




SHERATON

Park Hotel  
at the Anaheim Resort

# Sheraton Park Hotel at the Anaheim Resort



Where  
the World  
Comes  
Together



Thank you for considering the Sheraton Park Hotel at the Anaheim Resort for your event.

For your peace of mind and for the welfare of your attendees our heightened sanitation procedures, service protocols and revised room capacity charts for all events are rooted in the CDC guidelines and follow guidance from Marriott, Orange County Health Care and Aimbridge Hospitality.

Our enhanced measures include

- Associate training and wellness, in conjunction with Ecolab, a global leader in hygiene and chemical products, and through use of PPE such as face coverings, temperature checks and increased personal hygiene procedures

- Cleaning and sanitizing with increased frequency and based on protocols introduced through AimClean, our robust and proprietary cleaning certification program
- Safe service in food and beverage providing rigorous associate service training, gloved service and revised food presentation
- Physical distancing throughout the hotel with attention being given to your event registration, room arrangements, path of travel coordination, in-meeting room sanitizing stations and innovation introduced together with our audio visual partners PSAV to leverage technology for broader engagement and participation with confidence for your event attendees.

Now, more than ever, we are ready to take care of you.



Our Catering Team will be pleased to share with you the plans we have adapted to ensure your event is not only a success, but also addresses some of the unique health and safety related concerns which face us today in the delivery of our food and beverage offerings. Some of the steps being taken to maintain the confidence of your event attendees include:

- Gloved and masked service associates
- Sterilized napkin and silverware roll up presented only upon guest being seated
- Personalized service of bread, butter, condiments
- Plated meals served covered to your guests
- Traditional buffet menu selections offered as a Gloved Server Assisted Food Table and presented behind glass.

- Breaks featuring pre-portioned and sealed snacks, individual bottled beverages and Gloved Server Assisted coffee service
- Pre-order ap option for events without planned meals allowing your attendees to select and pay for their meal from our restaurant.

Of course all our events will be guided by the Marriott brand protocols and in line with CDC recommendations, to include revised capacity floor plans, physical distancing, path of travel coordination and sanitizing stations.

Please ask about how we can further support you with a virtual registration desk to expedite check-in and minimize overcrowding concerns.

Your satisfaction is our goal. Your success is our promise.



In conjunction with Aimbridge Hospitality, Marriott brand guidelines and current CDC protocols our AIMCLEAN Guest Room servicing and sanitizing program ensures peace of mind for our guest through enhancement of our high standards of cleanliness, comfort and welcome.

**Our AIMCLEAN Guest Room Program**, designed for the safety and wellbeing of our guest includes:

- Focused disinfection of 13 high touch area in guest rooms
- Specific ECOLAB disinfectants approved by the EPA for use against Covid-19
- Complimentary disinfectant wipes provided in your room for your use
- On-demand guest room amenities, removing other than single use paper products like pads, guest information booklet and room service menus.

- Revised guest room entry protocols for associates, minimizing the frequency of entry into your room while it is occupied, and allowing guests to opt for fresh linens to be delivered as needed.
- Redesigned Sheraton Fitness space with focus on managing occupancy to reduce contagion and heightening cleanliness awareness of all users combined with increased frequency of disinfection by our AIMCLEAN-trained associates.

**Additionally, while our food and beverage venues are currently paused**, we are creating new menus and service options to acknowledge the need for adjustment in our delivery when our various outlets reopen:

- Introduction of in-room dining options through a downloadable app, allowing you to “Click and Collect”, ensuring freshness and efficiency of meals and snacks for your enjoyment in your guest room.
- Adapted restaurant menus reflecting the new expectations of our guests while ensuring the highest quality of fresh ingredients is maintained at all times, prepared with care and concern
- Revised Banquet menu selection accommodating the need for menu variety, food quality and service efficiency, while respecting the new ‘normal’.

# OUR COMMITMENT TOGETHER

Our heightened sanitation procedures and best practices are rooted in the CDC guidelines, follow brand and public health guidance, along with AIMClean, a cleaning certificate training program for our team developed by our management company with experts from EcoLab.



## OUR ENHANCED MEASURES INCLUDE

**ENHANCED STAFF TRAINING**  
on hygiene and infection prevention



**ENHANCED CLEANING**  
and sanitization procedures



**PHYSICAL DISTANCING**  
required



**INDIVIDUAL MEALS**  
prepared fresh daily



**FREQUENT HAND WASHING**  
mandated for staff



**STAFF WELLNESS**  
and prevention



**PARTNERED WITH ECOLAB®**  
the industry-leading expert in  
hygiene and chemical products



Cleaning protocols rooted in  
the **CDC GUIDELINES**

Our property, our management company and brand leadership continue to monitor closely the COVID-19 recommended guidelines of the U.S. Centers for Disease Control and Prevention (CDC) and local, state and federal authorities. Our teams communicate daily to ensure we are making immediate operational updates to follow the guidelines as they evolve. We are committed to embracing practices and guidelines in order to provide our guests a safe, comfortable hotel experience, and our teams a safe working environment.



SHERATON

Park Hotel  
at the Anaheim Resort

# Contact Information

Katie Wright

[kwright@sheratonparkanaheim.com](mailto:kwright@sheratonparkanaheim.com)

714 740 4168