

THE 
LaLiT

*We
Care*



At The LaLiT your safety is our prime concern. Living in these unprecedented times – health and hygiene has become a priority for all. We have been following all health & hygiene guidelines issued by the World Health Organization and the Ministry of Health to ensure a safe environment for you.



Namaskar !












With the spread of COVID19 across the globe, there came a need to adapt to a new way of life. The pandemic has redefined norms and our daily functioning, magnifying the importance of health, hygiene and safety for us.

At The Lalit, the health and safety of our guests has always been a prime concern. Our standard greeting - 'Namaskar' is our USP. It is an affirmation that solution to world problems is in the wisdom of our culture and traditions.

We are happy to welcome you at The Lalit - your safe abode!

The Lalit Empowers its Team






We are following guidelines in maintaining hygiene and sanitisation routines. Clear SOPs have been laid down for all to ensure the safety & optimum hygiene for our guests and team members:

-  We are ensuring that all team members are well-informed, following appropriate physical distancing and using personal protective equipment, as well as providing mental health support.
-  Each Lalit hotel has a designated Hygiene Officer that will focus on implementing new and enhanced procedures regularly.
-  Every room is disinfected after every guest check out with WHO-approved products and guidelines and will have a 3-level inspection by housekeeping supervisors and managers.
-  Public areas are being cleaned hourly with extra attention to areas including restaurants, front desk counters and public restrooms.
-  We are using technology and online services to minimize human interface.
-  All surfaces are sanitised every 30 minutes with 1% Sodium Hypochlorite Solution.
-  Masks and face shields provided to all employees along with uniform on a daily basis.
-  Staff has been trained to avoid touching their face at all times.
-  All guest interface teams have been mandated to wear disposable gloves that are changed after every hour.
-  No more than four people will be in the elevator at any time, each occupying a corner and facing the wall.
-  According to the guidelines issued, hotel staff at the reception are well versed in hand hygiene, respiratory hygiene and protocols to be followed if a guest develops symptoms.



SOPs

TRANSPORT

-  Chauffeurs will offer hand sanitiser to guests.
-  Chauffeurs will be wearing mask and gloves.
-  Conversations with guests to be minimal.
-  The car will be disinfected with every arrival.
-  The driver and guest section in the car will be divided by a transparent sheet.



SOPs

SECURITY




- 🍁 We request guests to park their own vehicles.
- 🍁 Carpets have been spread on either side to the main porch to gather dust from shoes.
- 🍁 Valet assistance is on request. With each parking, gloves are changed & disposed.
- 🍁 Your keys will be deposited in a small pouch with tags attached to identify the car number at Main Porch.
- 🍁 Thermal scanning will be a norm. Guests with high temperature will be taken to the nearest health facility.
- 🍁 Sanitiser to be sprayed in the hands of every guest at entry.






SOPs

FRONT OFFICE

Bell Desk

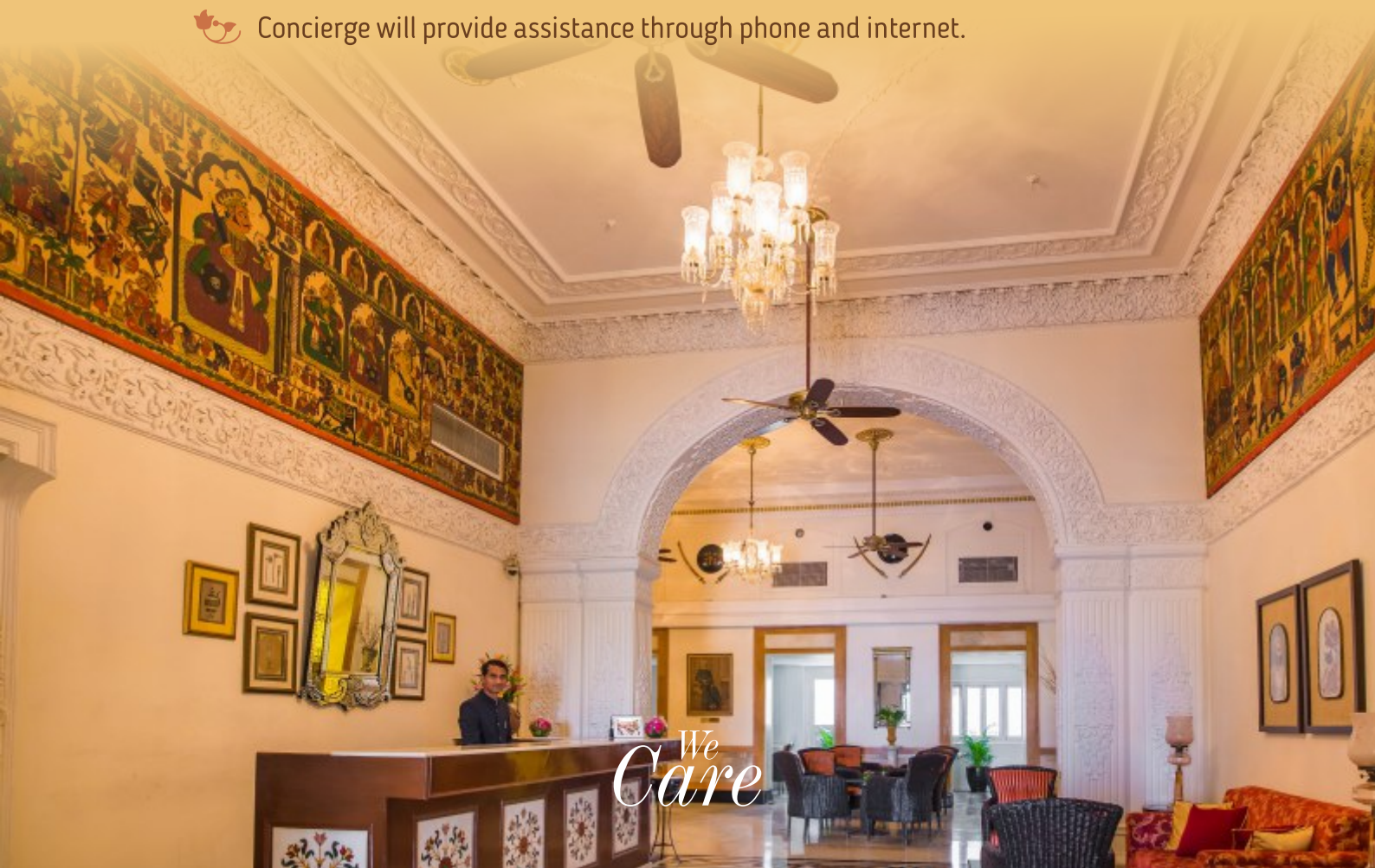
-  Baggage assistance to be provided on request.
-  Your luggage will be disinfected and cleaned at the Bell Desk.
-  Gloves are changed after every delivery.

Reception

-  We encourage online completion of check-in formalities to minimize interaction with teams at the Front Desk.
-  Yellow tapes have been marked at a distance of 6ft to indicate waiting position.
-  We encourage e-wallets for billing.








Concierge

-  Concierge will provide assistance through phone and internet.







SOPs

F&B SERVICES

-  Restaurants and bars will operate with reduced capacity to ensure adequate space and physically distant set-up and request you to take prior appointment.
-  All our restaurants will provide service with digital menus wherever possible.
-  We offer an exquisite menu prepared by our skilled chefs and no buffets to ensure physical distancing.
-  In-Room Dining offering contactless delivery outside guestrooms along with sustainable, single-use packaging.
-  Clearance to be done from outside the room.
-  We set the tables after guests are seated.
-  We sanitise your debit/credit cards on use.






F&B PRODUCTION

-  All Chefs and production team members wear gloves, masks, chef caps at all times.
-  We ensure work table tops are sanitised before & after use.
-  We sanitise all machines before & after use.
-  We follow all HACCP/FSSAI standards diligently.



SOPs

F&B PRODUCTION

-  The food is prepared at 75 degree Celsius or above for minimum of 2 min (core temperature) to kill all pathogens.
-  We sanitise department phone every 1 hour.
-  All food items are presented with lids / covers / cling-film.
-  Cooking stations have been reset to ensure physical distancing norms.
-  Dishwashing is done above 82 degree Celsius.



SOPs

HOUSEKEEPING

Rooms

- ☺ All rooms are well equipped with The Lalit #WeCare kits that will have masks, hand sanitiser and sanitisation wipes, with additional masks supplied on request.
- ☺ Physical distancing measures will be embedded in all services for guest protection, including appropriately modified food menus and services, contactless check-in/check-out and housekeeping services.
- ☺ We are using 1% Sodium Hypochlorite Solution to wipe all surfaces.
- ☺ We use fresh dusters to service every room.
- ☺ To ensure your safety, turndown services have been discontinued.
- ☺ Linen will be changed on guest request only.





Public Area Washrooms

- ☺ Attendants to ensure there is no crowding in the washroom – number of people to be limited to number of stalls.
- ☺ Hand Sanitisers and automatic pull out towel machines have been installed in the washrooms.



SOPs

FACILITIES

-  Elevators have floor markings and directions so guest do not face each other.
-  Hand sanitisers have been installed in the lift.
-  Sanitiser placed at every floor landing.
-  We provide only e- Newspaper to minimize outside contact.





Thank
You

We are ready to serve you

We
Care

