedures In Case Of an Alert

Example:

1. Identify and inform individuals of the potential exposure.

2. Implement appropriate quarantine arrangements.

3. Hire professional cleaners to sanitize the affected areas of the hotel.

Outline

The Workflow

This is an example of a workflow. It can be customized.

```
Guest Arrives at Hotel  ┄┄▶  Guest Checks In at Front Desk  ┄┄▶  Hotel Ambassador Informs Guest of Pulse Survey  ┄┄▶  Guest Receives Pulse Survey One Day After Check In Date
```

```
Did Guest Experience COVID-19 Symptoms?  ──NO──▶  Guest Checks Out & Hotel Ambassador Reminds Guest of Pulse Survey  ┄┄▶  Guest Receives Pulse Survey One Week After Check Out Date
```

```
│ YES

Survey Triggers an Alert to Hotel Ambassador  ┄┄▶  Execute Safety Protocols to Stop The Spread of the Virus    Did Guest Experience COVID-19 Symptoms?  ──NO──▶  The End of Contact Tracing for Guest
```

YES

You Are All Setup With The Tool and Process!

Outline

What About Employees?

The process for employees is very similar. The only difference in the employee process is the scheduling of the symptom tracking pulse surveys. For employees, you would want to schedule pulse surveys regularly to ensure that staff members in the workplace are healthy and fit for work.
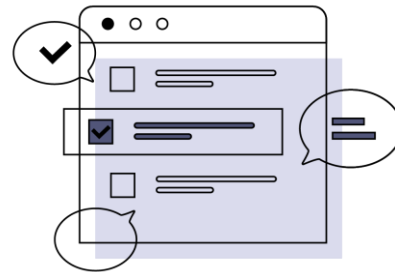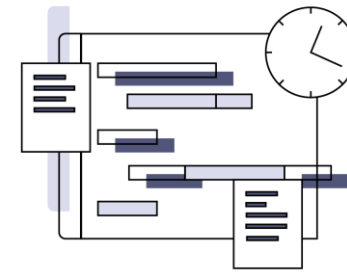
Outline

Our Services

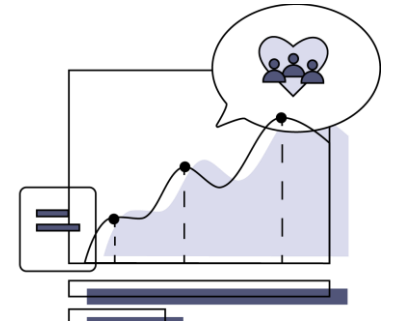Be proactive. Let your guests know they are in good hands!
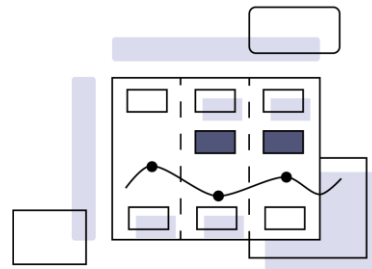
Create your playbook that holds your strategy, process and procedures.

Configure your guests surveys, set up alerts and dashboards.

Execute your guest surveys and process through automation.

Keep your guests and employees safe through contact tracing.

Our platform includes guest satisfaction surveys.
A unified solution to keep guests happy and healthy.

Outline

Keep Guests and Employees Safe Do Contact Tracing

We Can Help You Create Your Own Contact Tracing Playbook

To learn more, contact us at hello@retainify.com