

HOTEL BANDAR (CITY HOTEL)

| BIL | KRITERIA | HOTEL BANDAR (%) |
|---------------------------|--|------------------|
| 1.0 | FASAD BANGUNAN HOTEL (<i>HOTEL FACADE</i>) | 1 |
| 2.0 | KEMASAN BILIK PENGINAPAN (<i>HOUSEKEEPING</i>) | 25 |
| 3.0 | OPERATIONAL (<i>FRONT OFFICE</i>) | 25 |
| 4.0 | DAPUR (<i>KITCHEN</i>) | 10 |
| 5.0 | PERKHIDMATAN MAKANAN & MINUMAN (<i>FOOD & BEVERAGE - F&B</i>) | 11 |
| | 5.1 <i>Coffee House (Coffee House)</i> | 3 |
| | 5.2 <i>Restoran (Restaurant)</i> | 2 |
| | 5.3 <i>Lounge / Bar (Lounge / Bar)</i> | 2 |
| | 5.4 Kemudahan Bankuet/Bilik Keraian/Bilik Mesyuarat (<i>Banquet/Function Room/Meeting Room</i>) | 3 |
| | 5.5 Perkhidmatan Tempahan Makanan di bilik (<i>In-Room Dining</i>) | 1 |
| 6.0 | PENGURUSAN SUMBER MANUSIA (<i>HUMAN RESOURCE MANAGEMENT</i>) | 10 |
| | 6.1 <i>Kebajikan Staff (Staff Welfare)</i> | 6 |
| | 6.2 <i>Kemudahan Staff (Staff Facilities)</i> | 3 |
| | 6.3 <i>Tanggungjawab Sosial Korporat (Corporate Social Responsibility)</i> | 1 |
| 7.0 | ADUAN (<i>COMPLAINTS</i>) | 4 |
| | 7.1 <i>Pemantauan Aduan Pelanggan (Monitoring Customer Complaints)</i> | 2 |
| | 7.2 <i>Membalas Aduan Pelanggan (Respond to Customer Complaints)</i> | 1 |
| | 7.3 <i>Nota Penghargaan (Appreciation Note)</i> | 1 |
| 8.0 | KEMUDAHAN PELANGGAN (<i>GUEST FACILITIES</i>) | 7 |
| 9.0 | KESELAMATAN (<i>SECURITY</i>) | 3 |
| 10.0 | ICT (<i>ICT</i>) | 2 |
| 11.0 | KEISTIMEWAAN HOTEL (<i>SPECIAL HOTEL FEATURES</i>) | 2 |
| MARKAH KESELURUHAN | | 100 |

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| 1.00 | FASAD BANGUNAN HOTEL (1%) (HOTEL FAÇADE) | | | | | |
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| Bil | KRITERIA HOTEL BANDAR (CITY HOTEL) | | | 1★ | 2★ | 3★ | 4★ | 5★ |
|-----|--|--|--|---|---|--|----|----|
| | FASAD BANGUNAN HOTEL (HOTEL FAÇADE) | | | | | | | |
| 1.1 | Fasad Bangunan Hotel <i>(Hotel Facade)</i> | | | Jenis Bangunan <i>(Type of building)</i> | | | | |
| | <ul style="list-style-type: none"> • Bangunan Sendiri <i>(Stand-alone Building)</i> | | | | | | | |
| | <ul style="list-style-type: none"> • Keseluruhan rumah kedai <i>(Entire shop lot)</i> | | | | | | | |
| | <ul style="list-style-type: none"> • Sebahagian berkongsi dengan rumah kedai <i>(Partially sharing)</i> | | | | | | | |
| 1.2 | Kemewahan Fasad Bangunan <i>(Hotel Façade Appearance)</i> | | | Keadaan fasad bangunan yang baik <i>(Hotel Façade well maintained)</i> | Keadaan fasad bangunan yang sederhana <i>(Well maintained and high quality appearance)</i> | Keadaan fasad bangunan yang mewah <i>(Well-maintained and excellent quality appearance)</i> | | |
| | <ul style="list-style-type: none"> • Mewah <i>(Luxury)</i> | | | | | | | |
| | <ul style="list-style-type: none"> • Sederhana <i>(Functional)</i> | | | | | | | |
| | <ul style="list-style-type: none"> • Biasa <i>(Simple)</i> | | | | | | | |

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| 2.00 | KEMASAN BILIK PENGINAPAN (25%) (HOUSEKEEPING) |
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|--|--|---|-----------------|--|---|--|--|
| | KEMASAN BILIK PENGINAPAN (HOUSEKEEPING) | | | | | | |
| 2.1 | Saiz Bilik (Room Size) | Saiz Minima Bilik Penginapan (Minimum Standard Requirement) | | | | | |
| | <ul style="list-style-type: none"> • >80% memenuhi saiz minima (>80% comply minimum size) | 10.5 sqm 2.5 M | 15 sqm 2.5 M | 18 sqm 2.5 M | 28 sqm 2.5 M | 36 sqm 2.5 M | |
| | <ul style="list-style-type: none"> • 50%-79%memenuhi saiz minima (50%-79% comply minimum size) | | | | | | |
| <ul style="list-style-type: none"> • <50% memenuhi saiz minima (<50% comply minimum size) | | | | | | | |
| 2.2 | Jenis Bilik (Types of room) | Sekurang-kurangnya satu (1) jenis bilik (At least one (1) types of room) | | Sekurang-kurangnya tiga (3) jenis bilik (At least three (3) types of rooms) | | Sekurang-kurangnya empat (4) jenis bilik (At least four (4) types of rooms) | |
| | <ul style="list-style-type: none"> • Standard | | | | | | |
| | <ul style="list-style-type: none"> • Superior | | | | | | |
| | <ul style="list-style-type: none"> • Deluxe • Suites | | | | | | |
| 2.3 | Aras atau Lounge Eksekutif (Executive Floor / Lounge) | Tidak Perlu Disediakan (Not Required) | | | Perlu disediakan: 1. Perkhidmatan daftar masuk / daftar keluar khas 2. Menyediakan ruangan khas sarapan pagi, kopi, teh dan koktel 3. Business Centre 4. Bahan Bacaan <i>To provide:</i> 1. Separate check in / check out service 2. Executive lounge to serve breakfast, coffee, tea and cocktail 3. Business Centre 4. Reading materials | | |
| | | | | | | | |
| 2.4 | Tanda Arah Kiblat (Kiblat Sign) | Tanda Arah Kiblat mengikut spesifikasi oleh pihak JAKIM (Kiblat Sign according to specifications by JAKIM) | | | | | |
| 2.5 | Lokasi Tanda Arah Kiblat (Kiblat Sign Location) | Tanda Arah Kiblat perlu diletakkan di siling bilik penginapan (Kiblat Sign to be displayed clearly on the ceiling of every room) | | | | | |
| | <ul style="list-style-type: none"> • Siling (Ceiling) | | | | | | |
| | <ul style="list-style-type: none"> • Selain siling (Other than ceiling) | | | | | | |

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| | KEMASAN BILIK PENGINAPAN (HOUSEKEEPING) | | | | | |
| 2.6 | Hiasan Perabot (Furniture & Fittings) | Hiasan perabot yang ringkas dan diselenggara dengan baik (Acceptable quality and condition in the standard of furniture and fittings to be provided and well maintained) | | Hiasan perabot yang sederhana dan diselenggara dengan baik (Good quality and condition in the standard of furniture and fittings to be provided and well maintained) | Hiasan perabot yang mewah dan diselenggara dengan baik (Superior quality and condition in the standard of furniture and fittings to be provided and well maintained) | Hiasan perabot yang sangat mewah dan diselenggara dengan baik (Excellent quality and condition with luxurious standard of furniture and fittings to be provided and well maintained) |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Biasa (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 2.7 | Linen Katil yang bersih (Bed with clean Linen) | Linen Katil yang bersih dan ringkas disediakan (Bed with clean linen to be provided) | | Linen Katil yang bersih dan sederhana disediakan (Good quality of bed with clean linen to be provided) | Linen Katil yang bersih dan mewah disediakan (Superior quality of bed with clean linen to be provided) | Linen Katil yang bersih dan sangat mewah disediakan (Excellent quality of bed with clean linen to be provided) |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Biasa (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 2.8 | Selimut / Alas (Blanket / Duvet) | Selimut / Alas yang bersih dan ringkas disediakan. Diganti atas permintaan bagi tetamu hotel yang sama (Clean blanket/duvet to be provided. To be changed upon request for the same guest.) | | Selimut / Alas yang bersih dan sederhana disediakan. Diganti atas permintaan bagi tetamu hotel yang sama (Good quality and clean blanket/duvet to be provided. To be changed upon request for the same guest) | Selimut / Alas yang bersih dan mewah disediakan. Diganti atas permintaan bagi tetamu hotel yang sama (Superior quality and clean blanket/duvet to be provided. To be changed upon request for the same guest) | Selimut / Alas yang bersih dan sangat mewah disediakan. Diganti atas permintaan bagi tetamu hotel yang sama (Excellent quality and clean blanket/duvet to be provided. To be changed upon request for the same guest) |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Biasa (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 2.9 | Bantal (Pillow) | Bantal yang bersih dan ringkas disediakan (Clean pillow to be provided) | | Bantal yang bersih dan sederhana disediakan (Good quality and clean pillow to be provided) | Bantal yang bersih dan mewah disediakan (Superior quality and clean pillow to be provided) | Bantal yang bersih dan sangat mewah disediakan (Excellent quality and clean pillow to be provided) |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Biasa (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 2.10 | Tilam (Mattress) | Tilam yang bersih dan ringkas disediakan (Clean mattress to be provided) | | Tilam yang bersih dan sederhana disediakan (Good quality and clean mattress to be provided) | Tilam yang bersih dan mewah disediakan (Superior quality and clean mattress to be provided) | Tilam yang bersih dan sangat mewah disediakan (Excellent quality and clean mattress to be provided) |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Biasa (Simple) | | | | | |
| 2.11 | Pelindung Tilam (Mattress Protector) | Pelindung Tilam yang bersih disediakan (Clean Mattress Protector to be provided) | | | | |

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| | KEMASAN BILIK PENGINAPAN (HOUSEKEEPING) | | | | | |
| 2.12 | Ambal Katil (Bed Runner) | Ambal Katil yang bersih dan ringkas disediakan (Clean bed runner to be provided) | | Ambal Katil yang bersih dan sederhana disediakan (Good quality and clean bed runner to be provided) | Ambal Katil yang bersih dan mewah disediakan (Superior quality and clean bed runner to be provided) | Ambal Katil yang bersih dan sangat mewah disediakan (Excellent quality and clean bed runner to be provided) |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Biasa (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 2.13 | Tilam tambahan atas permintaan (Extra Bed / Sofa Bed upon request) | Tidak Perlu Disediakan (Not Required) | | Tilam tambahan perlu disediakan atas permintaan (Extra Bed / Sofa Bed to be provided upon request) | | |
| 2.14 | Menu Pilihan Bantal (Pillow Menu) | Tidak Perlu Disediakan (Not Required) | | | | Meu Pilihan Bantal perlu disediakan (Pillow Menu to be provided) |
| 2.15 | Langsir / Bidai / Langsir Panel dll (Curtain / Blind / Screen Mover etc) | Langsir / Bidai / Langsir Panel yang ringkas (Curtain / Blind / Screen Mover to be provided) | | Langsir / Bidai / Langsir Panel yang sederhana (Curtain / Blind / Screen Mover to be of good quality and taste) | Langsir / Bidai / Langsir Panel yang mewah (Curtain / Blind / Screen Mover to be of superior quality and taste) | Langsir / Bidai / Langsir Panel yang sangat mewah (Curtain / Blind / Screen Mover to be of excellent quality and taste) |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Biasa (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 2.16 | Meja Sisi (Night Table / Side Table) | Meja Sisi perlu disediakan (Night Table / Side Table to be provided) | | | Meja sisi yang mewah (Night Table / Side Table to be of luxury superior and taste) | Meja sisi yang sangat mewah (Night Table / Side Table to be of excellent quality and taste) |
| 2.17 | Meja Tulis (Writing Table) | Tidak Perlu Disediakan (Not Required) | Meja tulis perlu disediakan (Writing table to be provided) | | | |
| 2.18 | Peralatan Menulis (Writing Materials) | Tidak Perlu Disediakan (Not Required) | Peralatan menulis perlu disediakan (Writing materials to be provided) | | | |
| 2.19 | Meja Solek (Dressing Table) | Meja Solek yang ringkas disediakan (Dressing Table to be provided) | | Meja Solek yang sederhana (Dressing Table to be of good quality and taste) | Meja Solek yang mewah (Dressing Table to be of superior quality and taste) | Meja Solek yang sangat mewah (Dressing Table to be of excellent quality and taste) |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Biasa (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |

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|------|---|--|--------------------------------------|--|--|--|
| | KEMASAN BILIK PENGINAPAN (HOUSEKEEPING) | | | | | |
| 2.20 | Pencahayaan Lampu (Lightings) | Pencahayaan lampu yang ringkas (Bedroom well lit) | | Pencahayaan lampu yang sederhana (Good lighting intensity with thought given to ambience and range of lighting options) | Pencahayaan lampu yang mewah (Superior levels of lighting with good positioning and ease of use, including room lighting controllable from the bedside) | Pencahayaan lampu yang sangat mewah (Excellent levels of lighting with a range of separately controllable options) |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Biasa (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 2.21 | Suis Kawalan 2 hala (Lighting Control) | Tidak Perlu Disediakan (Not Required) | | Perlu disediakan (To be provided) | | |
| 2.22 | Almari Pakaian (Cupboard / Wardrobe) | Almari Pakaian yang ringkas disediakan (Cupboard/wardrobe to be provided) | | Almari Pakaian yang sederhana (Cupboard / Wardrobe with shelves or drawers to be of good quality and taste) | Almari Pakaian yang mewah (Cupboard / Wardrobe with shelves or drawers to be of superior quality and taste) | Almari Pakaian yang sangat mewah (Cupboard / Wardrobe with shelves or drawers to be of excellent quality and taste) |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Biasa (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 2.23 | Penyangkut Baju (Hangers) | Perlu disediakan (To be provided) | | | | |
| 2.24 | Bakul Sampah (Waste Basket) | Perlu disediakan (To be provided) | | | | |
| 2.25 | Rak Beg (Luggage Rack) | Tidak Perlu Disediakan (Not Required) | Perlu disediakan (To be provided) | | | |
| 2.26 | Seterika & Papan Seterika (Iron & Iron Board) | Seterika dan papan seterika di letakkan di tempat awam atau di bilik atas permintaan (Iron and iron board to be provided in common area / upon request) | | | | Seterika dan papan seterika perlu disediakan di dalam bilik (Iron and iron board to be provided in room) |
| | • Di bilik (In room) | | | | | |
| | • Tempat awam / atas permintaan (Common area / upon request) | | | | | |
| | • Tiada (Nil) | | | | | |
| 2.27 | Beg Dobi (Laundry Bag) | Tidak Perlu Disediakan (Not Required) | Perlu disediakan (To be provided) | | | |

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| | KEMASAN BILIK PENGINAPAN (HOUSEKEEPING) | | | | | | |
| 2.28 | Kelengkapan Mandian (Bathroom Amenities) | | | | | | |
| | a) Sabun Mandi (Soap/Dispenser) | Perlu disediakan (To be provided) | | | | | |
| | b) Syampu (Shampoo/Dispenser) | Perlu disediakan (To be provided) | | | | | |
| | c) Berus gigi & Ubat gigi (Tooth Brush and Tooth Paste) | Tidak Perlu Disediakan (Not Required) | | | Perlu disediakan (To be provided) | | |
| | d) Losyen badan (Body Lotion) | Tidak Perlu Disediakan (Not Required) | | Perlu disediakan (To be provided) | | | |
| | e) Pencukur (Shaver) | Tidak Perlu Disediakan (Not Required) | | Perlu disediakan (To be provided) | | | |
| | f) Kit Alatan jahitan (Sewing Kit) | Tidak Perlu Disediakan (Not Required) | | Disediakan atas permintaan (To be provided upon request) | | Perlu disediakan (To be provided) | |
| | g) Putik kapas (Cotton Bud / Cotton Pad) | Tidak Perlu Disediakan (Not Compulsory) | | | | Perlu disediakan (To be provided) | |
| | h) Topi Mandi (Shower Cap) | Tidak Perlu Disediakan (Not Required) | | Disediakan atas permintaan (To be provided upon request) | | Perlu disediakan (To be provided) | |
| | i) Beg Sanitari (Sanitary Bag) | Tidak Perlu Disediakan (Not Required) | | Perlu disediakan (To be provided) | | | |
| | j) Gelas (Glass) | Tidak Perlu Disediakan (Not Required) | | Perlu disediakan (To be provided) | | | |
| | k) Penimbang berat (Weight Scale) | Tidak Perlu Disediakan (Not Required) | | | | Perlu disediakan (To be provided) | |
| | l) Pengerang Rambut (Hair Dryer) | Disediakan atas permintaan (To be provided upon request) | | | Perlu disediakan (To be provided) | | |
| | m) Cermin Serbaguna Boleh Laras (Adjustable view mirror / vanity mirror) | Tidak Perlu Disediakan (Not Required) | | | Perlu disediakan (To be provided) | | |
| | n) Selipar (Slippers) | Tidak Perlu Disediakan (Not Required) | | | Perlu disediakan (To be provided) | | |
| o) Sink Cuci Tangan (Wash Basin) | Perlu disediakan (To be provided) | | | | | | |

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|---------------|--|----|--|--|----|--|
| | KEMASAN BILIK PENGINAPAN (HOUSEKEEPING) | | | | | |
| 2.29 | Pancuran (Shower) | | Pancuran sahaja (Shower Only) | | | Pancuran dan Tab mandi (Shower glass/ Bath Tub) |
| | • Pancuran & Tab mandi (Shower & Bath Tub) | | | | | |
| | • Pancuran (Shower) | | | | | |
| | • Tiada (Nil) | | | | | |
| 2.30 | Air panas & Sejuk (Hot and Cold Water) | | | Perlu disediakan (To be provided) | | |
| 2.31 | Bidet (Bidet) | | Perlu disediakan (To be provided) | | | Bidet automatik disediakan (Automated/ full Bidet to be provided) |
| | • Automatik (Automated) | | | | | |
| | • Bidet / Hos (Hand Bidet / Hose) | | | | | |
| | • Gayung (Ladle) | | | | | |
| | • Tisu tandas sahaja (Toilet Tisu only) | | | | | |
| • Tiada (Nil) | | | | | | |
| 2.32 | Kertas Tisu (Tissues) | | | Perlu disediakan (To be provided) | | |
| 2.33 | Tuala Tangan (Hand Towel) | | Tidak Perlu Disediakan (Not Required) | | | Perlu disediakan (To be provided) |
| 2.34 | Tuala Muka (Face Towel) | | Tidak Perlu Disediakan (Not Required) | | | Perlu disediakan (To be provided) |
| 2.35 | Tuala Mandi (Bath Towel) | | | Perlu disediakan (To be provided) | | |
| 2.36 | Tikar Bilik Mandi (Bath Mat) | | Tidak Perlu Disediakan (Not Required) | | | Perlu disediakan (To be provided) |
| 2.37 | Telefon dalam bilik air (Bathroom Telephone) | | Tidak Perlu Disediakan (Not Required) | | | Perlu disediakan (To be provided) |
| 2.38 | Jubah Mandi (Bathrobe / Yukata) | | Tidak Perlu Disediakan (Not Required) | | | Perlu disediakan (To be provided) |
| 2.39 | Payung (Umbrella) | | Tidak Perlu Disediakan (Not Required) | | | Perlu disediakan (To be provided) |
| 2.40 | Penghalau Serangga (Insect Repellent) | | | Disediakan atas permintaan (Insect Repellent to be provided upon request) | | |
| 2.41 | Lampu Suluh (Torchlight) | | Tidak Perlu Disediakan (Not Required) | | | Perlu disediakan (To be provided) |

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|------|--|--|----|----|--|---|
| | KEMASAN BILIK PENGINAPAN (HOUSEKEEPING) | | | | | |
| 2.42 | Katil Bayi atas permintaan (Baby Cot upon request) | Katil Bayi disediakan atas permintaan (Baby Cot to be provided upon request) | | | | |
| 2.43 | Peti Sejuk (Fridge / Mini Bar) | Tidak Perlu Disediakan (Not Required) | | | Perlu disediakan (To be provided) | |
| 2.44 | Kelengkapan Kopi dan Teh (Coffee making facilities) | Tidak Perlu Disediakan (Not Required) | | | Perlu disediakan (To be provided) | |
| 2.45 | Cerek Elektrik (Electric Kettle) | Disediakan atas permintaan (To be provided upon request) | | | Perlu disediakan (To be provided) | |
| 2.46 | Air Minuman (Drinking water) | Dispenser Air disediakan di tempat awam (Water dispenser in common area) | | | Air Minuman dan gelas disediakan di setiap bilik (Drinking water and glasses provided in each room) | |
| | • Air Minuman dan gelas disediakan di setiap bilik (Drinking water and glasses provided in each room) | | | | | |
| | • Dispenser Air disediakan di tempat awam (Water dispenser in common area) | | | | | |
| | • Tiada (Nil) | | | | | |
| 2.47 | Peti Keselamatan (Safety Deposit Box) | Disediakan di kaunter resepsi (Provided at reception / front office) | | | | Perlu disediakan (Should provide individual safety deposit box / system in room) |
| 2.48 | Direktori Perkhidmatan / Informasi Bilik (Guest Service Directory / Room Compendium) | Maklumat berkaitan perkhidmatan dan kemudahan hotel dipamerkan di dalam folder atau secara digital (Hotel services and facilities advertised in all bedrooms (possibly in a room information folder or via in-room technology)) | | | | |
| | | Tidak Perlu Disediakan (Not Required) | | | Perlu disediakan (To be provided) | |
| 2.49 | Menu Perkhidmatan Tempahan Makanan di bilik (In-Room Dining Menu) | Tidak Perlu Disediakan (Not Required) | | | Perlu disediakan (To be provided) | |
| 2.50 | Panduan Telefon (Telephone Guide) | Perlu disediakan (To be provided) | | | | |
| 2.51 | Televisyen dan alat kawalan jauh (TV and Remote) | TV disediakan di dalam bilik penginapan (Digital TV available in all bedrooms) | | | TV Skrin Flat atau peralatan berteknologi terkini disediakan di dalam bilik penginapan (Flat Screen TV or adoption of the latest innovation in entertainment technologies expected to be available in all bedrooms) | |
| | • Televisyen skrin rata (Flat Skrin) | | | | | |
| | • Televisyen skrin cembung (Digital TV) | | | | | |
| 2.52 | Panduan Televisyen (TV Guide) | Perlu disediakan (To be provided) | | | | |
| 2.53 | Akses Internet / Wifi (Internet Access / Wifi) | Akses Internet / Wifi disediakan (Internet Access / Wifi to be provided) | | | | |
| 2.54 | Saluran Televisyen (Wajib RTM TV 1, TV 2, TV 3) (TV Channel) | Saluran Televisyen Wajib RTM TV 1, TV 2, TV 3 (TV Channel RTM TV 1, TV 2, TV 3) | | | | |
| 2.55 | Pelan Laluan Kebakaran (Fire Escape Plan) | Pelan Laluan Kebakaran dipamerkan di setiap Bilik Penginapan. (Fire Escape Plan to be displayed in the bedroom) | | | | |

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|------|--|---|---|---|--------------------------------------|--------------------------------------|
| | KEMASAN BILIK PENGINAPAN (HOUSEKEEPING) | | | | | |
| 2.56 | Penghawa Dingin (Air Conditioning) | Penghawa dingin disediakan dalam setiap Bilik Penginapan. (Air conditioning guaranteeing thermal comfort in all bedrooms) | | | | |
| 2.57 | Perkhidmatan Istimewa mengikut kesesuaian atau permintaan tetamu hotel (Special Request / Personalized Welcome) | Tidak Perlu Disediakan (Not Required) | | | | Perlu disediakan (To be provided) |
| 2.58 | Perkhidmatan Turndown (Turndown Service) | Tidak Perlu Disediakan (Not Required) | | | | Perlu disediakan (To be provided) |
| 2.59 | Kunci Bilik (Room Key) <ul style="list-style-type: none"> Kad / Teknologi lain (Key Card / Other Technology) Kunci (key) Tiada (Nil) | Kunci (Key) | Kad / Teknologi lain (Key Card or adoption of the latest innovation technologies expected) | | | |
| 2.60 | Laluan (Walk Way) <ul style="list-style-type: none"> Bersih dan Wangi (Fresh & Clean) Sederhana (Good) Kotor dan berbau hapak (Dirty & Smelly) Tiada (Nil) | Laluan yang bersih, selesa, pencahayaan yang baik dan berbau segar (Walk way should be clean, adequate levels of lighting for safety and comfort and fresh smelling) | | | | |
| 2.61 | Bilik Suite (Suites Room) <ul style="list-style-type: none"> Mewah (Luxury) Sederhana (Moderate) Biasa (Simple) Tiada (Nil) | Tidak Perlu Disediakan (Not Required) | | | Perlu disediakan (To be provided) | |
| 2.62 | Kalis Bunyi (Sound Proof) | Tidak Perlu Disediakan (Not Required) | | Bilik Penginapan Kalis Bunyi mengikut spesifikasi yang ditetapkan oleh Pihak Berkuasa (Sound - proofing for bedrooms must be accordance with the local authority standard) | | |
| 2.63 | Dekorasi Tempatan (Local Decoration) <ul style="list-style-type: none"> Mewah (Luxury) Sederhana (Moderate) Biasa (Simple) Tiada (Nil) | Hiasan tempatan yang ringkas (Encourage use of local decoration) | | | | |
| 2.64 | Karya Seni Tempatan (Local Artwork) | Digalakkan menggunakan Karya Seni Tempatan Lukisan, arca, tembikar, anyaman dll (Encouraged to use the Local Artwork in example painting, sculpture, pottery, weaving etc.) | | | | |

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|------|---|---|--|--|---|----|
| | KEMASAN BILIK PENGINAPAN (HOUSEKEEPING) | | | | | |
| 2.65 | Perkhidmatan wake up call (Wake up call) | Tidak Perlu Disediakan (Not Required) | Perlu disediakan berdasarkan permintaan (To be provided upon request) | | | |
| 2.66 | Kemasan Lantai (Flooring) | Kemasan Lantai yang ringkas dan bersesuaian (All flooring properly fitted and of an acceptable quality and condition) | Kemasan Lantai yang sederhana dan bersesuaian (Flooring of a good quality and condition throughout) | Kemasan Lantai yang mewah dan bersesuaian (Flooring of a superior quality and condition throughout) | Kemasan Lantai yang sangat mewah dan bersesuaian (Flooring of an excellent quality and condition throughout) | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Moderate) | | | | | |
| | • Biasa (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 2.67 | Alat Pengesan Asap (Smoke Detector / Heat Detector) | Alat Pengesan Asap yang mencukupi dan berfungsi dengan baik disediakan mengikut spesifikasi dan keperluan BOMBA (Adequate number of smoke detector/heat detector provided must be in accordance with BOMBA requirements) | | | | |
| 2.68 | Sistem Semburan Air (Water Sprinkler) | Sistem Semburan Air yang mencukupi dan berfungsi dengan baik disediakan mengikut spesifikasi dan keperluan BOMBA (Adequate number of water sprinkler provided must be in accordance with BOMBA requirements) | | | | |

| | |
|-------------|---|
| 3.00 | OPERASI (25 %) (OPERATIONAL) |
|-------------|---|

| | |
|-------------|--|
| 3.10 | KAUNTER HADAPAN (25 %) (FRONT OFFICE) |
|-------------|--|

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|-----|--|---|----|--|--|----|
| | KAUNTER HADAPAN (FRONT OFFICE) | | | | | |
| 3.1 | Sapaan Tetamu Malaysia (<i>Malaysian Mode of Greetings</i>) | Kakitangan membuat sapaan kepada tetamu mengikut cara Malaysia (<i>Staff should greet hotel guest using Malaysian Mode of Greetings</i>) | | | | |
| 3.2 | Pakaian Seragam (<i>Uniform</i>) | Menyediakan sekurang-kurangnya dua (2) set Pakaian Seragam (<i>Provide at least two (2) set of uniforms</i>) | | | | |
| | <ul style="list-style-type: none"> • Ada disediakan (<i>Provided</i>) • Tiada disediakan (<i>Not provided</i>) | | | | | |
| 3.3 | Kekemasan Pakaian Seragam (<i>Tidiness of staff uniform</i>) | Kakitangan berpakaian kemas (<i>Staff smartly attired</i>) | | | | |
| | <ul style="list-style-type: none"> • Berpakaian kemas (<i>Properly Attired</i>) • Tidak berpakaian kemas (<i>Not Properly Attired</i>) | | | | | |
| 3.4 | Keterampilan dan Kebersihan Kakitangan (<i>Staff Grooming and Cleanliness</i>) | (Kakitangan berpakaian kemas, rambut kemas, solekan yang bersesuaian, kuku bersih dan kemas, tiada bau badan dan lain-lain) (<i>Staff tidily dressed, well groomed and particular attention given to personal hygiene</i>) | | | | |
| | <ul style="list-style-type: none"> • Terampil (<i>Well grooming</i>) • Tidak kemas / Selekeh (<i>Untidy</i>) | | | | | |
| 3.5 | Kekemasan Ruang Pejabat (<i>Tidiness of space</i>) | Ruang pejabat yang bersih, tersusun, berbau segar, kemas, pencahayaan bersesuaian dan lain-lain (<i>Appropriate office space with clean, adequate levels of lighting for safety and comfort and fresh smelling</i>) | | | | |
| 3.6 | Pengurus bertugas (<i>Duty Manager</i>) | Tidak diwajibkan (<i>Not Required</i>) | | | Pengurus bertugas secara penggiliran untuk tempoh 24 jam (<i>Manager on duty 24 hours to be provided</i>) | |
| 3.7 | Kesediaan penyambut tetamu kaunter (<i>Reception readiness</i>) *Kemudahan capaian 24 jam kepada panggilan luar dan dalam *24 hours standby for internal & external call | Kemudahan capaian 24 jam kepada panggilan luar dan dalam (<i>24 hours standby for internal and external call</i>) | | | | |
| | <ul style="list-style-type: none"> • 3 kali deringan (<i>3 ringings</i>) • 4-6 deringan (<i>4-6 ringings</i>) • Tidak berjawab (<i>No answers</i>) | | | | | |
| | | | | | | |
| 3.8 | Waktu kaunter penyambut tetamu beroperasi (<i>Reception Desk operation time</i>) | Kaunter penyambut tetamu disediakan (<i>Front desk service available</i>) | | Perkhidmatan kaunter penyambut tetamu beroperasi 24 jam (<i>Reception counter with 24 hours front desk service</i>) | | |
| | <ul style="list-style-type: none"> • 24 jam (<i>24 hours</i>) • 12 jam (<i>12 hours</i>) • Tiada Reception Desk (<i>No reception desk</i>) | | | | | |
| | | | | | | |

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|------|--|---|---|--------------------------------------|----|----|
| | KAUNTER HADAPAN (FRONT OFFICE) | | | | | |
| 3.9 | Kebolehan Bahasa (Multi language) | Fasih 2 Bahasa Contoh, BM, BI (Staff should be proficient in Malay and English) | Fasih lebih dari 3 Bahasa cth. BM, BI, Mandarin, Tamil dan lain-lain. (Staff should be proficient in Malay, English and two (2) other language) | | | |
| | <ul style="list-style-type: none"> • > 3 Bahasa (cth. BM, BI, 1 bahasa tempatan) • >3 language (eg.: Malay, English, 1 local language) | | | | | |
| | <ul style="list-style-type: none"> • 2 Bahasa (BM, BI) • 2 language (Malay, English) | | | | | |
| 3.10 | Perkhidmatan Porter untuk Pengendalian Bagasi (Porter Service for Luggage Handling) | Tidak Perlu Disediakan (Not Required) | Perlu disediakan (To be provided) | | | |
| 3.11 | Perkhidmatan Tempahan Makanan di bilik (In Room Dining Service) | Tidak Perlu Disediakan (Not Required) | Perlu disediakan (To be provided) | | | |
| 3.12 | Aduan Pelanggan yang sistematik (Systematic customer complaint handling) | Pengurusan aduan pelanggan yang sistematik disediakan (Systematic customer complaint handling to be provided) | | | | |
| 3.13 | Tempat Simpanan Bagasi (Left-Luggage Facilities) | Ruangan khas untuk simpanan bagasi disediakan (Left-Luggage facilities to be provided) | Bilik khas untuk simpanan bagasi disediakan (Left-Luggage facilities in designated room to be provided) | | | |
| 3.14 | Peti Keselamatan Deposit (Safety Deposit Box) | Perlu disediakan (To be provided) | | | | |
| 3.15 | Perkhidmatan menghantar informasi (Secretarial Services) | Perlu disediakan (To be provided) | | | | |
| 3.16 | Capaian Internet/ Wifi (Internet Access / Wifi) | Perlu disediakan (To be provided) | | | | |
| 3.17 | Tempat duduk menunggu (Reception with sitting facilities/area) | Disediakan sekurang-kurangnya untuk dua (2) orang tetamu (Reception area with sitting facilities for at least two (2) guest) | Perlu disediakan bersesuaian dengan saiz hotel (Well-appointed and well decorated reception lounge commensurate to the size of hotel) | | | |
| 3.18 | Minuman selamat datang (Welcome Drink) | Tidak Perlu Disediakan (Not Required) | | Perlu disediakan (To be provided) | | |
| 3.19 | Tandas awam (Public Toilet) | Tandas awam disediakan berhampiran kaunter penyambut tetamu (Public toilet near the reception area to be provided) | Tandas awam berasingan untuk lelaki dan perempuan disediakan di kawasan umum (Public toilets separate for ladies and gentlemen for guests near common areas) | | | |

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|----------------------------|---|--|--|--|--|----|
| | KAUNTER HADAPAN (FRONT OFFICE) | | | | | |
| 3.20 | Dekorasi (<i>Decoration</i>) | Dekorasi hiasan yang ringkas (<i>Simple decoration</i>) | Dekorasi hiasan sederhana bersesuaian (<i>Good decoration</i>) | Hiasan mewah (<i>Superior decoration</i>) | Hiasan sangat mewah (<i>Excellent decoration</i>) | |
| | • Mewah (<i>Luxury</i>) | | | | | |
| | • Sederhana (<i>Functional</i>) | | | | | |
| | • Ringkas (<i>Simple</i>) | | | | | |
| • Tiada (<i>Nil</i>) | | | | | | |
| 3.21 | Suasana (<i>Ambience</i>) | Suasana yang ringkas (<i>Pleasing hotel ambience</i>) | Suasana sederhana (<i>Good hotel ambience</i>) | Suasana mewah (<i>Superior hotel ambience</i>) | Suasana sangat mewah (<i>Excellent hotel ambience</i>) | |
| | • Mewah (<i>Luxury</i>) | | | | | |
| | • Sederhana (<i>Functional</i>) | | | | | |
| | • Ringkas (<i>Simple</i>) | | | | | |
| • Tiada (<i>Nil</i>) | | | | | | |
| 3.22 | Perabot (<i>Furniture</i>) | Perabot yang ringkas dan diselenggara dengan baik (<i>Acceptable quality and condition in the standard of furniture to be provided and well maintained</i>) | Perabot yang sederhana dan diselenggara dengan baik (<i>Good quality and condition in the standard of furniture to be provided and well maintained</i>) | Perabot yang mewah dan diselenggara dengan baik (<i>Superior quality and condition in the standard of furniture to be provided and well maintained</i>) | Perabot yang sangat mewah dan diselenggara dengan baik (<i>Excellent quality and condition with luxurious standard of furniture to be provided and well maintained</i>) | |
| | • Mewah (<i>Luxury</i>) | | | | | |
| | • Sederhana (<i>Functional</i>) | | | | | |
| | • Ringkas (<i>Simple</i>) | | | | | |
| • Tiada (<i>Nil</i>) | | | | | | |
| 3.23 | Proses daftar masuk (<i>Check-In Process</i>) | Proses daftar masuk mengikut piagam pelanggan hotel (<i>Check-In process in accordance with client charter</i>) | | | | |
| | • <15 minit (<15 Minutes) | | | | | |
| | • 16-30 minit (16-30 Minutes) | | | | | |
| | • 30-45 minit (30-45 Minutes) | | | | | |
| • > 45 minit (>45 Minutes) | | | | | | |
| 3.24 | Daftar Masuk berkumpulan (kaunter khas) (<i>Group Check-In (Special Counter)</i>) | Tidak perlu disediakan (<i>Not Required</i>) | Menyediakan kaunter khas untuk daftar masuk secara berkumpulan (<i>Check-in procedures will be completed at a separate counter</i>) | | | |
| 3.25 | Proses daftar keluar (<i>Check-Out Process</i>) | Proses daftar masuk mengikut piagam pelanggan hotel (<i>Check-Out process in accordance with client charter</i>) | | | | |
| | • <15 minit (<15 Minutes) | | | | | |
| | • 16-30 minit (16-30 Minutes) | | | | | |
| | • 30-45 minit (30-45 Minutes) | | | | | |
| • > 45 minit (>45 Minutes) | | | | | | |

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|------|--|---|---|---|--------------------------------------|--------------------------------------|
| | KAUNTER HADAPAN (FRONT OFFICE) | | | | | |
| 3.26 | Naik taraf bilik (Upgrade Room) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) | |
| 3.27 | Proses bayaran Payment process | | Kemudahan bayaran disediakan - Kad Kredit, Kad Debit, Tunai (Payment process to be provided - Credit Card, Debit Card, Cash) | | | |
| 3.28 | Waktu daftar masuk & keluar (Check-In / Check-Out Time) | Tidak perlu disediakan (Not Required) | | Makluman dan penerangan kepada pelanggan berkenaan waktu daftar masuk dan keluar (Clear explanation and information about check-in and check-out time to be provided to guest) | | |
| 3.29 | Penyelia (Supervisor) Front Office | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) | |
| 3.30 | Sistem Kerja (Duty Roster) | | Jadual kerja perlu disediakan (Duty roster to be provided) | | | |
| 3.31 | Peti Pertolongan Cemas (First Aid Kit) | Peti pertolongan cemas yang lengkap mengandungi manual pertolongan cemas, ubatan, kain pembalut dll. disediakan sekiranya mempunyai dapur. Pemeriksaan berkala dilakukan bagi memastikan tiada ubatan yang tamat tempoh masih disimpan (Provision of first aid box at kitchen containing first aid manual, ointment, bandages etc. To be replenished, to observe the expiry date of the content and should be checked from time to time) | | | | |
| 3.32 | Pegawai Khidmat Pelanggan (Guest Service Officer) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) | |
| 3.33 | Dekorasi Tempatan (Local Decoration) | Hiasan tempatan yang ringkas (Encourage use of local decoration) | | | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| 3.34 | Karya Seni Tempatan (Local Artwork) | Digalakkan menggunakan Karya Seni Tempatan Lukisan, arca, tembikar, anyaman dll (Encouraged to use the Local Artwork in example painting, sculpture, pottery, weaving etc.) | | | | |
| 3.35 | Pemuzik (Pemain Piano, Pemain Viola) (Musician - Pianist, Violin, Keyboard dll.) | | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) |
| 3.36 | Muzik dalaman / PA (In-house Music) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) | |

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|------|---|---|---|---|--------------------------------------|----|
| | KAUNTER HADAPAN (FRONT OFFICE) | | | | | |
| 3.37 | Perkhidmatan Tempat Letak Kenderaan (Valet Service Parking) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) | |
| 3.38 | Surat Khabar Harian (Daily Newspaper) | Perlu disediakan (To be provided) | | | | |
| 3.39 | Bilangan lif mencukupi (Number of Lift) | Lif perlu disediakan sekiranya premis mempunyai lima (5) tingkat atau 60ft dan ke atas (Lift are to be provided for rooms situated five floor or 60ft and above) | | | | |
| 3.40 | Kemewahan lif (Lift Appearance) | Lif berada dalam keadaan baik dan berfungsi (Lift with good condition) | Keadaan lif sederhana (Good quality and condition) | Keadaan lif yang mewah (Excellent quality and condition) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Biasa (Simple) | | | | | |

| | | | | | |
|------|----------------------------------|--|--|--|--|
| 4.00 | DAPUR (10%) (KITCHEN) | | | | |
|------|----------------------------------|--|--|--|--|

| Bil | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|-----|--|---|---|----|--|----|
| | DAPUR (KITCHEN) | | | | | |
| | <p>Semua Kategori: 1. Semua makanan yang disediakan di hotel perlu mematuhi keperluan Jabatan Kesihatan 2. Pantri dapur dan peti penyimpanan memenuhi keperluan Jabatan Kesihatan</p> <p>All categories: 1. Food prepared within hotel must comply with the hygiene requirements of the Health Authorities 2. Kitchen pantry and cold storage to be in accordance with the requirements of the Health Authorities</p> <p>*Bagi penarafan 1 Bintang semua keperluan perlu disediakan sekiranya mempunyai dapur (For 1 Star category all service and facilities must be provided if there is a kitchen)</p> | | | | | |
| 4.1 | Dapur Berasingan untuk Halal & Tidak Halal (Separate kitchen for Halal, Non-Halal) | Dapur tidak perlu disediakan (Not Required) | Digalakkan menyediakan dapur berasingan bagi halal dan tidak halal (Encourage separate cooking, washing, storage area and utensils for halal and non-halal food) | | | |
| 4.2 | Bilik penyimpanan : Stor Bahan Mentah Makanan (Dry store) | Tidak perlu disediakan (Not Required) | Digalakkan mengasingkan bahan-bahan mentah (Halal, Non-Halal) (Encourage separate dry store for halal and non-halal) | | | |
| 4.3 | Alat Pemadam Api / Sistem Semburan Air di stor penyimpanan minuman keras (Fire Extinguisher / Water Sprinkler in liquor store) | Kemudahan dan peralatan BOMBA yang disediakan adalah mencukupi dan berfungsi dengan baik serta mengikut spesifikasi dan keperluan BOMBA (Adequate fire-fighting facilities and equipment provided must be in accordance with BOMBA requirements) | | | | |
| 4.4 | Chiller dan Freezer (Chiller and Freezer) | Tidak perlu disediakan (Not Required) | Chiller dan Freezer yang berasingan dan mengikut suhu yang ditetapkan (Separate chiller and freezer, correct temperature should be maintained) | | | |
| 4.5 | Mesin basuh pinggan (Dishwashers) | Tidak perlu disediakan (Not Required) | Mesin basuh pinggan disediakan (Dishwashers machine to be provided) | | | |
| 4.6 | Peralatan memasak (Kitchen Utensil/ Crockery) | Tidak perlu disediakan (Not Required) | Peralatan memasak yang bersih dan mencukupi disediakan (Adequate and clean kitchen utensil/crockery to be provided) | | | |
| 4.7 | Kutleri (Cutleries) | Tidak perlu disediakan (Not Required) | Kutleri yang bersih dan mencukupi disediakan (Adequate and clean cutleries to be provided) | | | |
| 4.8 | Pastrri (Pastry) | Tidak perlu disediakan (Not Required) | | | Menyediakan ruang penyediaan pastrri yang bersesuaian dan bersih (Appropriate and clean pastry area to be provided) | |

| Bil | KRITERIA HOTEL BANDAR (CITY HOTEL) | | 1★ | 2★ | 3★ | 4★ | 5★ |
|------|---|--------------------------------|--|--|--|--|--------------------------------------|
| | DAPUR (KITCHEN) | | | | | | |
| 4.9 | Chef (Chef) | | Tidak perlu disediakan (Not Required) | Sekurang-kurangnya seorang tukang masak dan outsource makanan (At least a cook and outsource food) | Disediakan chef yang berkelayakan dan berpengalaman (Qualified and experienced chef to be provided) | | |
| | a) | Executive Chef | | | | | |
| | b) | Sous Chef | | | | | |
| | c) | Chef de Partie | | | | | |
| | d) | Demi Chef | | | | | |
| | e) | Cook / Commis / Kitchen Helper | | | | | |
| | f) | Pastry chef | Tidak perlu disediakan (Not Required) | | Disediakan chef yang berkelayakan dan berpengalaman (Qualified and experienced chef to be provided) | | |
| 4.10 | Masakan Khusus (Specialty Dishes) | | Tidak perlu disediakan (Not Required) | | | | Perlu disediakan (To be provided) |
| 4.11 | Pakaian Seragam (Uniform) | | Tidak perlu disediakan (Not Required) | Perlu disediakan (To be provided) | | | |
| 4.12 | Kekemasan Pakaian Seragam (Tidiness Staff) | | Kakitangan berpakaian kemas (Staff smartly attired) | | | | |
| | • Berpakaian kemas (Properly Attired) | | | | | | |
| | • Tidak berpakaian kemas (Not Properly Attired) | | | | | | |
| 4.13 | Keterampilan dan kebersihan kakitangan (Grooming and Cleanliness) | | Kakitangan berpakaian kemas, rambut kemas, solekan yang bersesuaian, kuku bersih dan kemas, tiada bau badan dan lain-lain (Staff tidily dressed, well groomed and particular attention given to personal hygiene) | | | | |
| | • Terampil | | | | | | |
| | • Tidak kemas / Selekeh | | | | | | |
| 4.14 | Perangkap Minyak (Grease trap) | | Tidak perlu disediakan (Not Required) | Perlu disediakan (To be provided) | | | |
| 4.15 | Pengudaraan (Ventilation) | | Tidak perlu disediakan (Not Required) | pengudaraan yang segar (Good ventilation) | | | |
| 4.16 | Steward (Steward) | | Tidak perlu disediakan (Not Required) | Perlu disediakan (To be provided) | | | |
| 4.17 | Peralatan pastri (Pastry utensil) | | Tidak perlu disediakan (Not Required) | | | Peralatan yang bersih, mencukupi dan berfungsi disediakan (Clean, adequate and functional utensil to be provided) | |
| 4.18 | Peralatan Hidangan Utama (Main Course Serveware) | | Tidak perlu disediakan (Not Required) | Peralatan yang bersih, mencukupi dan berfungsi disediakan (Clean, adequate and functional utensil to be provided) | | | |

| Bil | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|------|---|---|---|----|---|----|
| | DAPUR (KITCHEN) | | | | | |
| 4.19 | Rutin Pembuangan Sampah (Disposal routine) | Tidak perlu disediakan (Not Required) | Perlu menyediakan jadual pembuangan sampah (Schedule to be provided) | | | |
| 4.20 | Sijil Halal (Halal certification) | Digalakkan mendapatkan Sijil Halal dari JAKIM (Encouraged to get the halal certificate from JAKIM) | | | | |
| 4.21 | Sijil Kesihatan (Health certification) | Tidak perlu disediakan (Not Required) | Pengendali makanan perlu mempunyai Sijil Kesihatan (Food handlers need to have a Health Certificate) | | | |
| 4.22 | Kawalan Serangga (Pest control) | Tidak perlu disediakan (Not Required) | Kawalan Serangga dijalankan secara berkala (Periodically pest control) | | | |
| 4.23 | Kitar Semula (Recycle) | Tidak perlu disediakan (Not Required) | Digalakkan mengamalkan kitar semula (Recycling are encouraged) | | | |
| 4.24 | Jadual Mengemas Dapur (Kitchen Duty Roster) | Tidak perlu disediakan (Not Required) | Perlu menyediakan jadual mengemas dapur (Schedule to be provided) | | | |
| 4.25 | Kemasan Lantai Dapur yang bersesuaian (Kitchen flooring) | Tidak perlu disediakan (Not Required) | Lantai dapur mempunyai ciri-ciri keselamatan (Kitchen floor with security features) | | | |
| 4.26 | Sistem Semburan Air (Water Sprinkler) | Tidak perlu disediakan (Not Required) | Kemudahan dan peralatan BOMBA yang disediakan adalah mencukupi dan berfungsi dengan baik serta mengikut spesifikasi dan keperluan BOMBA (Adequate fire-fighting facilities and equipment provided must be in accordance with BOMBA requirements) | | | |
| 4.27 | Alat pemadam api (Fire Extinguisher) | Tidak perlu disediakan (Not Required) | Kemudahan dan peralatan BOMBA yang disediakan adalah mencukupi dan berfungsi dengan baik serta mengikut spesifikasi dan keperluan BOMBA (Adequate fire-fighting facilities and equipment provided must be in accordance with BOMBA requirements) | | | |
| 4.28 | Tong Sampah (Dustbin with paddle) | Tidak perlu disediakan (Not Required) | Perlu menyediakan tong sampah yang mencukupi (Adequate number of dustbin with paddle to be provided) | | | |
| 4.29 | Paip (Sensor/elbow/automatic tap) | Perlu disediakan sekiranya mempunyai dapur (To be provided if there is a kitchen) | | | | |
| 4.30 | Mesin Ais (Ice machine/ice maker) | Tidak perlu disediakan (Not Required) | | | Peralatan yang bersih dan mencukupi (Adequate and clean equipment) | |
| 4.31 | Butchery (Butchery) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) | |
| 4.32 | Bilik Pembuangan sampah berhawa dingin (Air conditioned Garbage room) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) | |
| 4.33 | Kawasan penghanran/pemunggahan barang (Receiving area/loading bay) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) | |

| Bil | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|------|--|---|----|--------------------------------------|--------------------------------------|----|
| | DAPUR (KITCHEN) | | | | | |
| 4.34 | Hud Dapur (Kitchen Hood - ducting service report) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) | |
| 4.35 | Perangkap Serangga (Insect trap) | Tidak perlu disediakan (Not Required) | | Perlu disediakan (To be provided) | | |
| 4.36 | Peti Pertolongan Cemas (First Aid Kit) | Peti pertolongan cemas yang lengkap mengandungi manual pertolongan cemas, ubatan, kain pembalut dll. disediakan sekiranya mempunyai dapur. Pemeriksaan berkala dilakukan bagi memastikan tiada ubatan yang tamat tempoh masih disimpan (Provision of first aid box at kitchen containing first aid manual, ointment, bandages ets. To be replenished, to observe the expiry date of the content and should be checked from time to time) | | | | |
| 4.37 | Tandas (Toilet) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) | |

| | | | | | |
|------|--|--|--|--|--|
| 5.00 | MAKANAN DAN MINUMAN (11%) (FOOD AND BEVERAGE (F&B)) | | | | |
|------|--|--|--|--|--|

| | | | | | |
|------|--------------------------|--|--|--|--|
| 5.10 | COFFEE HOUSE (3%) | | | | |
|------|--------------------------|--|--|--|--|

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|-------|--|---|----|--|--|---|
| | COFFEE HOUSE | | | | | |
| 5.1.1 | Sapaan Tetamu Malaysia <i>(Mode of Greetings)</i> | Kakitangan membuat sapaan kepada tetamu mengikut cara Malaysia <i>(Staff should greet hotel guest using Malaysian Mode of Greetings)</i> | | | | |
| 5.1.2 | Pakaian Seragam <i>(Uniform)</i> | Menyediakan sekurang-kurangnya dua (2) set Pakaian Seragam <i>(Provide at least two (2) set of uniforms)</i> | | | | |
| | <ul style="list-style-type: none"> • Ada disediakan • Tiada disediakan | | | | | |
| 5.1.3 | Kekemasan pakaian seragam <i>(Tidiness Staff)</i> | Kakitangan berpakaian kemas <i>(Staff smartly attired)</i> | | | | |
| | <ul style="list-style-type: none"> • Berpakaian kemas <i>(Properly Attired)</i> • Tidak berpakaian kemas <i>(Not Properly Attired)</i> | | | | | |
| 5.1.4 | Keterampilan dan Kebersihan Kakitangan <i>(Staff Grooming and Cleanliness)</i> | Kakitangan berpakaian kemas, rambut kemas, solekan yang bersesuaian, kuku bersih dan kemas, tiada bau badan dan lain-lain <i>(Staff tidily dressed, well groomed and particular attention given to personal hygiene)</i> | | | | |
| | <ul style="list-style-type: none"> • Terampil • Tidak kemas / Selekeh | | | | | |
| 5.1.5 | Susun Atur <i>(Set Up)</i> | Susun Atur yang ringkas <i>(Acceptable quality and condition)</i> | | Susun Atur yang sederhana <i>(Good quality and condition)</i> | Susun Atur yang mewah <i>(Superior quality and condition)</i> | Susun Atur sangat mewah yang sangat mewah <i>(Excellent quality and condition with luxurious standard)</i> |
| | • Mewah <i>(Luxury)</i> | | | | | |
| | • Sederhana <i>(Functional)</i> | | | | | |
| | • Ringkas <i>(Simple)</i> | | | | | |
| | • Tiada <i>(Nil)</i> | | | | | |

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|-------|---|---|---|---|---|----|
| | COFFEE HOUSE | | | | | |
| 5.1.6 | Dekorasi (<i>Decoration</i>) | Dekorasi yang ringkas (<i>Acceptable quality and condition</i>) | Dekorasi yang sederhana (<i>Good quality and condition</i>) | Hiasan yang mewah (<i>Superior quality and condition</i>) | Hiasan sangat mewah yang sangat mewah (<i>Excellent quality and condition with luxurious standard</i>) | |
| | • Mewah (<i>Luxury</i>) | | | | | |
| | • Sederhana (<i>Functional</i>) | | | | | |
| | • Ringkas (<i>Simple</i>) | | | | | |
| | • Tiada (Nil) | | | | | |
| 5.1.7 | Keluasan (<i>Space</i>) | Ruang yang bersesuaian (<i>Acceptable space</i>) | Ruang yang selesa (<i>Comfortable</i>) | Sangat selesa (<i>Spacious</i>) | | |
| | • Selesa (<i>Comfortable</i>) | | | | | |
| | • Sederhana (<i>Functional</i>) | | | | | |
| | • Kecil (<i>Small</i>) | | | | | |
| | • Tiada (Nil) | | | | | |
| 5.1.8 | F&B Linen | | | | | |
| a) | Napkin/Tisu (<i>Napkin/Serviette</i>) | Napkin/Tisu yang ringkas (<i>Acceptable quality and condition</i>) | Napkin/Tisu yang sederhana (<i>Good quality and condition</i>) | Napkin/Tisu yang sangat mewah (<i>Excellent quality and condition with luxurious standard</i>) | | |
| | • Mewah (<i>Luxury</i>) | | | | | |
| | • Sederhana (<i>Functional</i>) | | | | | |
| | • Ringkas (<i>Simple</i>) | | | | | |
| | • Tiada (Nil) | | | | | |
| b) | Alas Meja (<i>Table Cloth</i>) | Alas Meja yang ringkas (<i>Acceptable quality and condition</i>) | Alas Meja yang sederhana (<i>Good quality and condition</i>) | Alas Meja yang sangat mewah (<i>Excellent quality and condition with luxurious standard</i>) | | |
| | • Mewah (<i>Luxury</i>) | | | | | |
| | • Sederhana (<i>Functional</i>) | | | | | |
| | • Ringkas (<i>Simple</i>) | | | | | |
| | • Tiada (Nil) | | | | | |

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|-------|--|---|---|---|----|----|
| | COFFEE HOUSE | | | | | |
| c) | Pelapik Pinggan/Cawan (Place Mat) | Pelapik Pinggan/Cawan yang ringkas (Acceptable quality and condition) | Pelapik Pinggan/Cawan yang sederhana (Good quality and condition) | Pelapik Pinggan/Cawan yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 5.1.9 | Barangan F&B (F&B Items) | Barangan F&B | | | | |
| a) | Barangan kaca (Glassware) | Barangan kaca yang ringkas (Acceptable quality and condition) | Barangan kaca yang sederhana (Good quality and condition) | Barangan kaca yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| b) | Peralatan makanan (Cutlery / Flatware) | Peralatan makanan yang ringkas (Acceptable quality and condition) | Peralatan makanan yang sederhana (Good quality and condition) | Peralatan makanan yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| c) | Bekas garam & Lada Hitam (Salt & Pepper Shaker) | Bekas garam & Lada Hitam yang ringkas (Acceptable quality and condition) | Bekas garam & Lada Hitam yang sederhana (Good quality and condition) | Bekas garam & Lada Hitam yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|--------|--|---|---|--|----|----|
| | COFFEE HOUSE | | | | | |
| d) | Gelas minuman (<i>Goblet/Drinking Glass</i>) | Gelas minuman yang ringkas (<i>Acceptable quality and condition</i>) | Gelas minuman yang sederhana (<i>Good quality and condition</i>) | Gelas minuman yang sangat mewah (<i>Excellent quality and condition with luxurious standard</i>) | | |
| | • Mewah (<i>Luxury</i>) | | | | | |
| | • Sederhana (<i>Functional</i>) | | | | | |
| | • Ringkas (<i>Simple</i>) | | | | | |
| 5.1.10 | Susun atur meja (<i>Table Setting</i>) | Susun atur meja yang ringkas (<i>Acceptable quality and condition</i>) | Susun atur meja yang sederhana (<i>Good quality and condition</i>) | Susun atur meja yang sangat mewah (<i>Excellent quality and condition with luxurious standard</i>) | | |
| | • Mewah (<i>Luxury</i>) | | | | | |
| | • Sederhana (<i>Functional</i>) | | | | | |
| | • Ringkas (<i>Simple</i>) | | | | | |
| 5.1.11 | Kerusi (<i>Chair</i>) | Kerusi yang ringkas (<i>Acceptable quality and condition</i>) | Kerusi yang sederhana (<i>Good quality and condition</i>) | Kerusi yang sangat mewah (<i>Excellent quality and condition with luxurious standard</i>) | | |
| | • Mewah (<i>Luxury</i>) | | | | | |
| | • Sederhana (<i>Functional</i>) | | | | | |
| | • Ringkas (<i>Simple</i>) | | | | | |
| 5.1.12 | Meja (<i>Table</i>) | Meja yang ringkas (<i>Acceptable quality and condition</i>) | Meja yang sederhana (<i>Good quality and condition</i>) | Meja yang sangat mewah (<i>Excellent quality and condition with luxurious standard</i>) | | |
| | • Mewah (<i>Luxury</i>) | | | | | |
| | • Sederhana (<i>Functional</i>) | | | | | |
| | • Ringkas (<i>Simple</i>) | | | | | |
| 5.1.13 | Menu dipamerkan (<i>Menu Display</i>) | Tidak perlu disediakan (<i>Not Required</i>) | Menu dipamerkan (<i>A well-presented menu to be displayed</i>) | buku menu disediakan (<i>A menu, presented to the highest standard, detailing the full range of dish provided by the coffeehouse</i>) | | |
| | • Tiada (Nil) | | | | | |
| | • Ringkas (<i>Simple</i>) | | | | | |
| | • Sederhana (<i>Functional</i>) | | | | | |

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|--------|---|---|---|--|--|---|
| | COFFEE HOUSE | | | | | |
| 5.1.14 | Ada Sarapan Pagi disediakan (Breakfast Available) | Tidak perlu disediakan (Not Required) | | Sarapan pagi perlu disediakan (Breakfast available) | | |
| 5.1.15 | Kepelbagaian Menu Sarapan Pagi (Range of breakfast menu) | Tidak perlu disediakan (Not Required) | Menyediakan ruangan sarapan pagi (Breakfast corner to be provided) | Sarapan Pagi disediakan: kurang dari 10 menu (Breakfast available: less 10 menu) | Sarapan Pagi disediakan: kurang dari 10-20 menu (Breakfast available: 10-20 menu) | Sarapan Pagi disediakan: lebih dari 20 menu (Breakfast available: more than 20 menu) |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 5.1.16 | Menu Ala Carte (Ala Carte Menu) | Tidak perlu disediakan (Not Required) | | Menu ala carte perlu disediakan (Ala carte menu to be provided) | | |
| 5.1.17 | Hidangan Buffet untuk acara istimewa (Buffet For Special Occasion) | Tidak perlu disediakan (Not Required) | | Hidangan bufet untuk acara istimewa perlu disediakan. Contoh bufet sambutan hari kekasih bufet terbuka puasa dll (Buffet for special occasion to be available. For example Valentine Buffet Dinner, Ramadhan Buffet Dinner etc) | | |
| 5.1.18 | Hidangan Malam (Dinner) | Tidak perlu disediakan (Not Required) | | Perlu disediakan (To be available) | | |
| 5.1.19 | Hidangan tengahari (Lunch) | Tidak perlu disediakan (Not Required) | | Perlu disediakan (To be available) | | |
| 5.1.20 | Ketua Pelayan (Captain Waiter) | Tidak perlu disediakan (Not Required) | | Perlu disediakan (To be available) | | |
| 5.1.21 | Kaedah Pembayaran (Mode of payment) | Kaedah pembayaran secara tunai disediakan (Cash mode of payment to be available) | | Kaedah pembayaran secara tunai, kad debit dan kad kredit disediakan (Cash, debit card and credit card mode of payment to be available) | | |
| 5.1.22 | Kaunter/Juruwang (Counter/Cashier) | Tidak perlu disediakan (Not Required) | | Perlu disediakan (To be provided) | | |
| 5.1.23 | Waktu buka dan tutup operasi (Open & Closing Time Display) | Tidak perlu disediakan (Not Required) | | Papan tanda / Waktu Operasi di pameran (Operation hour to be displayed) | | |
| 5.1.24 | Kebersihan (Cleanliness) | Kemas dan bersih (Clean and tidy) | | | | |
| 5.1.25 | Tandas (Toilet) | Tandas perlu sentiasa dalam keadaan bersih (Toilet cleaned daily and checked to ensure appropriate standards of cleanliness) | | | | |
| 5.1.26 | Kerusi bayi (Baby Chair) | Tidak perlu disediakan (Not Required) | | Perlu disediakan (To be provided) | | |
| 5.1.27 | Laluan OKU (OKU Ramp) | Laluan OKU perlu disediakan mengikut spesifikasi (OKU Ramp to be made available in accordance to OKU Act 2008) | | | | |
| 5.1.28 | Pelayan separuh masa lelaki/perempuan (Part Time Waiter / Waitress) | Pelayan separuh masa perlu mematuhi syarat-syarat atau dasar semasa (Part time waiter/waitress must be accordance with the laws) | | | | |
| | • Warganegara Malaysia (Malaysian) | | | | | |
| | • Bukan warganegara Malaysia (Non Malaysian) | | | | | |

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|--------|-------------------------------------|--|----|--------------------------------------|----|----|
| | COFFEE HOUSE | | | | | |
| 5.1.29 | Muzik lembut (Soft music) | Tidak perlu disediakan (Not Required) | | Perlu disediakan (To be provided) | | |

| 5.20 | | RESTORAN (2%) (RESTAURANT) | | | | |
|-------|--|--|----|----|----|--|
| Bil | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
| | RESTORAN (RESTAURANT) | | | | | |
| 5.2.1 | Sapaan Tetamu Malaysia (Mode of Greetings) | Kakitangan membuat sapaan kepada tetamu mengikut cara Malaysia (Staff should greet hotel guest using Malaysian Mode of Greetings) | | | | |
| 5.2.2 | Pakaian Seragam (Uniform) • Ada disediakan • Tiada disediakan | Menyediakan sekurang-kurangnya dua (2) set Pakaian Seragam (Provide at least two (2) set of uniforms) | | | | |
| 5.2.3 | Kekemasan pakaian seragam (Tidiness Staff) • Berpakaian kemas (Properly Attired) • Tidak berpakaian kemas (Not Properly Attired) | Kakitangan berpakaian kemas (Staff smartly attired) | | | | |
| 5.2.4 | Keterampilan dan Kebersihan Kakitangan (Staff Grooming and Cleanliness) • Terampil • Tidak kemas / Selekeh | (Kakitangan berpakaian kemas, rambut kemas, solekan yang bersesuaian, kuku bersih dan kemas, tiada bau badan dan lain-lain) (Staff tidily dressed, well groomed and particular attention given to personal hygiene) | | | | |
| 5.2.5 | Restoran khusus (Specialty Restaurant) | Tidak perlu disediakan (Not Required) | | | | Perlu disediakan sekurang-kurangnya satu Restoran Khusus (At least one specialty restaurant to be available) *Contoh: Hidangan makanan Jepun, Hidangan makanan Korea dll *Example: Japanese Dishes, Korean Dishes etc |

| Bil | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|--------|---------------------------------------|---|---|--|--|--|
| | RESTORAN (RESTAURANT) | | | | | |
| 5.2.6 | Menu istimewa (Special Menu) | Tidak perlu disediakan (Not Required) | | | | Perlu disediakan (To be provided) |
| 5.2.7 | Majlis istimewa (Special Function) | Tidak perlu disediakan (Not Required) | | | | Perlu disediakan (To be provided) *perkahwinan, Hari jadi *wedding,birthday |
| 5.2.8 | Alas Meja (Table Cloth) | Alas Meja yang ringkas (Acceptable quality and condition) | Alas Meja yang sederhana (Good quality and condition) | Alas Meja yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 5.2.9 | Susun Atur (Set Up) | Susun Atur yang ringkas (Acceptable quality and condition) | Susun Atur yang sederhana (Good quality and condition) | Susun Atur yang mewah (Superior quality and condition) | Susun Atur sangat mewah yang sangat mewah (Excellent quality and condition with luxurious standard) | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 5.2.10 | Dekorasi (Decoration) | Dekorasi yang ringkas (Acceptable quality and condition) | Dekorasi yang sederhana (Good quality and condition) | Hiasan yang mewah (Superior quality and condition) | Hiasan sangat mewah yang sangat mewah (Excellent quality and condition with luxurious standard) | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 5.2.11 | Keluasan (Space) | Ruang yang bersesuaian (Acceptable space) | Ruang yang selesa (Comfortable) | Sangat selesa (Spacious) | | |
| | • Selesa (Comfortable) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Kecil (Small) | | | | | |
| | • Tiada (Nil) | | | | | |

| Bil | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|--------|--|--|--|--|----|----|
| | RESTORAN (RESTAURANT) | | | | | |
| 5.2.12 | F&B Linen | | | | | |
| a) | Napkin/Tisu (Napkin/Serviette) | Napkin/Tisu yang ringkas (Acceptable quality and condition) | Napkin/Tisu yang sederhana (Good quality and condition) | Napkin/Tisu yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| b) | Pelapik Pinggan dan Cawan (Place Mat) | Pelapik Pinggan/Cawan yang ringkas (Acceptable quality and condition) | Pelapik Pinggan/Cawan yang sederhana (Good quality and condition) | Pelapik Pinggan/Cawan yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 5.2.13 | Barangan F&B (F&B Items) | | | | | |
| a) | Barangan kaca (Glassware (Chinaware, Silver ware)) | Barangan kaca yang ringkas (Acceptable quality and condition) | Barangan kaca yang sederhana (Good quality and condition) | Barangan kaca yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| b) | Peralatan makanan (Cutlery / Flatware) | Peralatan makanan yang ringkas (Acceptable quality and condition) | Peralatan makanan yang sederhana (Good quality and condition) | Peralatan makanan yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |

| Bil | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|--------|---|---|---|---|----|----|
| | RESTORAN (RESTAURANT) | | | | | |
| c) | Bekas garam & Lada Hitam (Salt & Pepper Shaker) | Bekas garam & Lada Hitam yang ringkas (Acceptable quality and condition) | Bekas garam & Lada Hitam yang sederhana (Good quality and condition) | Bekas garam & Lada Hitam yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| d) | Gelas minuman (Goblet/Drinking Glass) | Gelas minuman yang ringkas (Acceptable quality and condition) | Gelas minuman yang sederhana (Good quality and condition) | Gelas minuman yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 5.2.14 | Dekorasi atas meja (Table Setting) | Susun atur meja yang ringkas (Acceptable quality and condition) | Susun atur meja yang sederhana (Good quality and condition) | Susun atur meja yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 5.2.15 | Kerusi (Chair) | Kerusi yang ringkas (Acceptable quality and condition) | Kerusi yang sederhana (Good quality and condition) | Kerusi yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |

| Bil | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|--------|---|---|--|---|---|---|
| | RESTORAN (RESTAURANT) | | | | | |
| 5.2.16 | Meja (Table) | Meja yang ringkas (Acceptable quality and condition) | | Meja yang sederhana (Good quality and condition) | | Meja yang sangat mewah (Excellent quality and condition with luxurious standard) |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 5.2.17 | Menu Dipamerkan (Menu display) | Tidak perlu disediakan (Not Required) | | Menu dipamerkan (A well-presented menu to be displayed) | buku menu disediakan (A menu, presented to the highest standard, detailing the full range of dish provided by the coffeehouse) | |
| 5.2.18 | Hidangan makan tengahari (Ala Carte) Lunch (Ala Carte) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) | |
| 5.2.19 | Hidangan makan malam (Ala Carte) Dinner (Ala Carte) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) | |
| 5.2.20 | Penyambut Tetamu (Hostess) | | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) |
| 5.2.21 | Ketua pelayan (Captain waiter) | | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) |
| 5.2.22 | Kaedah Pembayaran (Mode of payment) | Kaedah pembayaran secara tunai disediakan (Cash mode of payment to be available) | | Kaedah pembayaran secara tunai, kad debit dan kad kredit disediakan (Cash, debit card and credit card mode of payment to be available) | | |
| 5.2.23 | Kaunter/Juruwang (Counter/Cashier) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) | |
| 5.2.24 | Waktu buka dan tutup operasi (Open & Closing Time Display) | Tidak perlu disediakan (Not Required) | | | Papan tanda / Waktu Operasi di pameran (Operation hour to be displayed) | |
| 5.2.25 | Kebersihan kawasan (Cleanliness) | Kemas dan bersih (Clean and tidy) | | | | |
| | • Bersih (Very clean) | | | | | |
| | • Sederhana Bersih (Good) | | | | | |
| | • Kotor (Dirty) | | | | | |
| 5.2.26 | Kebersihan Tandas (Toilet Cleanliness) | Tandas perlu sentiasa dalam keadaan bersih (Toilet cleaned daily and checked to ensure appropriate standards of cleanliness) | | | | |
| | • Bersih (Very clean) | | | | | |
| | • Sederhana Bersih (Good) | | | | | |
| | • Kotor (Dirty) | | | | | |
| 5.2.27 | Kerusi bayi (Baby chair) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) | |

| | | | | | |
|------|--|--|--|--|--|
| 5.30 | LOUNGE / BAR (2%) (LOUNGE / BAR) | | | | |
|------|--|--|--|--|--|

| Bil | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|-------|--|---|----|--|--|---|
| | LOUNGE / BAR | | | | | |
| 5.3.1 | Sapaan Tetamu <i>(Mode of Greetings)</i> | Kakitangan membuat sapaan kepada tetamu mengikut cara Malaysia <i>(Staff should greet hotel guest using Malaysian Mode of Greetings)</i> | | | | |
| 5.3.2 | Pakaian Seragam <i>(Uniform)</i> | Menyediakan sekurang-kurangnya dua (2) set Pakaian Seragam <i>(Provide at least two (2) set of uniforms)</i> | | | | |
| | <ul style="list-style-type: none"> • Ada disediakan • Tiada disediakan | | | | | |
| 5.3.3 | Kekemasan pakaian seragam <i>(Tidiness Staff)</i> | Kakitangan berpakaian kemas <i>(Staff smartly attired)</i> | | | | |
| | <ul style="list-style-type: none"> • Berpakaian kemas <i>(Properly Attired)</i> • Tidak berpakaian kemas <i>(Not Properly Attired)</i> | | | | | |
| 5.3.4 | Keterampilan dan Kebersihan Kakitangan <i>(Staff Grooming and Cleanliness)</i> | (Kakitangan berpakaian kemas, rambut kemas, solekan yang bersesuaian, kuku bersih dan kemas, tiada bau badan dan lain-lain) <i>(Staff tidily dressed, well groomed and particular attention given to personal hygiene)</i> | | | | |
| | <ul style="list-style-type: none"> • Terampil • Tidak kemas / Selekeh | | | | | |
| 5.3.5 | Susun Atur <i>(Set Up)</i> | Susun Atur yang ringkas <i>(Acceptable quality and condition)</i> | | Susun Atur yang sederhana <i>(Good quality and condition)</i> | Susun Atur yang mewah <i>(Superior quality and condition)</i> | Susun Atur sangat mewah yang sangat mewah <i>(Excellent quality and condition with luxurious standard)</i> |
| | • Mewah <i>(Luxury)</i> | | | | | |
| | • Sederhana <i>(Functional)</i> | | | | | |
| | • Ringkas <i>(Simple)</i> | | | | | |
| | • Tiada <i>(Nil)</i> | | | | | |
| 5.3.6 | Dekorasi <i>(Decoration)</i> | Dekorasi yang ringkas <i>(Acceptable quality and condition)</i> | | Dekorasi yang sederhana <i>(Good quality and condition)</i> | Hiasan yang mewah <i>(Superior quality and condition)</i> | Hiasan sangat mewah yang sangat mewah <i>(Excellent quality and condition with luxurious standard)</i> |
| | • Mewah <i>(Luxury)</i> | | | | | |
| | • Sederhana <i>(Functional)</i> | | | | | |
| | • Ringkas <i>(Simple)</i> | | | | | |
| | • Tiada <i>(Nil)</i> | | | | | |

| LOUNGE / BAR | | | | | |
|--------------|---|---|---|---|--|
| 5.3.7 | Keluasan (Space) | Ruang yang bersesuaian (Acceptable space) | Ruang yang selesa (Comfortable) | Sangat selesa (Spacious) | |
| | • Selesa (Comfortable) | | | | |
| | • Sederhana (Functional) | | | | |
| | • Sempit (Small) | | | | |
| | • Tiada (Nil) | | | | |
| 5.3.8 | Makanan ringan (Tidbits) | Tidak perlu disediakan (Not Required) | | Perlu disediakan (To be provided) | |
| | • Ada disediakan | | | | |
| | • Tiada (Nil) | | | | |
| 5.3.9 | Risalah promosi (Promotion Leaflet) | Tidak perlu disediakan (Not Required) | | Diletakkan di atas meja tetamu (To be provided) | |
| | • Ada disediakan | | | | |
| | • Tiada (Nil) | | | | |
| 5.3.10 | Kerusi (Chair) | Kerusi yang ringkas (Acceptable quality and condition) | Kerusi yang sederhana (Good quality and condition) | Kerusi yang sangat mewah (Excellent quality and condition with luxurious standard) | |
| | • Mewah (Luxury) | | | | |
| | • Sederhana (Functional) | | | | |
| | • Ringkas (Simple) | | | | |
| | • Tiada (Nil) | | | | |
| 5.3.11 | Meja (Table) | Meja yang ringkas (Acceptable quality and condition) | Meja yang sederhana (Good quality and condition) | Meja yang sangat mewah (Excellent quality and condition with luxurious standard) | |
| | • Mewah (Luxury) | | | | |
| | • Sederhana (Functional) | | | | |
| | • Ringkas (Simple) | | | | |
| | • Tiada (Nil) | | | | |
| 5.3.12 | Menu dipamerkan (Menu display) | Tidak perlu disediakan (Not Required) | | Menu dipamerkan (A well-presented menu to be displayed) | |
| 5.3.13 | Live Band (Live Band) | Tidak perlu disediakan (Not Required) | | Perlu disediakan (To be provided) | |

| LOUNGE / BAR | | | | | |
|--------------|---|---|---|---|---|
| 5.3.14 | Suasana (Ambience) | Tidak perlu disediakan (Not Required) | Menimbulkan mood yang sesuai dengan konsep (Suit with the concept) | | |
| | • Mewah (Luxury) | | | | |
| | • Sederhana (Functional) | | | | |
| | • Ringkas (Simple) | | | | |
| | • Tiada (Nil) | | | | |
| 5.3.15 | Bauan (Smell) | Segar dan nyaman (Fresh and comfortable) | | | |
| | • Segar (Fresh) | | | | |
| | • Sederhana (Good) | | | | |
| | • Berbau (Smelly) | | | | |
| 5.3.16 | Pencahayaan (Lighting) | Tidak perlu disediakan (Not Required) | Pencahayaan minima yang berseesuaian dengan konsep yang dipamerkan (Good levels of lighting with thought given to both intensity and to positioning) | Pencahayaan yang bersesuaian dengan konsep yang dipamerkan (Excellent lighting, giving sufficient light for all practical purposes and also designed to good effect showing off features) | |
| | • Mewah (Luxury) | | | | |
| | • Sederhana (Functional) | | | | |
| | • Ringkas (Simple) | | | | |
| | • Tiada (Nil) | | | | |
| 5.3.17 | Kaunter bar (Counter bar) | Tidak perlu disediakan (Not Required) | Kaunter bar yang ringkas (A clearly designated counter bar) | Kaunter bar yang sederhana (Good quality and condition) | Kaunter bar yang mewah (Excellent quality and condition with luxurious standard) |
| 5.3.18 | Pelayan bar (Bartender) | Tidak perlu disediakan (Not Required) | Perlu disediakan (To be provided) | | |
| 5.3.19 | Pelayan (Hostess) | Tidak perlu disediakan (Not Required) | Perlu disediakan (To be provided) | | |
| 5.3.20 | Kaedah Pembayaran (Mode of payment) | Tidak perlu disediakan (Not Required) | Kemudahan bayaran disediakan - Kad Kredit, Kad Debit, Tunai (Mode of payment to be provided - Credit Card, Debit Card, Cash) | | |

| 5.40 | | KEMUDAHAN BANKUET/BILIK KERAIAN/BILIK MESYUARAT (3%) (BANQUET / FUNCTION ROOM / MEETING ROOM) | | | | | | |
|-------|--|--|---|---|--|---|---|--|
| Bil | KRITERIA HOTEL BANDAR (CITY HOTEL) | | 1★ | 2★ | 3★ | 4★ | 5★ | |
| | KEMUDAHAN BANKUET/BILIK KERAIAN/BILIK MESYUARAT (BANQUET / FUNCTION ROOM / MEETING ROOM) | | | | | | | |
| 5.4.1 | Jenis bilik (Type of Rooms) | | Tidak perlu disediakan (Not Required) | Bilik perbincangan muat untuk 10-20 orang (Discussion room for 10-20 pax) | Bilik mesyuarat / Bilik keraian / Bilik persidangan muat untuk 20-100 orang (meeting room / function room / conference room accommodate 20-100 pax) | Bilik mesyuarat / Bilik keraian / Bilik persidangan, bilik menunggu dan ballroom dengan kemudahan yang lengkap disediakan (meeting room / function room / conference room, holding room and ballroom with complete facilities and services to be provided) | | |
| a) | Bilik mesyuarat / Bilik keraian / Bilik persidangan (meeting room / function room / conference room) *Muatan 30 - 100 orang *Accommodate 30-100 pax | | | | | | | |
| b) | Bilik menunggu (holding room) | | | | | | | |
| c) | Bilik perbincangan (Discussion room) *Muatan 10-20 orang *Accommodate 10-20 pax | | | | | | | |
| d) | Ballroom (Ballroom) * > 300 orang * > 300 pax | | | | | | | |
| 5.4.2 | Penghawa dingin (Air Conditioning) | | Tidak perlu disediakan (Not Required) | Penghawa dingin yang berfungsi dengan baik dan selesa mengikut keadaan dan persekitaran (Air Conditioning guaranteeing thermal comfort, depending on location and situation) | | | | |
| 5.4.3 | Pencahayaannya (Lighting) | | Pencahayaannya lampu yang ringkas (Acceptable level of lighting) | | Pencahayaannya lampu yang sederhana (Good level of lighting) | | Pencahayaannya lampu yang sangat mewah (Excellent levels of lighting) | |
| | • Mewah (Luxury) | | | | | | | |
| | • Sederhana (Functional) | | | | | | | |
| | • Ringkas (Simple) | | | | | | | |
| 5.4.4 | Suasana (Ambience) | | Suasana yang ringkas (Acceptable quality and condition) | | Suasana yang sederhana (Good quality and condition) | | Suasana sangat mewah yang sangat mewah (Excellent quality and condition with luxurious standard) | |
| | • Mewah (Luxury) | | | | | | | |
| | • Sederhana (Functional) | | | | | | | |
| | • Ringkas (Simple) | | | | | | | |
| 5.4.5 | Dekorasi (Decoration) | | Dekorasi yang bersesuaian (Appropriate Decoration) | | | | | |

| Bil | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|-------|--|--|--|--|--------------------|----|
| | KEMUDAHAN BANKUET/BILIK KERAIAN/BILIK MESYUARAT (BANQUET / FUNCTION ROOM / MEETING ROOM) | | | | | |
| 5.4.6 | Kemewahan (Luxury) | | | | | |
| a) | Bilik Mesyuarat / Bilik mesyuarat / Bilik keraian / Bilik persidangan (Meeting room / function room / conference room) | Bilik Mesyuarat / Bilik mesyuarat / Bilik keraian / Bilik persidangan yang ringkas (Acceptable quality and condition) | Bilik Mesyuarat / Bilik mesyuarat / Bilik keraian / Bilik persidangan yang sederhana (Good quality and condition) | Bilik Mesyuarat / Bilik mesyuarat / Bilik keraian / Bilik persidangan yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| b) | Bilik Menunggu (Holding Room) | Bilik Menunggu yang ringkas (Acceptable quality and condition) | Bilik Menunggu yang sederhana (Good quality and condition) | Bilik Menunggu yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| c) | Bilik Perbincangan (discussion room) | Bilik Perbincangan yang ringkas (Acceptable quality and condition) | Bilik Perbincangan yang sederhana (Good quality and condition) | Bilik Perbincangan yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| d) | Ballroom (Ballroom) | Ballroom yang ringkas (Acceptable quality and condition) | Ballroom yang sederhana (Good quality and condition) | Ballroom yang sangat mewah (Excellent quality and condition with luxurious standard) | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| | • Tiada (Nil) | | | | | |
| 5.4.7 | Sistem Audio Visual (Audio Visual System) | Tidak perlu disediakan (Not Required) | Dalam keadaan baik dan mencukupi (Good quality and condition) | | | |
| | • Mewah (Luxury) | | | | | |
| | • Sederhana (Functional) | | | | | |
| | • Ringkas (Simple) | | | | | |
| 5.4.8 | Meja (Table) | Tidak perlu disediakan (Not Required) | Sekurang-kurangnya 1 jenis meja | Sekurang-kurangnya 3 jenis meja | Lebih 3 jenis meja | |
| | • Ada | | | | | |
| | • Tiada (Nil) | | | | | |

| Bil | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|--------|--|--|---|--|--|----|
| | KEMUDAHAN BANKUET/BILIK KERAJIAN/BILIK MESYUARAT (BANQUET / FUNCTION ROOM / MEETING ROOM) | | | | | |
| 5.4.9 | Kerusi Banquet (Banquet Chair) | Tidak perlu disediakan (Not Required) | Dalam keadaan baik dan mencukupi (Good quality and condition) | | | |
| 5.4.10 | Meja Kopi (Coffee Table) | Tidak perlu disediakan (Not Required) | Dalam keadaan baik dan mencukupi (Good quality and condition) | | | |
| 5.4.11 | Alas meja (Table Cloth) | Tidak perlu disediakan (Not Required) | Dalam keadaan baik dan mencukupi (Good quality and condition) | | | |
| 5.4.12 | Sofa tetamu kenamaan (VIP Sofa) | Tidak perlu disediakan (Not Required) | | | Dalam keadaan baik dan mencukupi (Good quality and condition) | |
| 5.4.13 | Rostrum (Rostrum) | Tidak perlu disediakan (Not Required) | | Dalam keadaan baik dan mencukupi (Good quality and condition) | | |
| 5.4.14 | Pentas / Platform (Stage / Platform) | Tidak perlu disediakan (Not Required) | | Dalam keadaan baik dan mencukupi (Good quality and condition) | | |
| 5.4.15 | Backdrop (Backdrop) | Konvensional (Conventional) | | | Elektronik (Media Wall) | |
| | • Media Wall / Electronic • Backdrop Conventional | | | | | |
| 5.4.16 | Tirai meja (Skirting) | Tidak perlu disediakan (Not Required) | | Dalam keadaan baik dan mencukupi (Good quality and condition) | | |
| 5.4.17 | Karpet merah Red Carpet (depends on VVIP) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be available) | |
| 5.4.18 | Alat tulis (Stationeries) | Tidak perlu disediakan (Not Required) | Ada disediakan dan mencukupi (To be available and sufficient) | | | |
| 5.4.19 | Papan tanda diletakkan di tempat strategik (Signage) | Tidak perlu disediakan (Not Required) | Ada dipamerkan dengan jelas (To be clearly displayed) | | | |
| 5.4.20 | Makanan Ringan (Tidbits) | Tidak perlu disediakan (Not Required) | Perlu disediakan (To be available) | | | |
| 5.4.21 | Foyer untuk minum pagi / minum petang (Foyer for Tea Break) | Tidak perlu disediakan (Not Required) | Perlu disediakan (To be available) | | | |
| 5.4.22 | Kopi dan Teh (Running Coffee & Tea) | Tidak perlu disediakan (Not Required) | | | Disediakan atas permintaan (To be provided upon request) | |
| 5.4.23 | Troli (Trolley) | Tidak perlu disediakan (Not Required) | Perlu disediakan (To be available) | | | |
| 5.4.24 | Bilik Persalinan (Changing Room) | Tidak perlu disediakan (Not Required) | | Perlu disediakan (To be available) | | |
| 5.4.25 | Bilik Stor (Store Room) | Tidak perlu disediakan (Not Required) | Perlu disediakan (To be available) | | | |
| 5.4.26 | Surau (Prayer Room) | Tidak perlu disediakan (Not Required) | Surau dengan kemudahan berwuduk disediakan (Prayer room with to be provided) | | | |
| 5.4.27 | Bilik persediaan (Preparation room) | Tidak perlu disediakan (Not Required) | | Perlu disediakan (To be available) *backlane - clearance cutleries before, during and after function | | |

| Bil | KRITERIA HOTEL BANDAR (CITY HOTEL) | | 1★ | 2★ | 3★ | 4★ | 5★ |
|--------|--|--|--|----|----|----|--|
| | KEMUDAHAN BANKUET/BILIK KERAJIAN/BILIK MESYUARAT (BANQUET / FUNCTION ROOM / MEETING ROOM) | | | | | | |
| 5.4.28 | F&B Linen | | | | | | |
| a) | Napkin/Serviet (<i>Napkin/Serviette</i>) | | Tidak perlu disediakan (<i>Not Required</i>) | | | | Napkin/Serviet yang bersih dan mencukupi disediakan (<i>Adequate and clean napkin/serviett to be provided</i>) |
| | • Mewah (<i>Luxury</i>) | | | | | | |
| | • Sederhana (<i>Functional</i>) | | | | | | |
| | • Ringkas (<i>Simple</i>) | | | | | | |
| | • Tiada (<i>Nil</i>) | | | | | | |
| b) | Sarung Kerusi Banquet (<i>Banquet cover chair</i>) | | Tidak perlu disediakan (<i>Not Required</i>) | | | | Sarung kerusi yang bersih dan mencukupi disediakan (<i>Adequate and clean banquet cover chair to be provided</i>) |
| | • Mewah (<i>Luxury</i>) | | | | | | |
| | • Sederhana (<i>Functional</i>) | | | | | | |
| | • Ringkas (<i>Simple</i>) | | | | | | |
| | • Tiada (<i>Nil</i>) | | | | | | |
| c) | Alas meja (<i>Table Cloth</i>) | | Tidak perlu disediakan (<i>Not Required</i>) | | | | Alas meja yang bersih dan mencukupi disediakan (<i>Adequate and clean table cloth to be provided</i>) |
| | • Mewah (<i>Luxury</i>) | | | | | | |
| | • Sederhana (<i>Functional</i>) | | | | | | |
| | • Ringkas (<i>Simple</i>) | | | | | | |
| | • Tiada (<i>Nil</i>) | | | | | | |
| d) | Pelapik Pinggan/Cawan (<i>Place Mat</i>) | | Tidak perlu disediakan (<i>Not Required</i>) | | | | Pelapik pinggan yang bersih dan mencukupi disediakan (<i>Adequate and clean place mate to be provided</i>) |
| | • Mewah (<i>Luxury</i>) | | | | | | |
| | • Sederhana (<i>Functional</i>) | | | | | | |
| | • Ringkas (<i>Simple</i>) | | | | | | |
| | • Tiada (<i>Nil</i>) | | | | | | |
| 5.4.29 | Pakaian Seragam (<i>Uniform</i>) | | Menyediakan sekurang-kurangnya dua (2) set Pakaian Seragam (<i>Provide at least two (2) set of uniforms</i>) | | | | |
| 5.4.30 | Kekemasan pakaian seragam (<i>Tidiness Staff</i>) | | Kakitangan berpakaian kemas (<i>Staff smartly attired</i>) | | | | |
| | • Berpakaian kemas (<i>Properly Attired</i>) | | | | | | |
| | • Tidak berpakaian kemas (<i>Not Properly Attired</i>) | | | | | | |
| 5.4.31 | Keterampilan dan Kebersihan Kakitangan (<i>Staff Grooming and Cleanliness</i>) | | Kakitangan berpakaian kemas, rambut kemas,solekan yang bersesuaian, kuku bersih dan kemas, tiada bau badan dan lain-lain (<i>Staff tidily dressed, well groomed and particular attention given to personal hygiene</i>) | | | | |
| | • Terampil | | | | | | |
| | • Tidak kemas / Selekeh | | | | | | |

| | | | | | |
|-------|---|--|--|--|--|
| 5.5.0 | PERKHIDMATAN TEMPAHAN MAKANAN DI BILIK (1%) (IN ROOM DINING SERVICE) | | | | |
|-------|---|--|--|--|--|

| Bil | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|-------|---|--|----|----|---|----|
| | PERKHIDMATAN TEMPAHAN MAKANAN DI BILIK (IN ROOM DINING SERVICE) | | | | | |
| 5.5.1 | Perkhidmatan Tempahan Makanan di Bilik <i>(In Room Dining Service)</i> <ul style="list-style-type: none"> • Perlu disediakan <i>(To be provided)</i> • Tidak perlu disediakan <i>(Not Compulsory)</i> | Tidak perlu disediakan <i>(Not Required)</i> *markah tambahan sekiranya perkhidmatan disediakan <i>*extra marks if service provided</i> | | | Perlu disediakan <i>(To be provided)</i> | |
| 5.5.2 | Kelengkapan Perkhidmatan Tempahan Makanan di Bilik <i>(In Room Dining Serveware)</i> | Tidak perlu disediakan <i>(Not Required)</i> *markah tambahan sekiranya disediakan <i>*extra marks if facilities provided</i> | | | Perlu disediakan <i>(To be provided)</i> | |
| a) | Pemanas Makanan <i>(Food warmer)</i> <ul style="list-style-type: none"> • Ada • Tiada | | | | | |
| b) | Kaedah makanan dihantar <i>(Delivery Method)</i> <ul style="list-style-type: none"> • Troli <i>(Trolley)</i> • Dulang <i>(Tray)</i> | | | | | |
| c) | Serviet <i>(Serviette)</i> <ul style="list-style-type: none"> • Napkin <i>(Napkin)</i> • Napkin Kertas <i>(Paper Napkin)</i> | | | | | |
| d) | Kutleri <i>(Cutleries)</i> <ul style="list-style-type: none"> • Mewah <i>(Luxury)</i> • Sederhana <i>(Functional)</i> • Ringkas <i>(Simple)</i> | | | | | |
| e) | Barangan Kaca <i>(Glassware)</i> <ul style="list-style-type: none"> • Mewah <i>(Luxury)</i> • Sederhana <i>(Functional)</i> • Ringkas <i>(Simple)</i> | | | | | |

| | |
|------|--|
| 6.00 | PENGURUSAN SUMBER MANUSIA (10%) (HUMAN RESOURCE MANAGEMENT) |
|------|--|

| | |
|-------|--|
| 6.1.0 | KEBAJIKAN KAKITANGAN (6%) (STAFF WELFARE) |
|-------|--|

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|-------|--|---|----|-------|---|-----|
| | KEBAJIKAN KAKITANGAN (STAFF WELFARE) | | | | | |
| 6.1.1 | Bilangan Kakitangan Mencukupi (Sufficient Number of Staff) | Bilangan kakitangan bersesuaian dengan jumlah bilik penginapan (Adequate number of staff in accordance with hotel rooms) | | | | |
| | <ul style="list-style-type: none"> • Nisbah Kakitangan (Staff Ratio) *Bilangan kakitangan / bilik penginapan Contoh : 150 kakitangan / 300 bilik = 1 : 0.5 | 1 : 0.3 | | 1:0.5 | 1:0.7 | 1:1 |
| 6.1.2 | Pakaian Seragam (Uniform) | Menyediakan sekurang-kurangnya dua (2) set Pakaian Seragam (Provide at least two (2) set of uniforms) | | | | |
| | <ul style="list-style-type: none"> • Ada disediakan • Tidak disediakan | | | | | |
| 6.1.3 | Mengamalkan Gaji Minima (Minimum Salary) | Gaji minima mematuhi dasar semasa (The minimum salary must be in accordance with the laws) | | | | |
| 6.1.4 | Latihan untuk Kakitangan (Staff Training) | Semua kakitangan perlu diberikan latihan asas (All staff must be appropriately trained with certification) | | | Semua kakitangan perlu diberikan latihan asas dan berterusan (All staff must be appropriately trained and must receive continuous training with certification) | |
| | <ul style="list-style-type: none"> • Pekerja baru (New Staff) • Pekerja lama (Senior Staff) | | | | | |
| 6.1.5 | Pecahan Pengambilan Pegawai Dagang (Number of Expatriate) | Pengambilan Pegawai Dagang mematuhi dasar semasa (Expatriate employment must be accordance with the laws) | | | | |
| | <ul style="list-style-type: none"> • 100% Malaysia • 95% Malaysia • 90 % Malaysia • 89 % < Malaysia | | | | | |

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|--------|---|--|--|----|----|----|
| | KEBAJIKAN KAKITANGAN (STAFF WELFARE) | | | | | |
| 6.1.6 | Pekerja Asing <i>(Foreign Worker)</i> <ul style="list-style-type: none"> • 5 Bintang (10 bilik= 1 pekerja) 5 Star (10 Rooms = 1 Staff) • 4 Bintang (10 bilik= 1 pekerja) 4 Star (10 Rooms = 1 Staff) • 3 Bintang (12 bilik= 1 pekerja) 3 star (12 Rooms = 1 Staff) • 2 Bintang (12 bilik= 1 pekerja) 2 Star (12 Rooms = 1 Staff) • 1 Bintang (12 bilik= 1 pekerja) 1 Star (12 Rooms = 1 Staff) | Penggajian pekerja asing mematuhi dasar semasa <i>(Foreign worker employment must be accordance with the laws)</i> | | | | |
| 6.1.7 | Pelajar Latihan Industri <i>(Internship Students)</i> <ul style="list-style-type: none"> • Hotel yang mengambil pelajar tempatan <i>(Local Internship Students)</i> • Hotel yang ambil pelajar asing dan mematuhi dasar sedia ada <i>(Foreign Internship Students must be accordance with the guidelines)</i> • Pelanggaran dasar sedia ada <i>(Collision the current Guidelines)</i> | Hanya hotel bertaraf 3 Bintang ke atas layak layak mengambil pelajar asing bagi program latihan industri <i>(Only 3-5 star hotel eligible for foreign internship student)</i> | Hotel digalakkan mengambil pelajar tempatan. Sekiranya mengambil pelajar asing perlu mematuhi dasar semasa. <i>(Encouraged to take local students for the internship program. For foreign internship student hotel must adhere to the current policy)</i> | | | |
| 6.1.8 | Pekerja Sambilan <i>(Staff Part Time)</i> <ul style="list-style-type: none"> • Warganegara Malaysia / Tiada pekerja sambilan <i>(Malaysian / no part time staff)</i> • Bukan warganegara Malaysia <i>(Non Malaysian)</i> | Pekerja asing tidak dibenarkan bekerja sebagai partime walaupun bagaimanapun students oversea dibenarkan dengan kelulusan IPTA/IPTS masing-masing <i>(Foreigner are not allowed to work as part time worker, however foreign students with the approval from the universities / colleges will be allowed)</i> | | | | |
| 6.1.9 | Perlindungan Perubatan <i>(Medical Coverage)</i> | Kemudahan perlindungan perubatan seperti klinik panel disediakan <i>(Medical coverage such as panel clinic to be available)</i> | | | | |
| 6.1.10 | Bonus <i>(Bonus)</i> | Kakitangan diberikan bonus sekurang-kurangnya sekali setahun <i>(Bonus at least once a year)</i> | | | | |
| 6.1.11 | Pengiktirafan <i>(Recognition)</i> | Pihak pengurusan mengambil inisiatif untuk mengiktiraf sumbangan pekerja seperti pekerja contoh, appraisal performance, bonus dan lain-lain <i>(Initiative to recognize the contributions of workers as excellent staff award, performance appraisal, bonus etc.)</i> | | | | |
| 6.1.12 | Program kesedaran / Integriti <i>(Integrity Programme)</i> | Maklumat integriti dipamerkan di ruang awam. Sebagai contoh saving energy reminder, participate dalam earth hour programme, green card dan lain-lain <i>(Information on integrity such as energy saving reminder, earth hour programme, green card etc to be displayed at public area)</i> | | | | |

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| 6.2.0 | KEMUDAHAN STAF (3%) (STAFF FACILITIES) | | | | |
|--------------|---|--|--|--|--|

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|-------|---|--|----|--|---|----|
| | KEMUDAHAN STAF (STAFF FACILITIES) | | | | | |
| 6.2.1 | Pantri / Kantin / Kafeteria (Pantry / Canteen / Cafeteria) | Pantri Kakitangan yang bersih perlu disediakan (Clean Staff Pantry to be provided) | | Kafeteria Kakitangan yang bersih/ kupon makan perlu disediakan (Clean Staff Cafeteria to be provided) | | |
| 6.2.2 | Loker barang / Tempat Penyalinan Pakaian (Locker / Changing Room) | Loker Barang / Tempat Penyalinan Pakaian berasingan bagi lelaki dan perempuan disediakan (Separate locker / changing room for male and female to be provided) | | | | |
| 6.2.3 | Kawasan merokok (Smoking Area) | Ruangan merokok disediakan (Smoking area provided) | | | | |
| 6.2.4 | Surau (Prayer Room) | Boleh berkongsi dengan surau tetamu (Common prayer room provided) | | | Surau berasingan disediakan untuk kakitangan (Separate prayer room to be provided) | |
| 6.2.5 | Tempat Letak Kenderaan (Parking) | Tidak perlu disediakan (Not Required) | | | Tempat letak kenderaan untuk kakitangan disediakan (Parking provided) | |
| 6.2.6 | Dobi pakaian seragam (Uniform Laundry) | Tidak perlu disediakan (Not Required) | | Dobi Pakaian Seragam untuk semua kakitangan perlu disediakan (Uniform Laundry to be provided) | | |
| 6.2.7 | Kemudahan penginapan kakitangan (Hostel) | Hotel yang menyediakan hostel/elaun hostel/penginapan akan mendapat tambahan markah (Extra marks if the facilities provided to the staff) | | | | |
| 6.2.8 | Kemudahan Pengangkutan (Transportation) | Hotel yang menyediakan pengangkutan/elaun pengangkutan akan mendapat tambahan markah (Extra marks if the facilities provided to the staff) | | | | |

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| 6.3.0 | TANGGUNGJAWAB SOSIAL KORPORAT (1%) (Corporate Social Responsibility - CSR) | | | | |
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| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|-------|--|---|----|----|----|----|
| | Corporate Social Responsibility (CSR) | | | | | |
| 6.3.1 | Tanggungjawab Sosial Korporat Corporate Social Responsibility (CSR) | Nyatakan program yang dijalankan di peringkat komuniti sekiranya ada (List of programmes or activities collaboration with the community and local organizations) | | | | |

| 7.00 | | ADUAN (4%) (COMPLAINTS) | | | | |
|-------|--|--|----|----|----|----|
| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
| | ADUAN (COMPLAINTS) | | | | | |
| 7.1.0 | MEDIUM ADUAN (2%) (COMPLAINTS MEDIUM) | | | | | |
| 7.1.1 | Nyatakan Medium Aduan yang ditawarkan oleh pihak hotel <i>(List of Complaint Medium provided by the hotel)</i> | Pantau dan respon aduan melalui media sosial, cetak, elektronik seperti Trip Advisor, Agoda, Trivago, Hotel.com dll <i>(Complaints monitoring and respond via social media, print, electronic, such as Trip Advisor, Agoda Trivago, Hotel.com etc.)</i> | | | | |
| 7.2.0 | RESPON ADUAN (1%) (COMPLAINTS HANDLING) | | | | | |
| 7.2.1 | Tindakbalas Terhadap Aduan <i>(Effective handling on complaints)</i> | Tempoh masa maklumbalas pihak hotel kepada pengadu terhadap aduan <i>(Feedback on complaints)</i> | | | | |
| | • 24 jam <i>(24 hours)</i> | | | | | |
| | • 1-3 hari <i>(1-3 days)</i> | | | | | |
| | • 4-7 hari <i>(4-7 days)</i> | | | | | |
| 7.3.0 | NOTA PENGHARGAAN (1%) (APPRECIATION NOTE) | | | | | |
| 7.3.1 | Nota Penghargaan kepada tetamu hotel <i>(Appreciation Note to hotel guest)</i> | Pihak hotel memberi Nota Penghargaan kepada tetamu hotel <i>(Appreciation Note to be provided to hotel guest)</i> | | | | |

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| 8.00 | KEMUDAHAN TETAMU (7%) (GUEST FACILITIES) | | | | |
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| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|------|---|---|----|----|--|----|
| | KEMUDAHAN TETAMU (GUEST FACILITIES) | | | | | |
| 8.1 | Kolam Renang (Swimming Pool) | Tidak perlu disediakan (Not Required) | | | Menyediakan Kolam Renang berasingan untuk dewasa dan kanak-kanak (Swimming pool for adult and children) | |
| | a) Dewasa (Adult) | | | | | |
| | b) Kanak-kanak (Children) | | | | | |
| | c) Tiada (Nil) | | | | | |
| 8.2 | Bilik persalinan (Changing Room) | Tidak perlu disediakan. Perlu disediakan sekiranya mempunyai kolam renang (Not Compulsory, to be provided for hotel that have swimming pool) | | | Perlu disediakan (To be provided) | |
| 8.3 | Pengawal kolam renang berkeelayakan (Qualified Life Guard) | Perlu disediakan sekiranya mempunyai kolam renang yang mempunyai kedalaman 4.5 kaki ke atas (Swimming pool is attended by qualified life guard for pools (more than 4.5 ft) and pool attendant for shallow pool) | | | | |
| 8.4 | Peraturan kolam renang (Swimming Pool Regulation) | Perlu disediakan sekiranya mempunyai Kolam Renang seperti peraturan pakaian, papan tanda keselamatan, waktu operasi dan tanda larangan (Swimming pool regulation to be provided - Attire Signage, Warning Signage, Operational Hours, Do & Don't dll.) | | | | |
| 8.5 | Gimnasium (Gymnasium) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan termasuk water dispenser dan tuala (Gym facilities to be provided) | |
| 8.6 | Jurulatih Gimnasium yang berkeelayakan (Qualified Gymnasium Instructor) | Perlu disediakan sekiranya mempunyai gimnasium (To be provided for hotel that have gymnasium) | | | | |
| 8.7 | Peraturan Gimnasium (Gymnasium Regulation) | Perlu disediakan sekiranya mempunyai gimnasium seperti peraturan pakaian, papan tanda keselamatan, waktu operasi dan tanda larangan (Gymnasium Regulation to be provided - Attire Signage, Operational Hours, Do & Don't dll.) | | | | |
| 8.8 | Spa / Sauna (Spa / Sauna) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan (To be provided) | |
| 8.9 | Peraturan Sauna (Sauna Regulation) | Perlu disediakan sekiranya mempunyai sauna seperti peraturan pakaian, papan tanda keselamatan, waktu operasi dan tanda larangan (Sauna Regulation to be provided - Attire Signage, Operational Hours, Do & Don't dll) | | | | |
| 8.10 | Kedai barangan keperluan (Convenience Store) | Tidak perlu disediakan sekiranya terdapat kedai berdekatan yang beroperasi 24 jam (Not compulsory for hotel adjacent to 24 hours convenience store) | | | | |
| 8.11 | Business Centre (Business Centre) | Tidak perlu disediakan (Not Required) | | | Perlu disediakan dengan kemudahan lengkap dan berfungsi (Business centre services or a dedicated Business Centre facility to be provided) | |

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| 9.00 | KESELAMATAN (3%) (SECURITY) | | | | |
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| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|------|---|--|----|----|----|----|
| | KESELAMATAN (SECURITY) | | | | | |
| 9.1 | CCTV (CCTV) | Pemantauan keselamatan dan CCTV yang mencukupi di kawasan-kawasan umum termasuk kawasan tempat letak kenderaan. <i>(Adequate safety monitoring device (CCTV) at critical area, common areas including parking area to be provided)</i> | | | | |
| 9.2 | Pengawal Keselamatan (Security Staff) | Pengawal Keselamatan yang berkelayakan, berpengalaman serta mencukupi. <i>(Adequate Security Staff must be provided)</i> | | | | |
| 9.3 | Pakaian Seragam (Uniform provided) | Menyediakan sekurang-kurangnya dua set pakaian Seragam <i>(Provide at least two (2) set of uniforms)</i> | | | | |
| 9.4 | Pasukan Tindakan Kecemasan (Emergency Respond Team - ERT) | Menyediakan Pasukan Tindakan Kecemasan yang bertauliah. <i>(Qualified Emergency Respond Team must be provided)</i> | | | | |
| 9.5 | Pintu Kecemasan (Emergency Exit) | Kemudahan dan peralatan BOMBA yang disediakan adalah mencukupi dan berfungsi dengan baik serta mengikut spesifikasi dan keperluan BOMBA <i>(Adequate fire-fighting facilities and equipment provided must be in accordance with BOMBA requirements)</i> | | | | |
| 9.6 | Alat Pemadam Api (Fire Extinguisher) | | | | | |
| 9.7 | Sistem Semburan Air (Water Sprinkler) | | | | | |
| 9.8 | Lif BOMBA (Bomba Lift) | | | | | |
| 9.9 | Hos BOMBA (BOMBA Hose) | | | | | |
| 9.10 | Pili BOMBA (Water Hydrants) | | | | | |
| 9.11 | Pintu Rintangan Api (Fire Door) | | | | | |
| 9.12 | Alat Pengesan Asap (Smoke Detector) | | | | | |

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| 10.00 | ICT (2%) (ICT) | | | | |
|-------|-------------------|--|--|--|--|

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | | 1★ | 2★ | 3★ | 4★ | 5★ |
|------|---|--|--|---|----|----|----|
| | ICT (ICT) | | | | | | |
| 10.1 | Sistem Tempahan Bilik <i>(Reservation System)</i> | | Sistem tempahan bilik yang mudah dan cepat <i>(Ability to make a prompt and effective reservation)</i> | | | | |
| 10.2 | Tempahan secara atas talian <i>(Online Booking)</i> | | Hotel menawarkan tempahan secara atas talian melalui laman web hotel atau pautan web lain seperti TriVago, Agoda, Hotels.com dan lain-lain <i>(There should be an easy and efficient online booking service provided by official website or other website such as TriVago, Agoda, Hotels.com etc.)</i> | | | | |
| 10.3 | Rekod Maklumat Tetamu Hotel <i>(Database for return customer)</i> | | Rekod maklumat pelanggan disimpan secara manual <i>(Database for return customer recorded manually)</i> | Rekod maklumat pelanggan disimpan dalam sistem komputer <i>(Database for return customer recorded computerize)</i> | | | |
| | | <ul style="list-style-type: none"> • Berkomputer <i>(Computerize)</i> • Manual <i>(Manual)</i> • Tiada <i>(Nil)</i> | | | | | |
| 10.4 | Pembayaran secara atas talian <i>(Online Payment)</i> | | Perkhidmatan pembayaran secara atas talian melalui perbankan internet, FPX, dan lain-lain <i>(Online payment to be provided via internet banking, FPX etc.)</i> | | | | |
| 10.5 | Pemasaran atas talian melalui laman web <i>(Online marketing)</i> | | Pemasaran atas talian melalui laman web hotel atau media sosial seperti facebook, Instagram, twitter dan lain-lain <i>(Online marketing by hotel official website or social media such as facebook, Instagram, twitter etc)</i> | | | | |
| 10.6 | Sistem dobi atas talian <i>(Online Laundry / Linen System)</i> | | Hotel yang merekodkan perkhidmatan dobi secara atas talian <i>(Online laundry service record)</i> | | | | |

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| 11.00 | KEISTIMEWAAN HOTEL (2%) (SPECIAL FEATURES) |
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| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|------------|---|-----------|-----------|-----------|-----------|-----------|
| | KEISTIMEWAAN HOTEL (SPECIAL FEATURES) | | | | | |
| 11.1 | Taman Tema Air <i>(Waterpark)</i> | | | | | |
| 11.2 | Taman Tema <i>(Themepark)</i> | | | | | |
| 11.3 | Zon Kanak-kanak <i>(Kid Zone)</i> | | | | | |
| 11.4 | Taman (Taman Orkid, Taman Rama-rama, Taman burung) <i>Garden (Orkid Garden, Butterfly Farm, Bird Farm dll.)</i> | | | | | |
| 11.5 | Galeri Seni <i>(Art Gallery)</i> | | | | | |
| 11.6 | Perpustakaan <i>(Library)</i> | | | | | |
| 11.7 | Dobi Layan Diri <i>(Self-Laundry Room)</i> | | | | | |
| 11.8 | Kedai barangan berjenama <i>(High-end Store)</i> | | | | | |
| 11.9 | Kedai Dandan Rambut <i>(Hair Salon)</i> | | | | | |
| 11.10 | Kawasan Wanita <i>(Ladies Floor)</i> | | | | | |
| 11.11 | Bistro <i>(Bistro)</i> | | | | | |
| 11.12 | Bilik Karaoke <i>(Karaoke Room)</i> | | | | | |
| 11.13 | Kemudahan Sukan dan Rekreasi <i>(Sport Recreation)</i> | | | | | |
| 11.14 | Mesra Tetamu Hotel Muslim <i>(Muslim friendly)</i> | | | | | |

Tambahan markah sekiranya hotel mempunyai keistimewaan tersendiri yang di tawarkan kepada tetamu hotel
(Extra marks if hotels has their own specialty that offered to hotel guests)

| BIL | KRITERIA HOTEL BANDAR (CITY HOTEL) | 1★ | 2★ | 3★ | 4★ | 5★ |
|-------|---|----|----|----|----|----|
| | KEISTIMEWAAN HOTEL (SPECIAL FEATURES) | | | | | |
| 11.15 | Kolam Renang Air Panas <i>(Heated Pool)</i> | | | | | |
| 11.16 | Nyatakan ciri-ciri keistimewaan hotel <i>(Please specify Special Features in the hotel)</i> | | | | | |