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# Assessment Form Star Rating of Apartment Hotel



# GUIDELINES TO QUESTIONNAIRES GARIS PANDUAN BAGI MENJAWAB SOALAN

- 1. Please refer to the minimum star rating requirements in in "Guidelines For Tourist Accommodation Premises Classification" (also available at Ministry of Tourism's website www.motour.gov.my) when filling in this questionnaire. Sila rujuk kepada syarat minima pengelasan yang terkandung di dalam "Buku Panduan Pengelasan Premis Penginapan Pelancong" (juga terdapat di laman web rasmi Kementerian Pelancongan, www.motour.gov.my) semasa mengisi borang soal selidik.
- The answers to the questions consist of two categories ie: Untuk setiap kriteria utama, soalan-soalan terbahagi kepada dua kategori: A. Star Rating ie. 1 to 5 star B. Yes/No
- 3. For Category A question, the answers on star grading are to be assess on a scale of 1 to 10 as follows: Untuk soalan kategori A, sila berikan markah mengikut skala berikut:

Star	Marks
5*	9 -10
4*	7 - 8
3*	5 – 6
2*	3 – 4.
1*	1-2

4. For Yes/No answer, the grading scale of 1 to 10 refers to the following:

Untuk soalan kategori B, tandakan Ya atau Tidak dan sekiranya Ya sila berikan markah mengikut skala berikut:

Assessment	Marks
Excellent Cemerlang	9-10
Very Good Sangat Baik	7 – 8
Good Baik	5 – 6
Fair Sederhana	3 – 4
Poor Lemah	1 – 2

Example :	Separate restaurant for	Yes	/	5
	Contoh: halal food ( 2.5 )	No [		
	Dustbins ( 2.9 )	Yes		



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# APPLICATION FORM FOR HOTEL CLASSIFICATION 1995

Name of Hotel	:			
Address	:			
Postcode	:			
Tel. No.	:		Fax No :	
Name of Person	:	Mr/ Mrs/ Ms		
Supplying				
Information				
Designation	:			

Note: The star rating scheme is only applicable to hotels with a minimum of ten lettable room

### **GENERAL QUESTION**

For

Number of Rooms in your hotel by type.

Туре	Stadio	One Bedroom	Iwo Bearoom	Three Bedroom	Official Use
Number					
Comments — ( if any )				*	

Please rate the facilities/services provided in your hotel according to the star rating criteria given in "Guidelines For Tourist Accommodation Premises Classification" guidebook, on the following:

(Note: \* Numbers within brackets refer to the items of the Apartment Hotel star rating criteria as given in the guidebook)

Assessment by Hotel

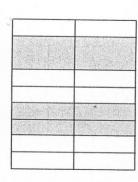
Assessment by Star Rating Team

### 1. Apartment requirements (1)

• Min. size of Bedroom (1.1)

- Furniture and Fittings (1.2)
  - Built in Kitchen /cooking facilities
- Electrical Equipment (1.3)
- Thermal Conditions (1.6)
- Communication System (1.8)
- Audio Visual Installations (1.9)
- Sanitary Installation (1.14)
- Bed linen, Towels (1.16)

	-4.00
*	



Please indicate whether your hotel has met the requirements which apply to all categories of hotel with respect to: [ Please tick (/) the appropriate box and if yes, give the assessment on the scale of 1 to 10].

- Bedroom windows [1.4]
- Main Entrance (1.5)
- Ventilation in rooms (1.7)
- Drinking water in bedrooms (1.10)
- Information material (1.11)
- Stationery (1.12)
- Sound-proofing (1.13)
- Water hose (1.15)
- Room for the disabled (1.17)

### 2. Services (2)

- Food and Beverage service (2.1)
- Housekeeping Services (2.2)
- Front-Desk Services (2.3)
  - Safety Deposit Box (2.3.1)
  - Safe-Luggage Facilities (2.3.2)
  - Foreign Exchange (2.3.3)
  - Business Centre (2.3.4)
  - Credit Card Facilities (2.3.5)
  - Tourism Service (2.3.6)
- Laundry & Valet Service (2.4)
- Medical Service (2.5)
- First Aid Facilities (2.6)

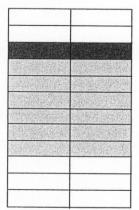
Assessment by Hotel

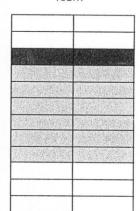
Assessment by Star Rating Team

Yes		
No		
Yes		
No	i de la companya di	
Yes	2210-400000000	
No		
Yes		
No		
Yes		
No	-	
Yes		
No		
Yes	A STREET PROPERTY AND A STREET PARTY AND A STREET P	
No		
Yes		
No		
Yes		
No		

-
- Personal

Assessment by Hotel Assessment by Star Rating Team





3. Common Areas (3)	Assessment by Hotel	Assessment by Star Rating Team
<ul> <li>Reception Area (3.1)</li> <li>Bar (3.2)</li> <li>Dining Room/Restaurant / Breakfast Room / Residents Lounge (3.3)</li> </ul>		
<ul> <li>Restaurant (3.4)</li> <li>Outdoor / Indoor Area (3.5)</li> <li>Entertainment / Recreation (3.6)</li> <li>Sanitary Installation (3.7)</li> <li>Public Toilets For The Disabled (3.7.1)</li> </ul>		
<ul> <li>Dustbins (3.8)</li> <li>Thermal Conditions for Common Area (3.9)</li> <li>Public Telephone (3.10)</li> <li>Lifts (3.11)</li> </ul>		
<ul><li>Corridors (3.12)</li><li>Corridors Precautions (3.13)</li></ul>		
4. Qualitative and Aesthetic Requirements (4)		
Function and aesthetic of all equipment, local decoration		

Assessment by Hotel

Assessment by Star Rating Team

### 5. Safety Standards and Hygiene (5)

- Fire Electricity and other safety facilities (5.1)
- Emergency Power Supply (5.2)
- Kitchen (5.3)

- Food Storage (5.4)
  - Refrigeration (5.4.1)
  - Separate Compartments (5.4.2)
- Food Protection (5.5)
- Refuse (5.6)
- Insect and vermin protection (5.7)

Yes No Yes No Yes No

4	

### Assessment Assessment by Hotel by Star Rating Team 6. Staff (6) Sufficient number of staff (6.1) Yes No Qualification of the staff (6.2) Yes No General Qualification (6.2.1) Yes No - Language (6.2.2) Yes No - Mode of Greetinga (6.2.3) Yes No Staff Uniform (6.3) Yes No Medical Examination (6.4) Yes No Staff Facilities (6.5) Yes No - Staff Sanitary Facilities (6.5.1) Yes No - Rest Area & Changing Rooms (6.5.2) Yes No Surau & Kiblat signs (6.6) Yes No Staff Training (6.7) Yes No

7. Minimum Room Rates

Minimum room rates (RM\_

		Ctan Dati	
		Star Rating	
How would you propo	ose that your hotel be rated?		
Overall/Comments: (	if any)		
		•	
hereby declare that	to the best of my knowledge and b	elief all the particulars fu	urnished herein are true.
Signature	:		
Signature			
hereby declare that Signature Name Designation in Hotel	:		
Signature Name	:		
Signature Name Designation in Hotel			
Signature  Name  Designation in Hotel  Date			

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