

7 PUBLIC HEALTH RISKS HIDING IN YOUR HOTEL LOBBY

THE LOBBY TAKES CENTER STAGE

As hotel guests increasingly seek amenities and experiences beyond the guest room, the hotel lobby is becoming center-stage for the modern guest experience. Hotels in every segment are betting big money on creating the next-generation lobby – investing in renovations and enhancements that transform their lobbies into inviting lounge areas, trendy restaurants, buzzing lobby bars and interactive social event spaces.

INCREASED TRAFFIC BRINGS NEW RISKS

Increased guest traffic heightens many public health risks – from disease outbreaks to pest issues. Realizing the value of your investments requires recognizing where these heightened risks are hiding – before they impact your guest experience.

THE HIDDEN RISKS

High-Touch Surfaces

(countertops, door handles, touch screens, etc.)

Hidden Risk: Communicable Diseases (flu, norovirus, etc.)

Flu virus can survive on hard surfaces for up to 24 hours; norovirus can survive for weeks.¹ High-touch surfaces like the front desk are veritable petri dishes for these and other pathogens, but hotels typically disinfect these surfaces once daily – at best.

Hand Hygiene

Hidden Risk: Communicable Disease (flu, norovirus, etc.)

Poor hand hygiene is still the main way diseases like flu and norovirus spread in a hotel environment. Many hotels have no official hand hygiene protocol for staff or guests – and inadequate hand hygiene products (e.g., hand sanitizer stations) available in public areas.

Natural Design Features

Hidden Risk: Pest Issues

Bringing the natural world in also means bringing in additional risk of pest issues. Large and small flies, as well as cockroaches and rodents, are a nuisance that can damage brand reputation – and even spread dangerous pathogens and put guest health at risk.

Furniture

Hidden Risk: Bed Bugs

Hotel bed bug incidents increased 11% over the last year.³ Communal seating areas such as lobbies, restaurants, etc. have an increased risk of bed bug activity. And once an infestation has become established, it can easily spread throughout the facility via guests and their personal belongings.

HVAC System

Hidden Risk: Airborne Pathogens & Allergens

HVAC system performance is critical to creating a comfortable guest environment. But without careful monitoring, treatment and filtering, HVAC systems can rapidly spread legionella and other airborne pathogens, as well as irritating allergens.²

Water Features

Hidden Risk: Waterborne Pathogens (Legionella, etc.)

Legionella is a particular risk in the hotel and lodging industry.⁴ But the legionella risk isn't limited to your HVAC system. If not properly maintained, a simple water feature could harbor legionella and other dangerous pathogens.

F&B Outlets

Hidden Risk: Food Safety-Grade Disinfection

Integrating F&B outlets into lobby spaces presents new food safety demands. The cleaning products and procedures used by housekeeping and facility maintenance staff may not be suitable for food-contact surfaces, presenting food safety compliance risks.

GET AHEAD OF HIDDEN RISKS

Protect Your Guests – Protect Your Investment

Read the full Ecolab eBook, *Creating the Next-Generation Hotel Lobby*, to get simple tips for ensuring a consistently outstanding guest experience.

DOWNLOAD EBOOK

¹ <https://www.nhs.uk/common-health-questions/infections/how-long-do-bacteria-and-viruses-live-outside-the-body/>

² <https://www.cdc.gov/legionella/about/causes-transmission.html>

³ PMP Structure Pest Control Market Study, 2017

⁴ <https://lodgingmagazine.com/legionella-a-growing-problem-in-the-hospitality-industry/>